Performance Management Advisors Deployment Guide

FA Message Listening Port

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FA Message Listening Port

Frontline Advisor performs metric rollups in memory. In earlier releases, FA performed the metric rollups through database stored procedures.

Genesys Adapters report source metrics directly to FA using a persistent connection. When an FA instance initially requests to register with an adapter, the request includes the host and port on which FA is listening for inbound connections. The host information is retrieved from the CLUSTER_MEMBER table in the Platform database. The `message.listening.port` entry in the `FrontlineAdvisor.properties` configuration file specifies the port. The value may be a static port number, or zero. Zero means that FA should use any available port. The default value is static port 8350.

Configuring the Messaging Port between FA and Genesys Adapter

The port on which FA listens for connections from Adapter for source metric reporting is `message.listening.port=8350`.

The installation defaults to port 8350 for communication between FA and AGA. Post installation, if you must change this port, go to the Advisor Platform installation `/conf` folder. Edit the property file named `FrontlineAdvisor.properties`; change the property as required.