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Genesys Authentication Private Edition Guide

Authentication Service metrics and alerts

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Find the metrics Authentication Service exposes and the alerts defined for Authentication Service.

| Service | CRD or annotations? | Port | Endpoint/Selector | Metrics update interval |
|------------------------|---------------------|------|-------------------|-------------------------|
| Authentication Service | Annotations | 8081 | /prometheus | Real-time |

See details about:

- Authentication Service metrics
- Authentication Service alerts

Metrics

Authentication Service exposes many Genesys-defined as well as system metrics. You can query Prometheus directly to see all the available metrics. The metrics documented on this page are likely to be particularly useful. Genesys does not commit to maintain other currently available Authentication Service metrics not documented on this page.

The following system metrics are likely to be most relevant:

- `api_requests_seconds_count_total`
- `api_requests_seconds_sum_total`
- `jvm_threads_deadlocked`
- `jvm_gc_pause_seconds_count`
- `jetty_threads_current`
- `jvm_memory_used_bytes`

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| <code>gws_responses_total</code> The number of responses grouped by HTTP code. | Unit: Type: Counter Label: <ul style="list-style-type: none">• Code - The response status code.• Group - The group of response codes. The values are: 4xx,5xx | |

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| | Sample value: | |
| <p>auth_auth_system_login_errors_total</p> <p>The number of system login errors, excluding expired passwords, incorrect user names and so on.</p> | <p>Unit:</p> <p>Type: Counter Label: Label:</p> <ul style="list-style-type: none"> • contactCenter - The contact center ID. • environment - The environment ID. <p>Sample value:</p> | |
| <p>psdk_conn_error_total</p> <p>The number of errors that occurred when the Authentication Service connected to Configuration Servers.</p> | <p>Unit:</p> <p>Type: Counter Label: Environment - The environment ID. Sample value:</p> | |
| <p>auth_context_error_total</p> <p>The number of errors during Configuration Server context initialization.</p> | <p>Unit:</p> <p>Type: Counter Label: environment - The environment ID. Sample value:</p> | |
| <p>auth_cs_connection_timeouts_total</p> <p>The number Configuration Server connection timeouts.</p> | <p>Unit:</p> <p>Type: Counter Label: environment - The environment ID. Sample value:</p> | |
| <p>auth_cs_command_timeouts_total</p> <p>The number of Configuration Server command timeouts.</p> | <p>Unit:</p> <p>Type: Counter Label: environment - The environment ID. Sample value:</p> | |
| <p>auth_cs_protocol_errors_total</p> <p>The number of Configuration Server protocol timeouts.</p> | <p>Unit:</p> <p>Type: Counter Label: environment - The environment ID. Sample value:</p> | |
| <p>auth_saml_response_errors</p> <p>The number of Security Assertion Markup Language (SAML) errors.</p> | <p>Unit:</p> <p>Type: Counter Label: contactCenter - The contact center ID. Sample value:</p> | |

Alerts

The following alerts are defined for Authentication Service.

| Alert | Severity | Description | Based on | Threshold |
|--|----------|---|--|-----------------------------|
| GAUTH-Blue-CPU-Usage | High | A Genesys Authentication pod has CPU usage above 300% during the last 5 minutes. | container_cpu_usage_seconds_total | More than 300% in 5 minutes |
| GAUTH-Blue-Memory-Usage | High | A Genesys Authentication pod has memory usage above 70% in the last 5 minutes. | container_memory_usage_bytes, container_spec_memory_limit_bytes | More than 70% in 5 minutes |
| GAUTH-Blue-Pod-NotReady-Count | High | Genesys Authentication has 1 pod ready in the last 5 minutes. | kube_deployment_spec_replicas, kube_deployment_status_replicas_available | 1 in 5 minutes |
| GAUTH-Blue-Pod-Restarts-Count | High | A Genesys Authentication pod has restarted 1 or more times during the last 5 minutes. | kube_pod_container_status_restarts_total | 1 or more in 5 minutes |
| GAUTH-Blue-Memory-Usage-CRITICAL | Critical | A Genesys Authentication pod has memory usage above 90% in the last 5 minutes. | container_memory_usage_bytes | More than 90% in 5 minutes |
| GAUTH-Blue-Pod-Restarts-Count-CRITICAL | Critical | A Genesys Authentication pod has restarted more than 5 times in the last 5 minutes. | kube_pod_container_status_restarts_total | More than 5 in 5 minutes |
| GAUTH-Blue-Pods-NotReady-CRITICAL | Critical | Genesys Authentication has 0 pods ready in the last 5 minutes. | kube_deployment_status_replicas_available, kube_deployment_spec_replicas | 0 in 5 minutes |
| auth_jvm_threads_deadlocked | Critical | Deadlocked JVM threads exist. | jvm_threads_deadlocked | 0 |
| auth_high_jvm_gc_pause_seconds_count | Critical | JVM garbage collection occurs | jvm_gc_pause_seconds_count | More than 10 in 30 seconds |

| Alert | Severity | Description | Based on | Threshold |
|--|----------|--|--------------------------------|----------------------------|
| | | more than 10 times in the last 30 seconds. | | |
| auth_high_5xx_response_count | Critical | Genesys Authentication has received more than 10 5xx responses. | gws_responses_total | More than 10 |
| auth_high_500_response_count | Critical | Genesys Authentication has received more than 10 500 responses. | gws_responses_total | More than 10 |
| auth_auth_login_errors | Critical | Genesys Authentication has received more than 20 login errors for the call center ID in the last 60 seconds. | auth_system_login_errors_total | More than 20 in 60 seconds |
| auth_total_count_of_errors_in_PSDK_connections | High | Genesys Authentication received more than 3 errors in PSDK connections in the last 30 seconds. A spike might indicate a problem with the backend or a network issue. Check the logs for details. | psdk_conn_error_total | More than 3 in 30 seconds |
| auth_total_count_of_errors_during_context_initialization | High | Genesys Authentication received more than 10 errors in the last 30 seconds during context initialization. A spike might indicate a network or configuration problem. Check the logs for details. | auth_context_error_total | More than 10 in 30 seconds |
| auth_saml_response_errors | High | Genesys Authentication received more than 20 SAML errors for the contact center ID in the last 60 | auth_saml_response_errors | More than 20 in 60 seconds |

| Alert | Severity | Description | Based on | Threshold |
|-------------------------|----------|---|-------------------------|----------------------------|
| | | seconds. | | |
| auth_saml_timing_errors | High | Genesys Authentication received more than 20 SAML timing errors for the contact center ID in the last 60 seconds. | auth_saml_timing_errors | More than 20 in 60 seconds |