

# **GENESYS**

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## Genesys Authentication Private Edition Guide

Authentication Service metrics and alerts

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- 1 Metrics
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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
gws_responses_total  The number of responses grouped by HTTP code.	<ul> <li>Unit:</li> <li>Type: Counter Label:</li> <li>Code - The response status code.</li> <li>Group - The goup of response codes. The values are: 4xx,5xx</li> </ul>	

Metric and description	Metric details	Indicator of	
	Sample value:		
auth_auth_system_login_errors The number of system login errors, excluding expired passwords, incorrect user names and so on.	Unit: Type: Counter Label: total  • contactCenter - The contact center ID.  • environment - The environment ID.  Sample value:		
psdk_conn_error_total  The number of errors that occurred when the Authentication Service connected to Configuration Servers.	Unit:  Type: Counter Label: Environment - The environment ID. Sample value:		
auth_context_error_total  The number of errors during Configuration Server context initialization.	Unit:  Type: Counter Label: environment - The environment ID. Sample value:		
auth_cs_connection_timeouts_t The number Configuration Server connection timeouts.	Unit: otal Type: Counter Label: environment - The environment ID. Sample value:		
auth_cs_command_timeouts_to The number of Configuration Server command timeouts.	Unit: tal Type: Counter Label: environment - The environment ID. Sample value:		
auth_cs_protocol_errors_total  The number of Configuration Server protocol timeouts.	Unit:  Type: Counter Label: environment - The environment ID. Sample value:		
auth_saml_response_errors  The number of Security Assertion Markup Language (SAML) errors.	Unit: Type: Counter Label: contactCenter - The contact center ID. Sample value:		

## 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	More than 300% in 5 minutes e_seconds_total
GAUTH-Blue- Memory-Usage	High	A Genesys Authentication pod has memory usage above 70% in the last 5 minutes.	container_memory_u container_spec_men	More than 70% in usageinytes, nory_limit_bytes
GAUTH-Blue-Pod- NotReady-Count	High	Genesys Authentication has 1 pod ready in the last 5 minutes.	kube_deployment_st kube_deployment_st	1 in 5 minutes pec_replicas, atus_replicas_available
GAUTH-Blue-Pod- Restarts-Count	High	A Genesys Authentication pod has restarted 1 or more times during the last 5 minutes.	kube_pod_container	1 or more in 5 minutes status_restarts_total
GAUTH-Blue- Memory-Usage- CRITICAL	Critical	A Genesys Authentication pod has memory usage above 90% in the last 5 minutes.	container_memory_u	More than 90% in 5 minutes Isage_bytes
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_	More than 5 in 5 minutes status_restarts_total
GAUTH-Blue-Pods- NotReady- CRITICAL	Critical	Genesys Authentication has 0 pods ready in the last 5 minutes.	kube_deployment_st kube_deployment_sp	0 in 5 minutes atus_replicas_available, pec_replicas
auth_jvm_threads_d	eaCdiioid <del>al</del> d	Deadlocked JVM threads exist.	jvm_threads_deadloo	0 cked
auth_high_jvm_gc_p	a <b>്യാ</b> <u>et</u> _i <b>se</b> count	JVM garbage collection occurs	jvm_gc_pause_secor	More than 10 in 30 ids count seconds

Alert	Severity	Description	Based on	Threshold
		more than 10 times in the last 30 seconds.		
auth_high_5xx_respo	onCreiti <u>c</u> adunt	Genesys Authentication has received more than 10 5xx responses.	gws_responses_total	More than 10
auth_high_500_respo	or@ <del>it</del> si <u>c</u> abunt	Genesys Authentication has received more than 10 500 responses.	gws_responses_total	More than 10
auth_auth_login_erro	or <b>€</b> ritical	Genesys Authentication has received more than 20 login errors for the call center ID in the last 60 seconds.	auth_system_login_e	More than 20 in 60 seconds rrors_total
auth_total_count_of_	_e <b>ŀˈtiʊɡˈls</b> _in_PSDK_conne	Genesys Authentication received more than 3 errors in PSDK connections in the last 30 csæmends. A spike might indicate a problem with the backend or a network issue. Check the logs for details.	psdk_conn_error_tota	More than 3 in 30 seconds al
auth_total_count_of_	_e <b>ŀriʊɡls</b> _during_context	Genesys Authentication received more than 10 errors in the last 30 seconds during irotibelization initialization. A spike might indicate a network or configuration problem. Check the logs for details.	auth_context_error_t	More than 10 in 30 seconds otal
auth_saml_response	_ettiophs	Genesys Authentication received more than 20 SAML errors for the contact center ID in the last 60	auth_saml_response	More than 20 in 60 seconds errors

Alert	Severity	Description	Based on	Threshold
		seconds.		
auth_saml_timing_er	r <b>o</b> łisgh	Genesys Authentication received more than 20 SAML timing errors for the contact center ID in the last 60 seconds.	auth_saml_timing_er	More than 20 in 60 rors seconds