




# OpenText Content Management, Module Suite and Observability

Stéphane Genoux  
Technical Consultant & Team Lead,  
AnswerConsulting



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# Agenda

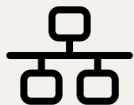
- What is observability?
  - The value of observability
  - As-is in the OpenText Content Management ecosystem
  - Module Suite integration capabilities & Demo
- 
- A large, stylized orange graphic on the right side of the slide, identical to the one on the left, resembling a flower or a cluster of five rounded petals.

# What is observability?

- **Ability to understand systems from the data they produce**
  - Logs (events)
  - Metrics (performance indicator)
  - Traces (flow analysis)
  
- **Help anticipate, detect, diagnose and fix issues**
  
- **Of major interest for:**
  - SLA / SLO
  - Performance monitoring / User Experience
  - Security

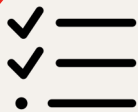


# Value for different audiences



## Infrastructure

- Helps correlate service level with metrics of surrounding



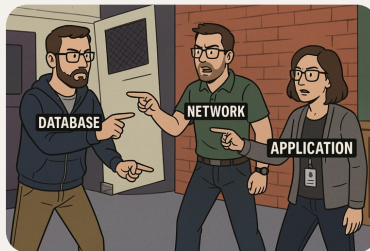
## Project team

- Helps prove that the solution delivered is fit for purpose and meets to the service level criteria defined



## DevOps

- Faster troubleshooting / RCA
- Reduces MTTD / MTTR

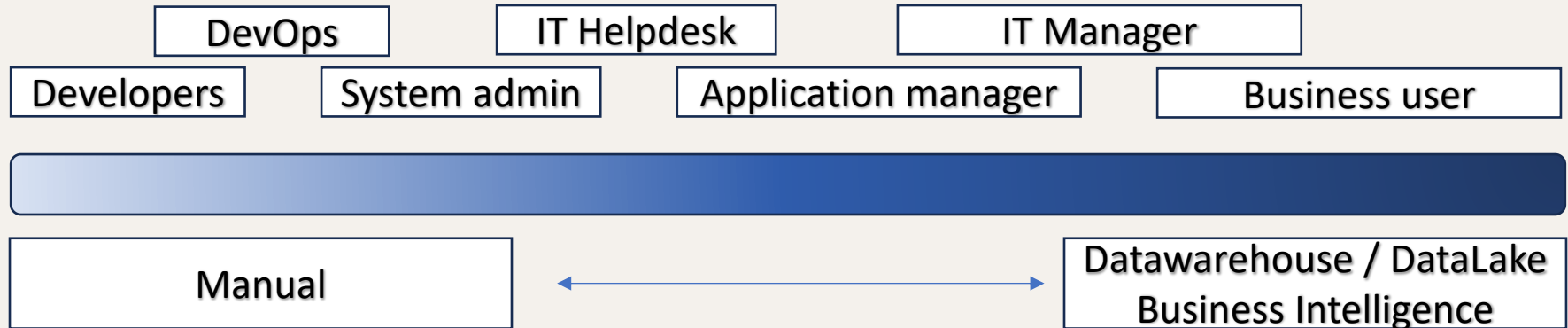
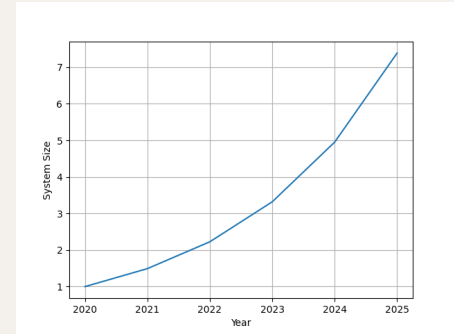


## Business users

- Improves reliability
- Improves quality of service
- Improves operational efficiency

