AppDynamics Database Agent: False Alerts on Availability

Issue

During a specific time window, the AppDynamics Database Agent reported low availability for the ABC and XYZ c

Environment

- Technology: AppDynamics
- Subtechnology: AppDynamics - Database Agent
- Monitored Databases: Oracle 19.0.0.0.0
- Monitored DB Collectors: ABC and XYZ
- No changes reported from the database side during the incident window

Resolution

To address the low DB availability events detected by the AppDynamics Database Agent, these steps were advised and implemented.

Step 1: Review Database Agent Logs for JVM Heap Parameters, Timeouts, Configuration Ch

Examine the AppDynamics Database Agent logs for JVM heap parameters, connection timeouts, configuration chan

```
25 Jan 2026 22:47:00,394  INFO [DBAgent-4] ADBMonitorConfigResolver: - Outdated Configs: [ResolvedDBMon
25 Jan 2026 22:47:00,394  INFO [DBAgent-4] ADBMonitorConfigResolver: - new Configs: [ResolvedDBMonConfi
25 Jan 2026 22:47:00,406  INFO [DBAgent-4] ADBCollector: - DB collector [XYZ] shut down!
25 Jan 2026 22:50:30,308  INFO [DBAgent-8] Agent: - JVM Args : -XX:+HeapDumpOnOutOfMemoryError | -XX:On
```

Step 2: Restart the Database Agent with Adjusted JVM Heap Arguments

1. Restart the AppDynamics Database Agent, ensuring to specify appropriate -
   `Xms` (minimum heap size) and -
   `Xmx` (maximum heap size) JVM arguments as documented in the official system requirements. This helps addr
2. Example command to restart the agent with these arguments (actual command syntax can
   vary by environment):

```
nohup java -Xms<size> -Xmx<size> -Ddbagent.name=DB_AGENT_NAME -jar db-agent.jar
```

Replace `<size>` with values suitable for your monitoring environment, referencing the official documentation for rec

Step 3: Refer to Official Documentation for System Requirements

Consult the official Database Visibility System Requirements to determine the recommended heap sizes and configu

Cause

The observed low availability and metric gaps for the ABC and XYZ collectors were due to missing JVM Heap Para
Xms ad -
Xmx) and subsequent agent shutdowns. The root cause appears to be related to resource constraints (heap size settin

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