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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 }} Labels to identify which service to communicate with depend on the release name. Path: /metrics</pre>	10 seconds

See details about:

- DES metrics
- DES alerts

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