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Developer's Guide

Monitoring Overview

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Monitoring Overview

Genesys Co-browse added monitoring features in **8.5.001** and extended those features in **8.5.002**.

Monitoring features added in 8.5.001

Starting with **8.5.001**, Co-browse Server integrates with a **Metrics Java library** to allow you to generate Co-browse reporting metrics about Co-browse Server performance and the processing of Co-browse sessions. While the metrics library gives several ways to report on current values, only reporting through the JMX **JConsole** interface is available in **8.5.001**.

Monitoring features extended in 8.5.002

Genesys Co-browse **8.5.002** extends monitoring functionality:

- New *logging reporter* lets you report metric values in the console or log.
- Co-browse Server can now generate **Monitoring Alarms** you can use to improve Co-browse performance.

See the links below for more on the reports and metrics available through Co-browse Server.

Monitoring Co-browse

In **8.5.002+**, Genesys Co-browse Server's monitoring functionality generates the following:

- **Co-browse Performance Counters (KPIs)** using:
 - JMX reporter, observable with any JMX interface
 - Logging reporter for metrics
- **Co-browse Monitoring Alarms** using:
 - Logging reporter for alarms
 - Message Server reporter