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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 |
|------------------------|----------------|--------------|
|------------------------|----------------|--------------|

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 | | |
| ContainerMemoryUseOver90PercentForConfigserver | 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 |
| ContainerMemoryUseOver1GBForConfigserver | 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 |