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Genesys Knowledge Center Deployment Guide

Viewing Metrics with JMX

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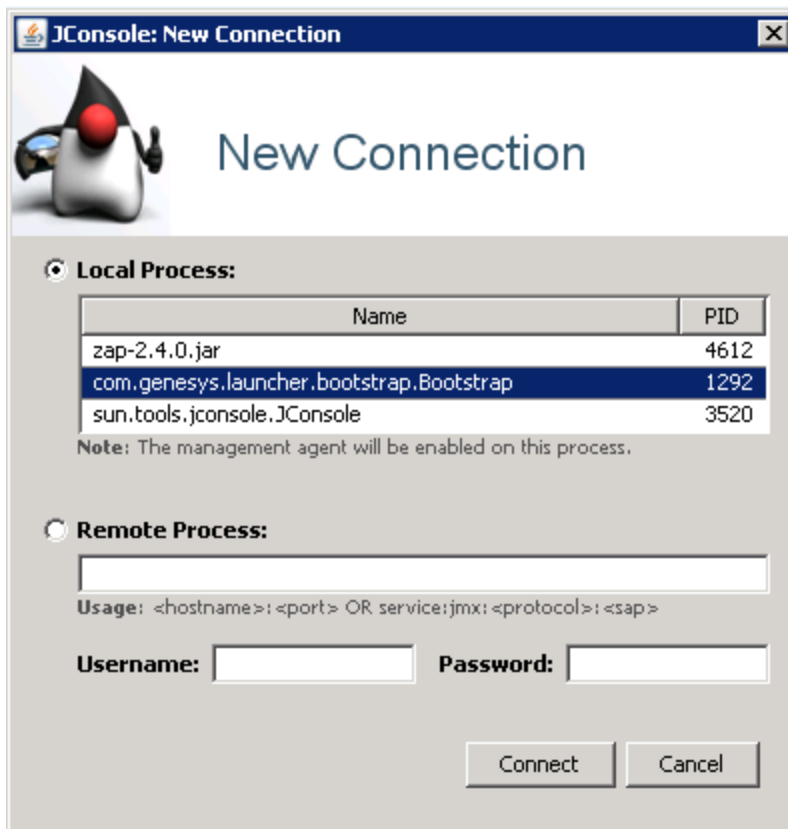
You can use **JConsole** to view metrics provided by your Knowledge Center Server. To do this, you can start Knowledge Center Server as a:

- **Local java process**
- **Server on a remote host**
- **Windows service**

Once you have connected, you can view your metrics in a JConsole **JMX panel**.

You may also want to look into some of the **other tools** that are available for viewing your Knowledge Center metrics.

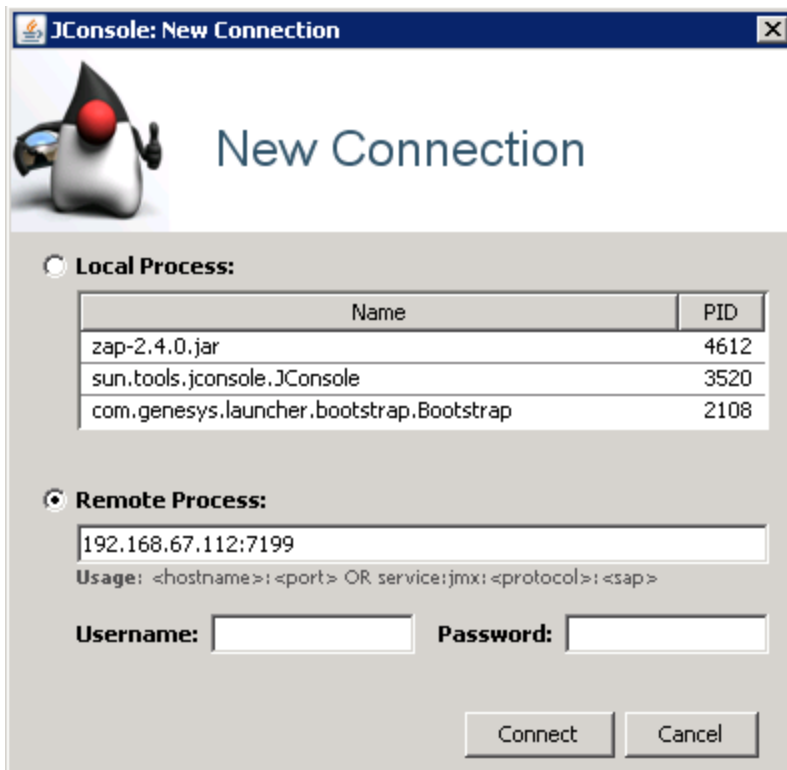
Connect to Knowledge Center started as a **local java process**.



1. Run **jconsole.exe** from the **jdk/bin** directory.
2. In the **New Connection** dialog, specify the Knowledge Center launcher java process.

If the Knowledge Center Server was started via a BAT file in the same host where the JMX console is opened, this launcher process is the **com.genesys.launcher.bootstrap.Bootstrap** process from the **Local Process** list.

