



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Deployment Guide

Tuning Your JVM

12/19/2025

Contents

- 1 Tuning Your JVM
 - 1.1 Tuning Your Memory Allocation
 - 1.2 Enabling the JMX Port
 - 1.3 Applying Parameters to Your Windows Service

Tuning Your JVM

Web Engagement Server allows you to tune your JVM parameters, which is especially important with respect to the virtual memory allocated to the JVM. You can modify your JVM parameters in the **setenv.bat** or **setenv.sh** file that is located at **Web Engagement installation directory\server**.

Tuning Your Memory Allocation

Out of the box, the **setenv.bat** and **setenv.sh** files have the following memory settings:

```
set MEMORY_MIN=4096m
set MEMORY_MAX=4096m
```

If you want to change these settings, update the appropriate values and restart the Web Engagement Server.

Note: In older versions of GWE, memory management in **setenv.bat** and **setenv.sh** files was done explicitly through the **Xms** and **Xmx** parameters:

```
-Xms512m -Xmx1024m -XX:MaxPermSize=250m
```

Therefore, if you are using an older version of GWE, correct these parameters instead of **MEMORY_MIN** and **MEMORY_MAX**.

Enabling the JMX Port

You can monitor the JVM where your Web Engagement Server is running by using some of the standard Java tools distributed with the JDK, such as JConsole or Visual VM. Since these tools work through the JMX port, the Web Engagement Server needs to open this port on startup.

Out of the box, the **setenv.bat** and **setenv.sh** files contain all of the settings you need to turn on JMX access. Here's what **setenv.sh** looks like:

```
:: Uncomment to enable JMX Remote
:: set JMX_PORT=7199
:: set JAVA_OPTS=%JAVA_OPTS% -Dcom.sun.management.jmxremote ^
:: -Dcom.sun.management.jmxremote.port=%JMX_PORT% ^
:: -Dcom.sun.management.jmxremote.local.only=false ^
:: -Dcom.sun.management.jmxremote.ssl=false ^
:: -Dcom.sun.management.jmxremote.authenticate=false
```

As you can see, the JMX parameters are turned off by default. To enable JMX access, you need to uncomment these settings.

Note: Opening the JMX port without adequate security can be risky. See the [JMX monitoring and management documentation](#) for information about how to tune your security settings when using

JMX to monitor your JVM.

Applying Parameters to Your Windows Service

It is important to understand that any changes you make to the **setenv.bat** file will not be applied to the Windows service that starts Web Engagement Server. Here's how to apply the parameters from **setenv.bat** to your Windows service:

1. Make all necessary changes to **setenv.bat**.
2. Ensure that your Web Engagement Server can be started successfully from the command line.
3. Execute the **server.bat remove** command to remove your existing Windows service.
4. Execute the **server.bat install** command to install a new Windows service.

After you finish these steps, your Windows service will be synchronized with **server.bat**.