

GENESYS

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Genesys Voice Platform Private Edition Guide

Voice Platform Resource Manager metrics and alerts

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Find the metrics Voice Platform Resource Manager exposes and the alerts defined for Voice Platform Resource Manager.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Voice Platform Resource Manager	ServiceMonitor / PodMonitor	9116, 8200	Metrics endpoints: curl -v "http://:9116/ snmp?target=127.0.0.1%3A11618 curl -v "http://:8200/log Enable metrics: Service/Pod Monitoring Settings prometheus: enabled: true metric: port: 9116 log: port: 8200 Enable for Prometheus operator podMonitor: enabled: true metric: path: /snmp module: [if_mib] target: [127.0.0.1:1161] log: path: /log monitoring: prometheusRulesEnabled: true monitor: monitorName: gvp- monitoring logFilePrefixName: RM	wmodule=if_mib"

See details about:

- Voice Platform Resource Manager metrics
- Voice Platform Resource Manager alerts

Metrics

Metric and description	Metric details	Indicator of
rmTotal5xxInviteSent	Unit: Unsigned32 Type: Gauge	_
Number of 5xx that were received for INVITE sent by RM	Label: Sample value: 514	Error
rmTotal4xxInviteSent	Unit: Unsigned32	
Number of 4xx that were received for INVITE sent by RM	Type: Gauge Label: Sample value: 10	Error
rmPRStatus	Unit: DisplayString	
GVP_RM_PhysicalResourceTable.Status: Current state of the resource	Type: Gauge Label:	Information
(rmPRStatus{gvpConfigDBID="174",rmPRN	ame= mcp-10.206.5.89",rmPRStatus="AVAIL	ABLE"})
rmPRActiveCalls	Unit: Unsigned32	
GVP_RM_PhysicalResourceTable.ActiveCalls: Number of calls that currently are handled by the resource.	Type: Gauge Label:	Traffic
(rmPRActiveCalls{gvpConfigDBID="174",rm	Sample value: PRName="mcp-10.206.5.89"})	
rmPRTotalCalls	Unit: Unsigned32	
GVP_RM_PhysicalResourceTable.TotalCalls: Total number of calls that have been handled by this resource since it was	Type: Gauge Label:	Traffic
connected to RM. (rmPRTotalCalls{gvpConfigDBID="174",rmP	Sample value: 150 RName="mcp-10.206.5.89"})	
rmTenantCurrentInboundCalls	Unit: Unsigned32	
Number of active inbound calls that use this tenant.	Type: Gauge Label: Sample value: 2	Traffic
rmTenantPeakCalls	Unit:	
Maximum number of concurrent calls to this Tenant since it became active	Type: Gauge Label: Sample value: 10	Traffic

Alerts

The following alerts are defined for Voice Platform Resource Manager.

Alert	Severity	Description	Based on	Threshold
RM Service Down	CRITICAL	RM pods are not in ready state and RM service is not available	kube_pod_container_	0 _status_running
InitContainerFailingR	epeateday.	The trigger will flag an alarm when the RM init container gets failed 5 or more times within 15 mins.	kube_pod_init_conta	15 mins iner_status_restarts_to
ContainerRestartedR	epraticay.	The trigger will flag an alarm when the RM or RM SNMP container gets restarted 5 or more times within 15 mins	kube_pod_container_	15 mins _status_restarts_total
PodStatusNotReady	CRITICAL	The trigger will flag an alarm when RM pod status is Not ready for 30 mins and this will be controlled by overridevalue.yaml.	kube_pod_status_rea	30mins ady
RMTotal5XXErrorForl	NMI GE I	The RM mib counter stats will be collected for every 30 seconds and if the mib counter total5xxInviteSent increments from its previous value by 5 within 5 minutes the trigger will flag an alarm.	rmTotal5xxInviteSen	5 mins t
RMTotal4XXErrorForl	NMEDIUM	The RM mib counter stats will be collected for every 60 seconds and if the mib counter total4xxInviteSent increments from its previous value	rmTotal4xxInviteSen	1min t

Alert	Severity	Description	Based on	Threshold	
		by 10 within 60 seconds the trigger will flag an alarm.			
RMInterNodeConnec	ti vit©B roken	Inter-node connectivity between RM nodes is lost for 5mins.	gvp_rm_log_parser_v	5 mins varn_total	
RMConfigServerConi	n ektliGt hLost	RM lost connection to GVP Configuration Server for 5mins.	gvp_rm_log_parser_v	5 mins varn_total	
RMSocketInterNode	ErMIGH	RM Inter node Socket Error for 5mins.	gvp_rm_log_parser_e	5mins eror_total	
ContainerCPUreache	d பிடுle rcentForRM0	The trigger will flag an alarm when the RM container CPU utilization goes beyond 80% for 15 mins	container_cpu_usage container_spec_cpu_ container_spec_cpu_	quota,	
ContainerCPUreache	ed படுடு rcentForRM1	The trigger will flag an alarm when the RM container CPU utilization goes beyond 80% for 15 mins	container_cpu_usage container_spec_cpu_ container_spec_cpu_	quota,	
ContainerMemoryUs	a gte ଓ ଡା percent For RM ዐ	The trigger will flag an alarm when the RM container Memory utilization goes beyond 80% for 15 mins	container_memory_r kube_pod_container_	15mins ss, resource_limits_mem	ory_t
ContainerMemoryUs	a ൃൾദ ിpercentForRM1	The trigger will flag an alarm when the RM container Memory utilization goes beyond 80% for 15 mins	container_memory_r kube_pod_container_	15mins ss, resource_limits_mem	ory_t
MCPPortsExceeded	HIGH	All the MCP ports in MCP LRG are exceeded	gvp_rm_log_parser_e	1min eror_total	
RMServiceDegraded	Td 5l∰e rcentage	One of the RM container is not in running state for 5mins	kube_pod_container_	5mins _status_running	
RMMatchingIVRTena	nt M6tAbu Md	Matching IVR profile tenant could not be found for 2mins	gvp_rm_log_parser_6	2mins eror_total	

Alert	Severity	Description	Based on	Threshold
RMResourceAllocatio	on Mai Caldum	RM Resource allocation failed for 1mins	gvp_rm_log_parser_e	er ō m to tal