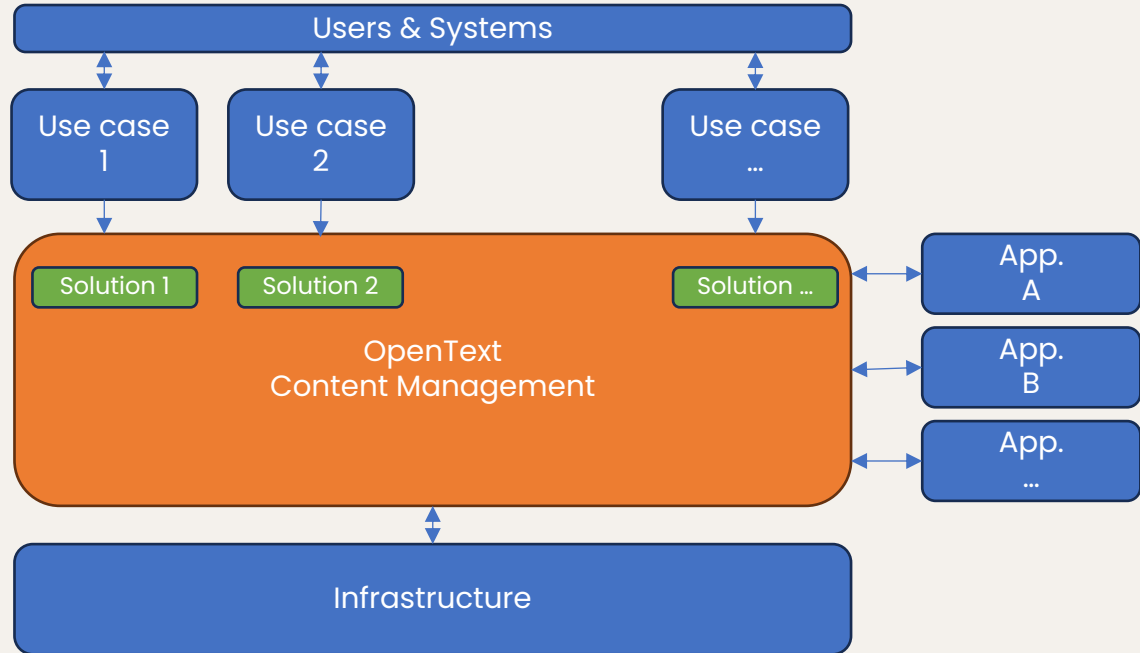
# Value of observability in the organization

- Helps decorelate TCO from a system's footprint (amount of users / size of data)
- Reduces operational risk
- Improves usage of human resources for more valuable tasks
- Improves communication with stakeholders

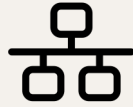


# Where it fits in the IT landscape

- Helps understand OpenText Content Management and the services it provides
- Helps to understand the dependencies between these services and:
  - Other services
  - Business processes
- Can help built KPIs about operational performance



# Observability with Content Management



As is

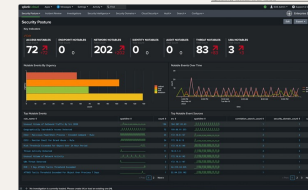
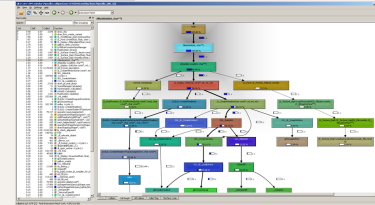
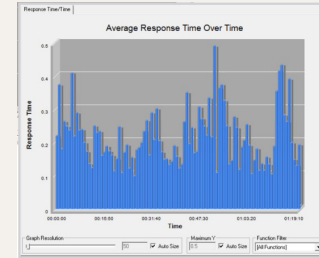
## The data we are working with:

- All sorts of log files
- Audit trail (database)
- System metrics (snmp)

## Several tools, each with their own compromise:

- Elbow grease
- Performance analyzer
- Oscript Profiler
- Splunk integration
- FluentBits ( ?func=admin.FluentBitConfig )

