GENESYS™

Performance Management Advisors Deployment Guide

Application Monitoring

5/4/2025

Contents

Application Monitoring

JMX

There is a variety of application information that can be accessed using the Java Management Extensions (JMX). This information can be accessed in a customized fashion using the JMX API, or more generically using popular JMX clients like jconsole, jvisualvm, and so on.

JMX connections can be made by adding the appropriate Java options in Tomcat. These options have already been added to the `setenv.sh` and `setenv.bat` files in the Advisors installation Tomcat `bin` directory. Uncommenting these options and adding the port and host information for your environment will allow you to establish JMX connections.

MBean Resources

The following is not a comprehensive list of all MBeans in Advisors, but some which might be useful.

Catalina

These MBeans include:

- Tomcat connector statistics. Includes various connection-related statistics
- Server configuration and port information
- Classloader configuration
- Database connection information

com.genesys.advisors.advws.websocket

Exposes information for managed websocket connections:

- Number of users currently connected.
- Number of user-sessions currently established. Individual users may have multiple open connections in separate machines, browsers, tabs, and so on
- Number of users actively using the system within the last x minutes

com.genesys.advisors.datamanager

Advisors Genesys Adapter related information:

- Adapter configuration information. Note that this includes a warning that it should not be invoked for large hierarchies.

com.genesys(lab).advisors.fa.engine

These MBeans are only present when connected to installations that include the FA aggregation server. Includes:

- Various metric aggregation process information
- Activity information for incoming data from adapters configured for FA

Application Profiling

The Java Virtual Machine (JVM) exposes performance and resource utilization information through JMX. This might be useful for monitoring things such as:

- CPU and memory utilization
- Thread activity
- Garbage collection activity