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Designer Private Edition Guide

DES metrics and alerts

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Find the metrics DES exposes and the alerts defined for DES.

| Service | CRD or annotations? | Port | Endpoint/Selector | Metrics update interval |
|---------|---------------------|------|--|-------------------------|
| DES | ServiceMonitor | 8888 | <pre>selector: matchLabels: {{- include "designer.labels" . nindent 6 }} </pre> <p>Labels to identify which service to communicate with depend on the release name.</p> <p>Path: /metrics</p> | 10 seconds |

See details about:

- DES metrics
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Metrics

Given below are some of the metrics exposed by the DES service:

Important

Designer 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 Designer metrics not documented on this page.

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| des_csp_violations_total Number of CSP violations. | Unit: Type: Counter Label: Sample value: 0 | |

Alerts

The following alerts are defined for DES.

| Alert | Severity | Description | Based on | Threshold |
|--|----------|--|----------|----------------------------------|
| CPUUtilization (Alarm: Pod CPU Usage) | CRITICAL | Triggered when a pod's CPU utilization is beyond the threshold. | | 75% Default interval: 180s |
| MemoryUtilization (Alarm: Pod Memory Usage) | CRITICAL | Triggered when a pod's memory utilization is beyond the threshold. | | 75% Default interval: 180s |
| containerRestartAlert (Alarm: Pod Restarts Count) | CRITICAL | Triggered when a pod's restart count is beyond the threshold. | | 5 Default interval: 180s |
| containerReadyAlert (Alarm: Pod Ready Count) | CRITICAL | Triggered when a pod's ready count is less than the threshold (1). | | 1 Default interval: 60s |
| AbsentAlert (Alarm: Deployment availability) | CRITICAL | Triggered when Designer pod metrics are unavailable. | | 1 Default interval: 60s |
| WorkspaceUtilization (Alarm: Azure Fileshare PVC Usage) | HIGH | Triggered when file share usage is greater than the threshold. | | 80% Default interval: 180s |
| Health (Alarm: Health Status) | CRITICAL | Triggered when Designer health status is 0. | | 0 Default interval: 60s |
| WorkspaceHealth (Alarm: Workspace Health Status) | CRITICAL | Triggered when Designer is not able to communicate with the workspace. | | 0 Default interval: 60s |
| ESHealth (Alarm: Elasticsearch Health Status) | CRITICAL | Triggered when Designer/DAS is not able to reach the Elasticsearch | | 0 Default interval: 60s |

| Alert | Severity | Description | Based on | Threshold |
|--|----------|---|----------|-------------------------------|
| | | server. | | |
| GWSHealth (Alarm: GWS Health Status) | CRITICAL | Triggered when Designer/DAS is not able to reach the GWS server. | | 0 Default interval: 60s |