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Genesys Voice Platform Private Edition Guide

Voice Platform Configuration Server metrics and alerts

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Find the metrics Voice Platform Configuration Server exposes and the alerts defined for Voice Platform Configuration Server.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Voice Platform Configuration Server	Service/Pod Monitoring Settings	Not applicable	Service/Pod Monitoring Settings: values.yaml ----- prometheus: createRule: true Grafana Dashboard Settings: values.yaml ----- grafana: enabled: true	

See details about:

- Voice Platform Configuration Server metrics
- Voice Platform Configuration Server alerts

Metrics

No metrics are defined for Voice Platform Configuration Server.

Metric and description	Metric details	Indicator of
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Alerts

The following alerts are defined for Voice Platform Configuration Server.

Alert	Severity	Description	Based on	Threshold
ContainerCPUreached70PercentForConfigserver	Warning	The trigger will flag an alarm when the Configserver container CPU utilization goes	container_cpu_usage_seconds_total, container_spec_cpu_quota, container_spec_cpu_period	15mins

Alert	Severity	Description	Based on	Threshold
		beyond 70% for 15 mins		
ContainerMemoryUsageOver90PercentForConfigserver	CRITICAL	The trigger will flag an alarm when the Configserver container working memory use is over 90% of the limit for 15 mins	container_memory_working_set_bytes, kube_pod_container_resource_limits_memory_bytes	15mins
ContainerMemoryUsageOver1GBForConfigserver	CRITICAL	The trigger will flag an alarm when the Configserver container working memory has exceeded 1GB for 15 mins	container_memory_working_set_bytes	15mins
ContainerRestartsOver4ForConfigserver	HIGH	This alert is triggered when the Configserver container restarts in 15 mins exceeded 4	kube_pod_container_status_restarts_total	15mins
ContainerNotRunningForConfigserver	HIGH	This alert is triggered when the Configserver container has not been running for 15 minutes	kube_pod_container_status_running	15mins
ContainerRestartsOver4ForServiceHandler	MEDIUM	This alert is triggered when the service-handler container restarts exceeded 4 for 15 mins	kube_pod_container_status_running	15mins
ContainerNotRunningForServiceHandler	MEDIUM	This alert is triggered when the service-handler container has not been running for 15 minutes	kube_pod_container_status_running	15mins