

GENESYS

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Deployment Guide

metrics Section

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reporter.jmx.enabled

Default Value: true Valid Values: true, false

Changes Take Effect: Immediately

Enables or disables the JMX reporter.

reporter.log.enabled

Default Value: false Valid Values: true, false

Changes Take Effect: Immediately

Enables or disables metrics reporting to a file.

reporter.log.logFrequency

Default Value: 30min

Valid Values: A positive integer and time unit such as ms, s, min, h or d. For example, 30min or 50s.

Changes Take Effect: Immediately

Defines the reporting frequency for logging to a file.

reporter.messageServer.enabled

Default Value: true Valid Values: true, false

Changes Take Effect: Immediately

Enables or disables the Message Server reporter.

reporter.messageServer.logFrequency

Default Value: 30min

Valid Values: A positive integer and time unit such as ms, s, min, h or d. For example, 30min or 50s.

Changes Take Effect: Immediately

Defines reporting frequency for the Message Server reporter..

reporter.console.enabled

Default Value: false Valid Values: true, false

Changes Take Effect: Immediately

Enables or disables metrics reporting to the **stdout** console.

reporter.console.logFrequency

Default Value: 30min

Valid Values: A positive integer and time unit such as ms, s, min, h or d. For example, 30min or 50s.

Changes Take Effect: Immediately

Defines the reporting frequency for logging to the **stdout** console.

HeapMemoryUsage.threshold

Default Value: 0.8

Valid Values: A decimal fraction between 0 and 1

Changes Take Effect: Immediately

Defines the heap memory usage threshold value. This is the ratio of used heap memory to the

maximum heap memory.

GcFrequency.threshold

Default Value: 24

Valid Values: A positive numeric value Changes Take Effect: Immediately

Defines how many times garbage collection can occur within a given hour.

GcLatency.threshold

Default Value: 1000

Valid Values: The number of milliseconds

Changes Take Effect: Immediately

Defines the garbage collection latency threshold value, in milliseconds, in relation to the last time the garbage was collected within the configured time interval.

<metricName>.threshold

Default Value:

Valid Values: Non-negative number Changes Take Effect: Immediately

Defines the threshold value for a particular metric.

<metricName>.slidingWindowSize

Default Value: 10

Valid Values: Any positive integer

Changes Take Effect: After server restart

Defines the sliding window size for a metric, the number of last measurements applied for a

particular metric calculation.

ServerResponseTime.slidingWindowSize

Default Value: 1000

Valid Values: Any positive integer Changes Take Effect: After server restart

Defines the sliding window size for the ServerResponseTime metric, the number of last

measurements applied to metric calculation.

ServerResponseTime.threshold

Default Value: 100

Valid Values: Number in milliseconds Changes Take Effect: Immediately

Defines, in milliseconds, the maximum value allowed for the ServerResponseTime metric. The metric is calculated as the average time for the latest N routings of data from customer to agent where N is defined by the ServerResponseTime.slidingWindowSize value.

SlaveRenderLatency.threshold

Default Value: 10000

Valid Values: Number in milliseconds Changes Take Effect: Immediately

Defines. in milliseconds, the **SlaveRenederLatency** metric's threshold value for the configured time

interval. Agent side rendering latency shows if the reported agent side rendering is too slow.

JettyThreadPoolUsage.threshold

Default Value: 0.9

Valid Values: Number between 0 and 1 Changes Take Effect: Immediately

Defines the Jetty thread pool usage threshold value which is the ratio of the used Jetty thread pool size to the maximum available. This value helps you determine if too few free threads are allowed to handle http requests.

InactiveSessions.threshold

Default Value: 0.2

Valid Values: Number between 0 and 1 Changes Take Effect: Immediately

Defines the ratio of inactive sessions to all sessions in the configured time interval. Shows how many Co-browse sessions created by customer side but never joined by an agent.