Connect to Knowledge Center Server started on a **remote host**.



If the Knowledge Center Server was started remotely as a server, follow these steps:

1. Run **jconsole.exe** from the **jdk/bin** directory.
2. Open **setenv.bat** and uncomment all of the lines under the line that begins:

```
:: Uncomment for enabling JMX
```
3. Save your changes.
4. Restart the Knowledge Center Server application.
5. Specify **host:jmx port** in the **Remote Process** section, as shown in the screenshot on the left.

Connect to Knowledge Center started as a **Windows service**.

If Knowledge Center Server is started as a Windows service, you should first stop the service, reinstall it, and restart it, as shown in these steps:

1. Stop the service.
2. Open **setenv.bat** and find the service name in the line that says **SVC_NAME=**.

3. Run this command to remove the service:

```
server.bat -service <service name> remove
```

4. Open **setenv.bat** and uncomment all of the lines under this one:

```
:: Uncomment for enabling JMX Remote. Memorize JMX port.
```

5. Save your changes.

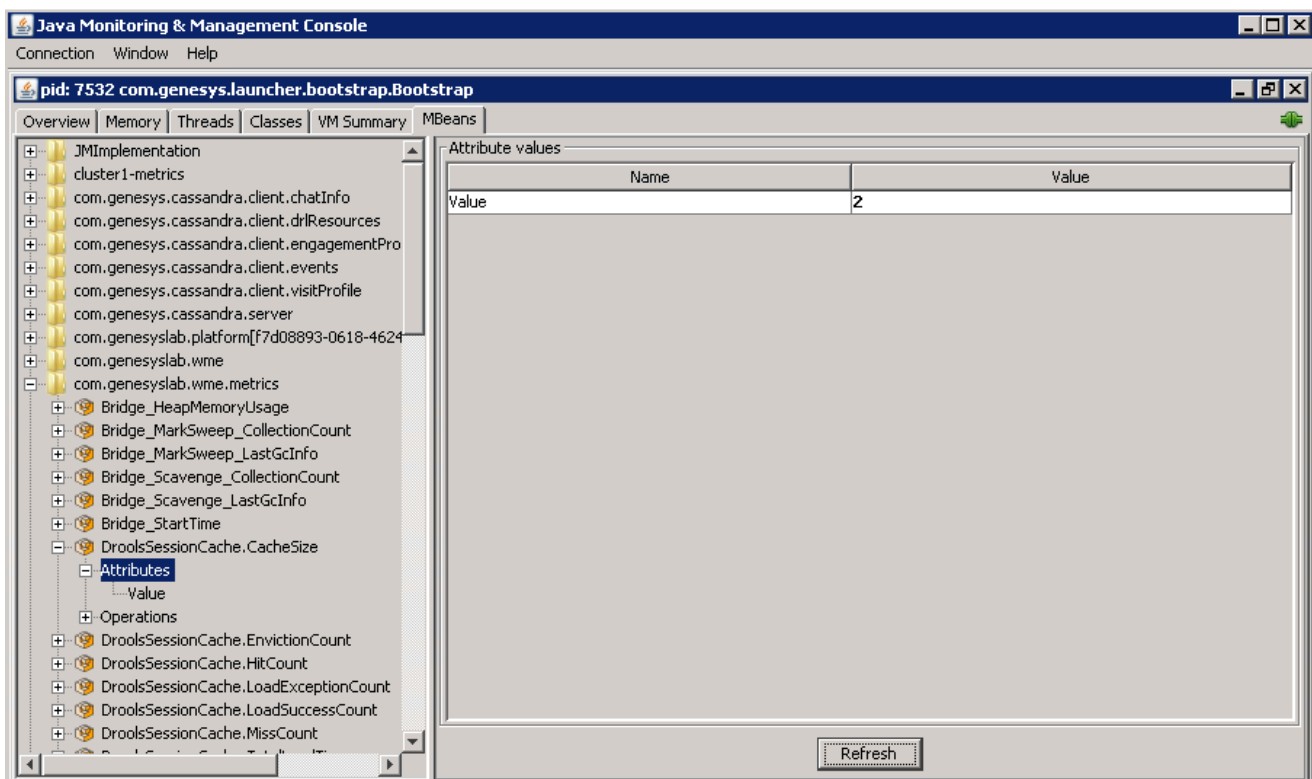
6. Run this command to install the service:

```
server.bat -service <service name> install
```

7. Start the service.

8. Specify *host:JMX port* in the **Remote Process** section, as shown in the above [screenshot](#).

Open the JMX panel to view the metrics.



1. Click **Connect** in the **New Connection** dialog. The JMX panel opens.
 2. Open the **MBeans** tab and expand **com.genesyslab.wme.metrics**. All of the Knowledge Center metrics are there.
 3. To refresh the metrics, click **Refresh**.
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Other Tools

We have just explained how to use the JConsole tool bundled with Oracle Java (TM) to view your metrics, but there are several other tools you can use to do this:

- The EJTools JMX Browser
- Panoptes
- jManage
- MC4J
- Zabbix