



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Voice Platform Private Edition Guide

Voice Platform Media Control Platform metrics and alerts

---

## Contents

- [1 Metrics](#)
- [2 Alerts](#)

Find the metrics Voice Platform Media Control Platform exposes and the alerts defined for Voice Platform Media Control Platform.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Voice Platform Media Control Platform	Service/Pod Monitoring Settings	9116, 8080, 8200	Metrics endpoints:  <pre>curl -v "http://:9116/snmp?target=127.0.0.1%3A1161&amp;module=if_mib"</pre> <pre>curl -v "http://:8080/metrics"</pre> <pre>curl -v "http://:8200/log"</pre> Service/Pod Monitoring Settings:  <pre>values.yaml ----- prometheus:   enabled: true   mcp:     port: 9116   rup:     port: 8080   log:     port: 8200   podMonitor:     enabled: true</pre> Grafana dashboard settings:  <pre>values.yaml ----- grafana:   enabled: true</pre>	

See details about:

- Voice Platform Media Control Platform metrics
- Voice Platform Media Control Platform alerts

## Metrics

Metric and description	Metric details	Indicator of
<b>mcpSipCurrentInboundSessions</b> Unit:	Unsigned32	Traffic

Metric and description	Metric details	Indicator of
MCP Current Inbound Sessions	<b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 3	
<b>mcpSipPeakInboundSessions</b> MCP Peak Inbound Sessions	<b>Unit:</b> Unsigned32 <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 100	Traffic
<b>mcpSipTotalInboundSessions</b> MCP Total Inbound Sessions	<b>Unit:</b> Unsigned32 <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 9000	Traffic
<b>mcpStatus</b> MCP is RUNNING or not	<b>Unit:</b> 0/1 <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 1	Information
<b>gvp_mcp_log_parser_eror_total</b> Used for alerting for various errors based on MCP log parsing. Errors are indexed by LogID's.	<b>Unit:</b> Unsigned32 <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 35929	Errors

## Alerts

The following alerts are defined for Voice Platform Media Control Platform.

Alert	Severity	Description	Based on	Threshold
ContainerCPUReached70PercentForMCP	CRITICAL	The trigger will flag an alarm when the MCP container CPU utilization goes beyond 70% for 5 mins	container_cpu_usage_seconds_total, container_spec_cpu_quota, container_spec_cpu_period	5mins
ContainerMemoryUsedOver90PercentForMCP	CRITICAL	The trigger will flag an alarm when the MCP container working memory use is over 90% of the limit for 5 mins	container_memory_working_set_bytes, kube_pod_container_resource_limits_memory_bytes	15mins
ContainerMemoryUsedOver7GBForMCP	CRITICAL	The trigger will flag an alarm when the MCP container working memory has exceeded 7GB for 5 mins	container_memory_working_set_bytes	15mins

Alert	Severity	Description	Based on	Threshold
ContainerRestartsOverLimitMCP	HIGH	The trigger will flag an alarm when the MCP container restarts exceeded 2 for 15 mins	kube_pod_container_status_restarts_total	15mins
MCP_MEDIA_ERROR_CRITICAL	CRITICAL	Number of LMSIP media errors exceeded critical limit	gvp_mcp_log_parser_error_total {LogID="33008",endpoint="mcplog"...}	30mins
NGI_LOG_FETCH_RESOURCE_TIMEOUT	WARNING	Number of VXMLi fetch timeouts exceeded limit	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	1min
NGI_LOG_FETCH_RESOURCE_ERROR	WARNING	Number of VXMLi fetch errors exceeded limit	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	1min
NGI_LOG_PARSE_ERROR	WARNING	Number of VXMLi parse errors exceeded limit	gvp_mcp_log_parser_error_total {LogID="40028",endpoint="mcplog"...}	1min
NGI_LOG_FETCH_RESOURCE_ERROR_4XX	WARNING	Number of VXMLi 4xx fetch errors exceeded limit	gvp_mcp_log_parser_error_total {LogID="40032",endpoint="mcplog"...}	1min
MCP_WEBSOCKET_TOKEN_CREATE_ERROR	HIGH	There are errors creating a JWT token with a websocket client	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	N/A
MCP_WEBSOCKET_TOKEN_CONFIG_ERROR	HIGH	There are errors getting information for Auth token with a websocket client	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	N/A
MCP_WEBSOCKET_TOKEN_FETCH_ERROR	HIGH	There are errors fetching Auth token with a websocket client	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	N/A
MCP_WEBSOCKET_CLIENT_OPEN_ERROR	HIGH	There are errors opening a session with a websocket client	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	N/A
MCP_WEBSOCKET_CLIENT_PROTOCOL_ERROR	HIGH	There are protocol errors with a websocket client	gvp_mcp_log_parser_error_total {LogID="40026",endpoint="mcplog"...}	N/A
MCP_SDP_PARSE_ERROR	WARNING	Number of SDP parse errors exceeded limit	gvp_mcp_log_parser_error_total {LogID="33006",endpoint="mcplog"...}	N/A