→ Organizations often still use 3<sup>rd</sup> party systems to monitor applications from the outside, limiting the analysis to the surface of things



fluentbit

# Observability and the Module Suite

## **Needs flexibility to accommodate all types of architectures:**

- On premise
- Private cloud
- Managed cloud

→ Lots of variability between deployments

→ No guarantee of ability to deploy / configure observability tools

→ No guarantee of being able to access the server

# Observability and the Module Suite

## Best practices

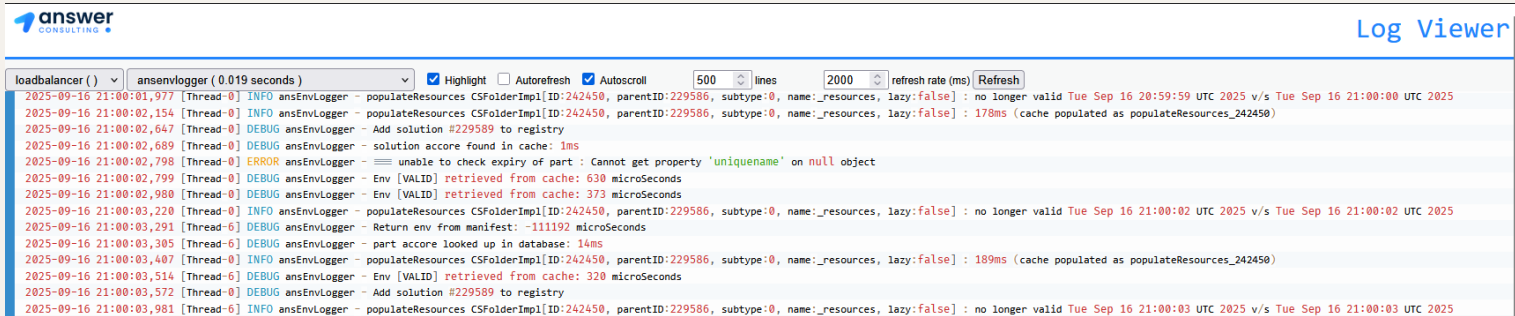
### Logging

`admin.getLogger(String loggerName, String level)`

*Logging should be structured, systematic and centralized*

→ Logging is not for developers only

- **Structured:**  
Logs cannot be understood without consistent naming schemas / self explanatory data. The log levels must align with the nature of the event.
- **Systematic:**  
Complex systems turn into black boxes without minimum logging
- **Centralized:**  
Logger / Appender levels should be manageable.



The screenshot shows a 'Log Viewer' window with the following details:

