

GENESYS

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Genesys Voice Platform Private Edition Guide

Voice Platform Reporting Server metrics and alerts

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

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Voice Platform Reporting Server	ServiceMonitor / PodMonitor	9116	Metrics endpoint: curl -v "http://:9116/ snmp?target=127.0.0.1%3A11618 Enabling metrics: Service/Pod Monitoring Settings prometheus: enabled: true metric: port: 9116 Enable for Prometheus operator podMonitor: enabled: true metric: path: /snmp module: [if_mib] target: [127.0.0.1:1161] monitoring: • prometheusRulesEnabled: true monitor: • monitorName: gvp- monitoring	@module=if_mib"

See details about:

- Voice Platform Reporting Server metrics
- Voice Platform Reporting Server alerts

Metrics

Metric and description	Metric details	Indicator of
rsQueueName	Unit: DisplayString	
The name of the message queue	Type: Gauge Label:	Information
(rsQueueName{gvpConfigDBID="172",rsQu	ue Salmpbe=vållue Ω 1 ueueName="rs.queue.rem	ote_cdr.rm"}
rsQueueSize	Unit: Unsigned32	
Used to get the size of the message queue.	Type: Gauge	Traffic
(rsQueueSize{gvpConfigDBID="172",rsQue	Label: u Sample " Välue: 1	
" Down Count		
rsDequeueCount	Unit: Counter64	
Used to get dequeue value of the message queue.	Type: Counter	Traffic
<pre>(rsDequeueCount{gvpConfigDBID="172",rs)</pre>	Q Sample evallië}0	
rsEnqueueCount	Unit: Counter64	
Used to get enqueue value of the message queue.	Type: Counter Label:	Traffic
(rsEnqueueCount{gvpConfigDBID="172",rs		
rsUptime	Unit: Unsigned32	
The time (in hundredths of a second) since the RS was started.	Type: Gauge Label:	Information
Since the K5 was started.	Sample value: 30619972	

Alerts

The following alerts are defined for Voice Platform Reporting Server.

Alert	Severity	Description	Based on	Threshold
PodStatusNotReady	CRITICAL	The trigger will flag an alarm when RS pod status is Not ready for 30 mins and this will be controlled through overridevalue.yaml file.	kube_pod_status_rea	30mins ady
ContainerRestartedR	e68atkcay.	The trigger will flag an alarm when the RS or RS SNMP	kube_pod_container_	15mins _status_restarts_total

Alert	Severity	Description	Based on	Threshold
		container gets restarted 5 or more times within 15 mins		
InitContainerFailingR	epeatecay.	The trigger will flag an alarm when the RS init container gets failed 5 or more times within 15 mins	kube_pod_init_conta	15mins iner_status_restarts_t
ContainerCPUreache	d B O©lercent	The trigger will flag an alarm when the RS container CPU utilization goes beyond 80% for 15 mins	container_cpu_usage container_spec_cpu_ container_spec_cpu_	quota,
ContainerMemoryUs	a ge ଓ ମ percent	The trigger will flag an alarm when the RS container Memory utilization goes beyond 80% for 15 mins	container_memory_u kube_pod_container_	15mins Isage_bytes, resource_limits_mem
RSQueueSizeCritical	HIGH	The trigger will flag an alarm when RS JMS message queue size goes beyond 15000 (3GB approx. backlog) for 15 mins	rsQueueSize	15mins
PVC50PercentFilled	HIGH	This trigger will flag an alarm when the RS PVC size is 50% filled	kubelet_volume_stat kubelet_volume_stat	15mins s_used_bytes, s_capacity_bytes
PVC80PercentFilled	CRITICAL	This trigger will flag an alarm when the RS PVC size is 80% filled	kubelet_volume_stat kubelet_volume_stat	s_used_bytes, s_capacity_bytes