

Alerter for Captiva

1 Executive Summary

Alerter for Captiva monitors the System and Operational Health of an OpenText Captiva System and sends email alerts when configured conditions are identified in an automated, proactive manner, eliminating constant monitoring and watching of the Captiva system by Support and Operational Staff.

1.1 System Health

System Health checks the Captiva environment. The PCG Alerter for Captiva looks identifies the following System Health Conditions:

- Captiva Server Nodes in a Scale Server group or the single node in a non-scale server system to ensure it is active.
- Captiva Server Node Disk space
- License status, expiration and usage for the Captiva System
- Required Modules are On-Line
- Batches for specified states (Errored, Task Errors, Hold, Priority Zero, Age, Name, Priority)
- Other Network Servers that the Captiva System utilizes (file servers, document repository servers, etc.) to ensure they are on-line

An email alert is sent to notify support staff of the identified condition to allow investigation. This automated proactive approach eliminates the constant checking of the Captiva System by the support staff or the calls from operation staff when they experience issue or missed deliverables; reducing frustrated users and increasing confidence in the Captiva System.

1.2 Operational Health

Operational Health checks the state of batches and tasks in the Captiva Environment. The PCG Alerter for Captiva assists the operational staff by identifying the following Operational Health Conditions:

- Batches for specified states (Errored, Task Errors, Hold, Priority Zero, Done)
- Batches Aging to identify batches over a time threshold
- Batches with specific Name patterns (starts with, ends with, contains)
- Batches with specific Priorities
- New Batches
- Deleted Batches
- Allows for Ignoring batches with certain conditions
- Modules that have reached a Task threshold
- Steps that have reached a Task threshold
- Departments that have reached a Task threshold.

An email alert would notify the operational staff of the conditional, allowing them to determine what action to take.