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Genesys Voice Platform Private Edition Guide

Voice Platform Media Control Platform metrics and alerts

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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&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
mcpSipCurrentInboundSessions Unit:	Unsigned32	Traffic

Metric and description	Metric details	Indicator of
MCP Current Inbound Sessions	Type: Gauge Label: Sample value: 3	
mcpSipPeakInboundSessions MCP Peak Inbound Sessions	Unit: Unsigned32 Type: Gauge Label: Sample value: 100	Traffic
mcpSipTotalInboundSessions MCP Total Inbound Sessions	Unit: Unsigned32 Type: Gauge Label: Sample value: 9000	Traffic
mcpStatus MCP is RUNNING or not	Unit: 0/1 Type: Gauge Label: Sample value: 1	Information
gvp_mcp_log_parser_error_total Used for alerting for various errors based on MCP log parsing. Errors are indexed by LogID's.	Unit: Unsigned32 Type: Gauge Label: Sample value: 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	15mins
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