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# eServices Administrator's Guide

Using the JMS Event Logger with Apache ActiveMQ

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## Important

You must have Apache ActiveMQ 5.14.5 or higher.

You can use the JMS Event Logger with Apache ActiveMQ to process reporting events using a JMS queue.

To enable the JMS Event Logger with Apache ActiveMQ, **edit the option `delivery-protocol`** and set the value to `jms`.

## Configuring JMS Event Logger with Apache ActiveMQ

1. Configure Apache ActiveMQ, as described on the [Apache website](#).
2. Create a **jndi.properties** file with the following content:

```
java.naming.factory.initial = org.apache.activemq.jndi.ActiveMQInitialContextFactory
java.naming.provider.url = tcp://activemq_host:61616
connectionFactoryNames = ConnectionFactory
queue.InxEventLogQueue = InxEventLogQueue
queue.inbound = inx.inbound
queue.error = inx.error
queue.processed = inx.processed
queue.notification = inx.notification
```

## Important

The value of **queue.InxEventLogQueue** refers to a queue name in your environment.

3. Pack the **jndi.properties** file in the root of **amq-jndi.jar**. You can use a ZIP archiving utility to pack the **jndi.properties** file.
4. In the Interaction Server Application object, on the **Applications Options** tab, add the following jar files to the `-Djava.class.path` option in the **jvm-options** section:
  1. **activemq-all-<version>.jar**
  2. **amq-jndi.jar**
  3. **log4j-api-<version>.jar** (optional, refer to the Note below)

The **activemq-all-<version>.jar** file is located in the ActiveMQ installation directory and not supplied

with Interaction Server.

### Important

Since version 5.17.0 **activemq-all** also requires log4j-api library, refer to [Maven Repository: org.apache.activemq » activemq-all](#) for information about log4j-api version. The **log4j-api-<version>.jar** file is not supplied with Interaction Server and should be downloaded from public repositories (For example, [Maven Repository: org.apache.logging.log4j » log4j-api](#)).

5. Create the JMS Event Logger as a [Database Access Point \(DAP\)](#).
6. Configure JMS Event Logger for connecting to Apache ActiveMQ by adding the following options in the **logger-settings** section:
  - delivery-protocol=jms
  - delivery-queue-name=InxEventLogQueue
  - jms-connection-factory-lookup-name=ConnectionFactory
  - jms-initial-context-factory=org.apache.activemq.jndi.ActiveMQInitialContextFactory
  - jms-provider-url=tcp://activemq\_host:61616
  - reconnect-timeout=10

### Important

- Change the value of **InxEventLogQueue** to the queue value you set in the **jndi.properties** file.
- The value of **jms-provider-url** is the Apache ActiveMQ URL that corresponds to the `<transportConnectorname>` node from the **activemq.xml** file.

7. Optionally, you can repeat the steps in this section to set up multiple JMS Event Loggers. With each additional logger, you must increment the name of additional queues as queue.InxEventLogQueue2 = InxEventLogQueue2 in the **jndi.properties** file.
8. Add created JMS Event Loggers to Interaction Server connections.

## Using TLS with Apache ActiveMQ

1. Prepare the TLS certificates, as described in the [Genesys Security Deployment Guide](#).
2. Copy **cert.jks** and **truststore.jks** into the following folder: **<Apache ActiveMQ installation directory>/conf**.
3. Open the file **activemq.xml** in the folder **<Apache ActiveMQ installation directory>/conf** and add the following lines:

```
<transportConnectors>
```

```
...
<transportConnectorname="ssl"uri="ssl://0.0.0.0:61617?trace=true&needClientAuth=true"/>
...
</transportConnectors>
<sslContext>
  <sslContextkeyStore="file:${activemq.base}/conf/cert.jks"
  keyStorePassword="YourKeyStorePassword"
  trustStore="file:${activemq.base}/conf/truststore.jks"
  trustStorePassword="YourTrustStorePassword"/>
</sslContext>
```

### Important

Change the values of **keyStorePassword** and **trustStorePassword** to acceptable passwords.

4. Restart ActiveMQ.
5. Update the following configuration options in the **logger-settings** section:
  - `jms-initial-context-factory=org.apache.activemq.jndi.ActiveMQSslInitialContextFactory`
  - `jms-provider-url=ssl://activemq_host:61617`
6. Add the following configuration options in the **jms-additional-context-attributes** section:
  - `connection.ConnectionFactory.keyStore=cert.jks`
  - `connection.ConnectionFactory.keyStorePassword=keyStorePassword`
  - `connection.ConnectionFactory.keyStoreType=jks`
  - `connection.ConnectionFactory.trustStore=truststore.jks`
  - `connection.ConnectionFactory.trustStorePassword=trustStorePassword`
  - `connection.ConnectionFactory.trustStoreType=jks`

### Important

Change the values of **connection.ConnectionFactory.keyStorePassword** and **ConnectionFactory.trustStorePassword** to the values you set in the **activemq.xml** file.