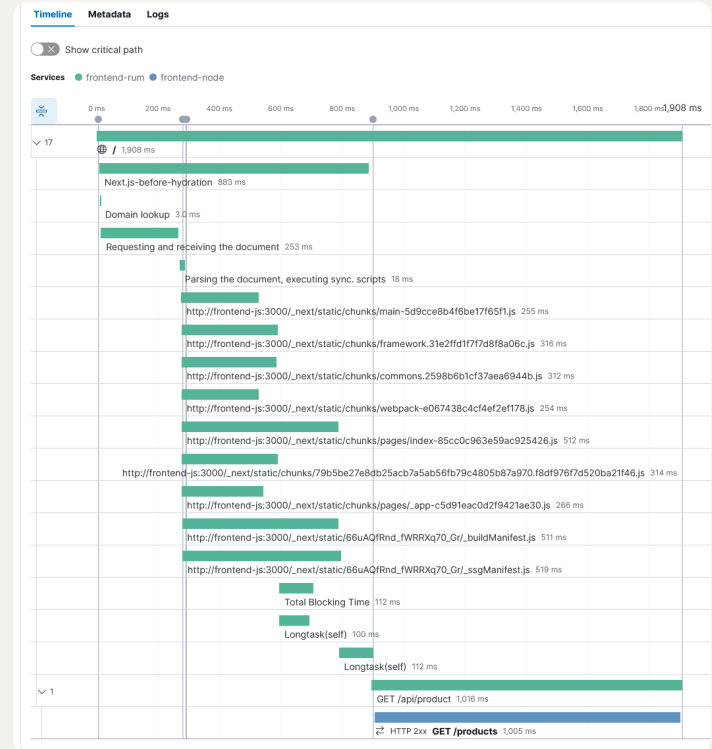
- Source:** loadbalancer ( ) / ansenvlogger ( 0.019 seconds )
- Filters:** Highlight (checked), Autorefresh (unchecked), Autoscroll (checked)
- Display Settings:** 500 lines, 2000 refresh rate (ms), Refresh button
- Log Entries:**
  - 2025-09-16 21:00:01,977 [Thread-0] INFO ansEnvLogger - populateResources CSFolderImpl[ID:242450, parentID:229586, subtype:0, name:\_resources, lazy:false] : no longer valid Tue Sep 16 20:59:59 UTC 2025 v/s Tue Sep 16 21:00:00 UTC 2025
  - 2025-09-16 21:00:02,154 [Thread-0] INFO ansEnvLogger - populateResources CSFolderImpl[ID:242450, parentID:229586, subtype:0, name:\_resources, lazy:false] : 178ms (cache populated as populateResources\_242450)
  - 2025-09-16 21:00:02,647 [Thread-0] DEBUG ansEnvLogger - Add solution #229589 to registry
  - 2025-09-16 21:00:02,689 [Thread-0] DEBUG ansEnvLogger - solution accore found in cache: 1ms
  - 2025-09-16 21:00:02,798 [Thread-0] ERROR ansEnvLogger - unable to check expiry of part : Cannot get property 'uniquename' on null object
  - 2025-09-16 21:00:02,799 [Thread-0] DEBUG ansEnvLogger - Env [VALID] retrieved from cache: 630 microseconds
  - 2025-09-16 21:00:02,980 [Thread-0] DEBUG ansEnvLogger - Env [VALID] retrieved from cache: 373 microseconds
  - 2025-09-16 21:00:03,220 [Thread-0] INFO ansEnvLogger - populateResources CSFolderImpl[ID:242450, parentID:229586, subtype:0, name:\_resources, lazy:false] : no longer valid Tue Sep 16 21:00:02 UTC 2025 v/s Tue Sep 16 21:00:02 UTC 2025
  - 2025-09-16 21:00:03,291 [Thread-6] DEBUG ansEnvLogger - Return env from manifest: ~111192 microseconds
  - 2025-09-16 21:00:03,305 [Thread-6] DEBUG ansEnvLogger - part accore looked up in database: 14ms
  - 2025-09-16 21:00:03,407 [Thread-0] INFO ansEnvLogger - populateResources CSFolderImpl[ID:242450, parentID:229586, subtype:0, name:\_resources, lazy:false] : 189ms (cache populated as populateResources\_242450)
  - 2025-09-16 21:00:03,514 [Thread-6] DEBUG ansEnvLogger - Env [VALID] retrieved from cache: 320 microseconds
  - 2025-09-16 21:00:03,572 [Thread-0] DEBUG ansEnvLogger - Add solution #229589 to registry
  - 2025-09-16 21:00:03,981 [Thread-6] INFO ansEnvLogger - populateResources CSFolderImpl[ID:242450, parentID:229586, subtype:0, name:\_resources, lazy:false] : no longer valid Tue Sep 16 21:00:03 UTC 2025 v/s Tue Sep 16 21:00:03 UTC 2025

# Observability and the Module Suite

## Best practices

### Tracing

- *Traces should include clear indications of the locations of the pieces of code being investigated*
- *Usual suspects / possible performance bottlenecks are prime candidates for tracing*
- *Use standard naming conventions for attributes*



