

Kofax Monitor 5.0 Introduction

What Are The Benefits of Kofax Monitor?

Application Note

Date	January 27, 2008
Applies To	Kofax Monitor 5.0
Summary	This is an introduction to the benefits of the Kofax Monitor 5.0 product.
Revision	1.0

Kofax Monitor Solution

Kofax Monitor 5.0 is a graphical monitoring solution targeted at tracking and reporting the health and status of an entire Kofax solution. This application, which was created for the Microsoft® Windows® 2000 or 2003 operating system environments, increases your ability to:

- Continuously observe your technology investment.
- Communicate business service level information through dashboards, reports, and notification processes.
- Rapidly identify application problems and process exceptions.
- Accurately deploy the proper resources to resolve problems.
- The simplicity of Kofax Monitor allows a broad audience to view and continually monitor your business-critical systems. Kofax Monitor, using an agent-less simulation approach, can quickly observe and identify exceptions for business critical applications and business processes.
- Kofax Monitor observes both applications and processes. For example, Kofax Monitor identifies any access issues to a server, and can test an application's ability to complete a series of steps, or exceptions within a process.
- Kofax Monitor can leverage existing monitor information and summarize in a business service level dashboard. The dashboard is viewable from client browsers, mobile browsers, Windows mobile applications, and WPF (Windows Presentation Foundation) based client applications.

Monitored Resources

Kofax Monitor can report on the following elements:

- Kofax Platform Server availability and service levels.
- Kofax ODBC-compliant databases such as Oracle®, Microsoft® SQL Server, and DB2®.

<p>Note: For details regarding the Kofax Monitor 5.0 certified databases, please refer to the Database Server Software section of the Kofax Monitor Configuration Guide - version 5.0 or the Kofax Monitor 5.0 Supported Configurations Web page.</p>
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- Import Connector Web Services-based interfaces as part of an SOA architecture.
- Kofax batch processing exceptions, queue count levels, and application throughput.
- Kofax Remote Site (s) status, currency, and processing.
- Import Connector for email, using Email servers such as Exchange or SMTP/POP.
- Windows Servers and Windows GUI applications.

Status Monitoring

Monitoring can detect the following:

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

Proactive Actions can be configured to respond to an error state by sending notifications, posting to a URL, or running commands.

This can assist in:

- Managing the uptime/availability of the Kofax Capture system
- Understanding Kofax document processing levels
- Allowing collection of SLA metrics
- Isolating or resolving problems quickly

Status Presentation

The Kofax Monitor dashboard is viewable from:

- Client browsers
- Mobile browsers
- Windows mobile applications
- WPF (Windows Presentation Foundation) based client applications
- The Business Management Dashboard

The Business Management Dashboard is a WPF application which provides a very visual status, allowing a quick look to communicate a wealth of information.

SLA and availability reports are available from the dashboard based on resource, monitor, or group.

Beyond Kofax

Using your own resources, Kofax Monitor can be configured to monitor other elements of your environment. Monitors can test against the following elements: Windows EventLog, Files, Ping, SNMP, SQL, WebService, WebSite, and WMI.