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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%3A1161&module=if_mib"`
			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
			• grafanaEnabled: true
			monitor:
			• monitorName: gvp-monitoring	

See details about:

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

Metrics

Metric and description	Metric details	Indicator of
rsQueueName The name of the message queue (rsQueueName{gvpConfigDBID="172",rsQueueIndex="1",rsQueueName="rs.queue.remote_cdr.rm"}	**Unit:** DisplayString **Type:** Gauge **Label:** **Sample value:** 1	Information
rsQueueSize Used to get the size of the message queue. (rsQueueSize{gvpConfigDBID="172",rsQueueIndex="1"})	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:** 1	Traffic
rsDequeueCount Used to get dequeue value of the message queue. (rsDequeueCount{gvpConfigDBID="172",rsQueueIndex="1"})	**Unit:** Counter64 **Type:** Counter **Label:** **Sample value:** 0	Traffic
rsEnqueueCount Used to get enqueue value of the message queue. (rsEnqueueCount{gvpConfigDBID="172",rsQueueIndex="1"})	**Unit:** Counter64 **Type:** Counter **Label:** **Sample value:** 4	Traffic
rsUptime The time (in hundredths of a second) since the RS was started.	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:** 30619972	Information

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 override-value.yaml file.	kube_pod_status_ready	30mins
ContainerRestartedRepeatedly	CRITICAL	The trigger will flag an alarm when the RS or RS SNMP	kube_pod_container_status_restarts_total	15mins

Alert	Severity	Description	Based on	Threshold
		container gets restarted 5 or more times within 15 mins		
InitContainerFailingRepeatedly	CRITICAL	The trigger will flag an alarm when the RS init container gets failed 5 or more times within 15 mins	kube_pod_init_container_status_restarts_total	15mins
ContainerCPUreachedHigh	HIGH	The trigger will flag an alarm when the RS container CPU utilization goes beyond 80% for 15 mins	container_cpu_usage_seconds_total, container_spec_cpu_quota, container_spec_cpu_period	15mins
ContainerMemoryUsage80Percent	HIGH	The trigger will flag an alarm when the RS container Memory utilization goes beyond 80% for 15 mins	container_memory_usage_bytes, kube_pod_container_resource_limits_memory_bytes	15mins
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_stats_used_bytes, kubelet_volume_stats_capacity_bytes	15mins
PVC80PercentFilled	CRITICAL	This trigger will flag an alarm when the RS PVC size is 80% filled	kubelet_volume_stats_used_bytes, kubelet_volume_stats_capacity_bytes	5mins