# GENESYS™

# Performance Management Advisors Hardware Sizing Guide

## Improving Supervisor Desktop Service Performance

5/12/2025

# Improving Supervisor Desktop Service Performance

Supervisor Desktop Service (SDS) is required only in installations where you are deploying the Resource Management Console (RMC).

To improve SDS performance, Genesys recommends that you make the following updates on the servers that host the SDS:

1. Update the `ms` and `mx` values.

   On a Windows server that hosts your SDS service, update the `GDesktopStarter.ini` file, located in the bin directory.

   On a Linux server that hosts your SDS service, update the `/bin/setclasspath.sh` file in the folder where SDS is installed.

   Find the line in the file starting with `[JavaArgs]`. You can copy the block of text below that best suits your environment, and then paste it into the file to overwrite the default settings.

   - For a **small** configuration (the number of agents monitored by RMC is less than 1000), use the following text block:

     ```
     Rem The following line should be used when only the Agents Desktop

     Rem is used or for small to medium configurations using the Supervisor Desktop

     -Xms1024M

     -Xmx2048M

     -XX:MaxPermSize=128M


     Rem The line above should be modified for large configurations and

     Rem when both the Agents and Supervisor desktop are used:

     Rem -Xmx1024M

     Rem -Xms768M
     ```

   - For a **medium** configuration (the number of agents monitored by RMC is between 1000 and 2000), use the following text block:

     ```
     Rem The following line should be used when only the Agents Desktop

     Rem is used or for small to medium configurations using the Supervisor Desktop

     -Xms2048M

     -Xmx4096M

     -XX:MaxPermSize=128M
     ```

```
Rem The line above should be modified for large configurations and

Rem when both the Agents and Supervisor desktop are used:

Rem -Xmx1024M

Rem -Xms768M
```

- For a **large** configuration (the number of agents monitored by RMC is more than 2000), use the following text block:

```
Rem The following line should be used when only the Agents Desktop

Rem is used or for small to medium configurations using the Supervisor Desktop

Rem -Xms128M

Rem -Xmx512M

-XX:MaxPermSize=128M


Rem The line above should be modified for large configurations and

Rem when both the Agents and Supervisor desktop are used:

-Xmx6144M

-Xms3096M
```

2. In addition to setting the ms and mx values, choose one of the following sets of options:

- **On a single-processor system:**

```
Rem The following option should be added after the memory option in

Rem the line above when running on a single processor system:

-XX:+UseConcMarkSweepGC

Rem The following option should be added after the memory option in

Rem the line above when running on a multi-processor system:

Rem -XX:+UseConcMarkSweepGC

Rem -XX:+UseParNewGC
```

- **On a multi-processor system:**

```
Rem The following option should be added after the memory option in

Rem the line above when running on a single processor system:

Rem -XX:+UseConcMarkSweepGC

Rem The following option should be added after the memory option in
```

Rem the line above when running on a multi-processor system:

-XX:+UseConcMarkSweepGC

-XX:+UseParNewGC