



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.

Interaction Server Administration Guide

Using the JMS Event Logger with Apache ActiveMQ

12/19/2025

Using the JMS Event Logger with Apache ActiveMQ

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 **`amq-jndi.jar`**.
4. Add the following jars to the **`-Djava.class.path`** option in the **`jvm-options`** section:
 - `activemq-all-5.14.5.jar`
 - `amq-jndi.jar`

`jvm-options` are located in Interaction Server application options. They are configured on per-process basis and not on per-capture-point one.

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

- These options are for ActiveMQ credentials. These credentials might be specified during the connection factory configuration procedure.
- 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. Configure persistence of messages generated by JMS Event Logger by setting the option `recoverable`. If this option is set to **true**, the message producer delivery mode is set to **DeliveryMode.PERSISTENT**. Otherwise, if set to **false**, the delivery mode is set to **DeliveryMode.NON_PERSISTENT**.

Important

If the delivery mode is **DeliveryMode.NON_PERSISTENT** and the corresponding message queue is deleted on the fly, Interaction Server does not report any errors, even though the messages are not written anywhere.

8. 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.
9. 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.