

# Application Performance Management 2.0

## FAQs

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# Contents

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<b>1 Are APM Agents Compatible with Other Agents Such as Pinpoint?.....</b>	<b>1</b>
<b>2 What Is APM's Metric Data Sampling Policy?.....</b>	<b>2</b>
<b>3 Why Does Metric Data Collection Fail?.....</b>	<b>3</b>
<b>4 Why Is There No Monitoring Data Displayed on APM After the JavaAgent Is Enabled on CCE?.....</b>	<b>4</b>
<b>5 Why Is an AOM Trace Not Displayed on the APM Console?.....</b>	<b>5</b>

# 1 Are APM Agents Compatible with Other Agents Such as Pinpoint?

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APM Agents are incompatible with other Agents. Generally, APM implements bytecode instrumentation based on the ASM framework. Installing two Agents means two instrumentation operations on your code. However, code instrumentation mechanisms vary according to products. If you install Agents of different products, code conflicts may occur, affecting performance.

# 2 What Is APM's Metric Data Sampling Policy?

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Metric data is collected periodically. The default collection period is 1 minute.

# 3 Why Does Metric Data Collection Fail?

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1. You can view metric data several minutes after you connect Agents.
2. If data collection is stopped, the possible causes are as follows:
  - Instance level: Agents are stopped on the **Instance** tab page.
  - Monitoring item level: Monitoring items are manually disabled on the **Monitoring Item** tab page.
  - Global level: The **Stop Collecting Data Through Bytecode Instrumentation** option is enabled on the **General Configuration** page.
3. If no data is collected for a long time, the possible causes are as follows:
  - Java 9 prompts that the **sql.time** class cannot be found.  
Cause analysis: Agents are developed using JDK 1.7. However, after Java 9 modularization, no SQL package is provided by default.  
Occurrence probability: This problem occurs under certain conditions.  
Workaround: Ensure that the component can proactively import **java.sql** to **module-info.java**.
  - Java 11 prompts that "Caused by: java.lang.NoClassDefFoundError: sun/misc/Unsafe class cannot be found."  
Cause analysis: Agents are developed using JDK 1.7, but the Java 11 Unsafe class is categorized to a different package.  
Occurrence probability: This problem occurs inevitably.  
Workaround: Ensure that the application can proactively import **jdk.unsigned** to **module-info.java**.
  - Java 9 reports an illegal reflective access alarm. (This problem will be solved in versions later than Java 9.)  
Workaround: Set **--illegal-access** to **warn** or delete this option.

# 4 Why Is There No Monitoring Data Displayed on APM After the JavaAgent Is Enabled on CCE?

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This is because the JavaAgent is of an old version or started using Tomcat.

To solve the problem, enable APM for free (10 Agents available) or upgrade to the enterprise edition. Use the JavaAgent of the latest version and then restart the container.

# 5 Why Is an AOM Trace Not Displayed on the APM Console?

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Application Operations Management (AOM) traces will be displayed only when there are users accessing it. Also, it generally takes several minutes to display the traces. If AOM is not accessed by any user or there is no data, no traces will be displayed on APM.