Genesys Authentication Private Edition Guide

Environment Service metrics and alerts

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Contents

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

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

Metrics

Environment 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 Environment 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 Total count of HTTP responses with the specified code.	**Unit:** Number **Type:** Counter **Label:** - Code - The HTTP response code, such as 500, 502, or 401. - Group - The group of the HTTP code, such as 4xx or 5xx. **Sample value:** 23	Errors

Alerts

No alerts are defined for Genesys Authentication.