Genesys Voice Platform Private Edition Guide

Voice Platform Resource Manager metrics and alerts

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Contents

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

See details about:

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

Metrics

Metric and description	Metric details	Indicator of
rmTotal5xxInviteSent Number of 5xx that were received for INVITE sent by RM	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:** 514	Error
rmTotal4xxInviteSent Number of 4xx that were received for INVITE sent by RM	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:** 10	Error
rmPRStatus GVP_RM_PhysicalResourceTable.Status: Current state of the resource (rmPRStatus{gvpConfigDBID="174",rmPRName="mcp-10.206.5.89",rmPRStatus="AVAILABLE"})	**Unit:** DisplayString **Type:** Gauge **Label:** **Sample value:** 1	Information
rmPRActiveCalls GVP_RM_PhysicalResourceTable.ActiveCalls: Number of calls that currently are handled by the resource. (rmPRActiveCalls{gvpConfigDBID="174",rmPRName="mcp-10.206.5.89"})	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:**	Traffic
rmPRTotalCalls GVP_RM_PhysicalResourceTable.TotalCalls: Total number of calls that have been handled by this resource since it was connected to RM. (rmPRTotalCalls{gvpConfigDBID="174",rmPRName="mcp-10.206.5.89"})	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:** 150	Traffic
rmTenantCurrentInboundCalls Number of active inbound calls that use this tenant.	**Unit:** Unsigned32 **Type:** Gauge **Label:** **Sample value:** 2	Traffic
rmTenantPeakCalls Maximum number of concurrent calls to this Tenant since it became active	**Unit:** **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_status_running	0
InitContainerFailingRepeatedly	CRITICAL	The trigger will flag an alarm when the RM init container gets failed 5 or more times within 15 mins.	kube_pod_init_container_status_restarts_total	15 mins
ContainerRestartedRepeatedly	CRITICAL	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_status_restarts_total	15 mins
PodStatusNotReady	CRITICAL	The trigger will flag an alarm when RM pod status is Not ready for 30 mins and this will be controlled by override-value.yaml.	kube_pod_status_ready	30mins
RMTotal5XXErrorForINVITE	HIGH	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.	rmTotal5xxInviteSent	5 mins
RMTotal4XXErrorForINVITE	MEDIUM	The RM mib counter stats will be collected for every 60 seconds and if the mib counter total4xxInviteSent increments from its previous value	rmTotal4xxInviteSent	1min

Alert	Severity	Description	Based on	Threshold
		by 10 within 60 seconds the trigger will flag an alarm.		
RMInterNodeConnectivityBroken	HIGH	Inter-node connectivity between RM nodes is lost for 5mins.	gvp_rm_log_parser_warn_total	5 mins
RMConfigServerConnectionLost	HIGH	RM lost connection to GVP Configuration Server for 5mins.	gvp_rm_log_parser_warn_total	5 mins
RMSocketInterNodeError	HIGH	RM Inter node Socket Error for 5mins.	gvp_rm_log_parser_eror_total	5mins
ContainerCPUreached80percentForRM0	HIGH	The trigger will flag an alarm when the RM container CPU utilization goes beyond 80% for 15 mins	container_cpu_usage_seconds_total, container_spec_cpu_quota, container_spec_cpu_period	15mins
ContainerCPUreached80percentForRM1	HIGH	The trigger will flag an alarm when the RM container CPU utilization goes beyond 80% for 15 mins	container_cpu_usage_seconds_total, container_spec_cpu_quota, container_spec_cpu_period	15mins
ContainerMemoryUsage80percentForRM0	HIGH	The trigger will flag an alarm when the RM container Memory utilization goes beyond 80% for 15 mins	container_memory_rss, kube_pod_container_resource_limits_memory_bytes	15mins
ContainerMemoryUsage80percentForRM1	HIGH	The trigger will flag an alarm when the RM container Memory utilization goes beyond 80% for 15 mins	container_memory_rss, kube_pod_container_resource_limits_memory_bytes	15mins
MCPPortsExceeded	HIGH	All the MCP ports in MCP LRG are exceeded	gvp_rm_log_parser_eror_total	1min
RMServiceDegradedTo15Percentage	HIGH	One of the RM container is not in running state for 5mins	kube_pod_container_status_running	5mins
RMMatchingIVRTenantNotFound	MEDIUM	Matching IVR profile tenant could not be found for 2mins	gvp_rm_log_parser_eror_total	2mins

Alert	Severity	Description	Based on	Threshold
RMResourceAllocationFailed	MEDIUM	RM Resource allocation failed for 1mins	gvp_rm_log_parser_error_total	1