



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.

Performance Management Advisors Deployment Guide

Application Monitoring

12/17/2025

Contents

- 1 Application Monitoring
 - 1.1 JMX

Application Monitoring

JMX

There is a variety of application information which can be accessed via 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](#), etc.

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 for the establishing of JMX connections.

MBean Resources

The following is not a comprehensive list of all MBeans in Advisors, but some which may 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, etc
- 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: 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 which 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 via JMX. This may be useful for monitoring things such as:

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