# Observability and the Module Suite

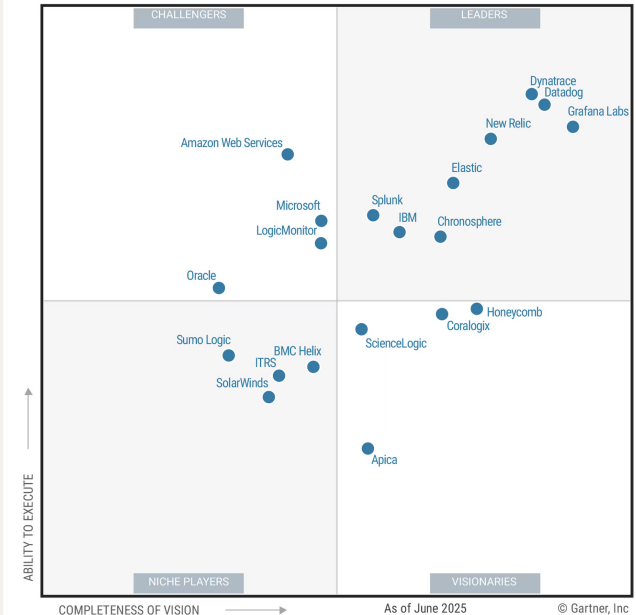
## Need

- provide monitoring / observability capabilities in line with other modern Enterprise Solutions
- Provide these capabilities with a minimum footprint

## OpenTelemetry <https://opentelemetry.io/>

- Vendor neutral
- De facto standard for observability
- Java / Groovy is a first-class citizen
- Designed for distributed systems

Figure 1: Magic Quadrant for Observability Platforms

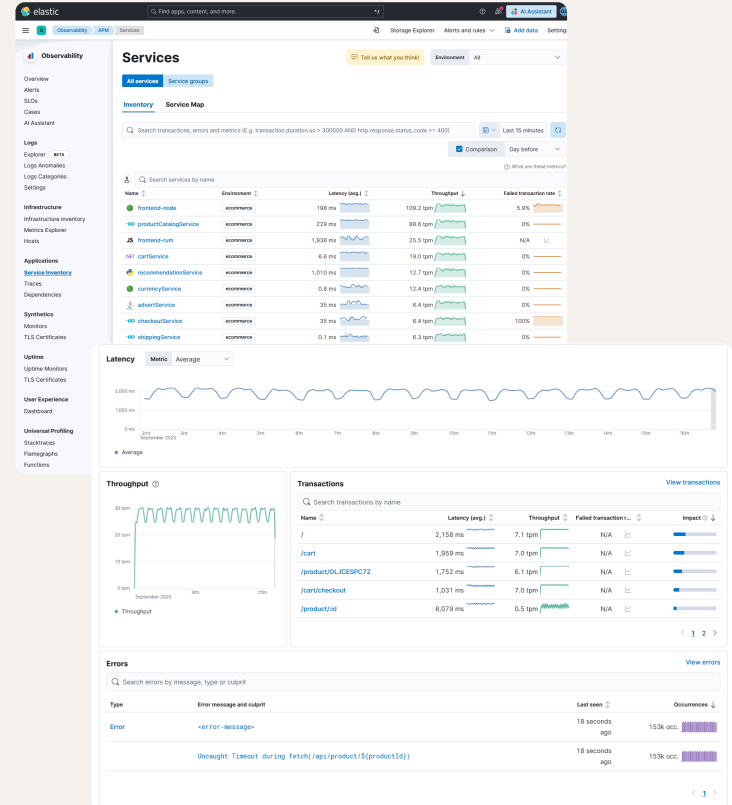


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# Observability and the Module Suite

## Observability solutions:

- Repository for telemetry data
- Ad-hoc capabilities for search / filtering of data
- Aggregation / grouping / drilldown
- Dashboards points of focus
- Notifications



# Observability and the Module Suite

Demo



**Thank you**

Feel free to ask any questions!

Stéphane Genoux  
Technical Consultant & Team Lead,  
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