Interaction Server Private Edition Guide

Observability in Interaction Server

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Contents

Learn about the logs, metrics, and alerts you should monitor for Interaction Server.

Related documentation:
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RSS:

- For private edition

Monitoring

Private edition services expose metrics that can be scraped by Prometheus, to support monitoring operations and alerting.

- As described on Monitoring overview and approach, you can use a tool like Grafana to create dashboards that query the Prometheus metrics to visualize operational status.

- As described on Customizing Alertmanager configuration, you can configure Alertmanager to send notifications to notification providers such as PagerDuty, to notify you when an alert is triggered because a metric has exceeded a defined threshold.

The services expose a number of Genesys-defined and third-party metrics. The metrics that are defined in third-party software used by private edition services are available for you to use as long as the third-party provider still supports them. For descriptions of available Interaction Server metrics, see:

- Interaction Server (IXN) metrics

See also System metrics.

Enable monitoring

Monitoring is not enabled by default. To enable monitoring, modify the Helm chart by setting the following values in the values.yaml file

- ixnService.prometheus.podMonitor.enabled: `true`

- ixnVQNode.prometheus.podMonitor.enabled: `true`

For more information about modifying the Helm chart, see Configure Interaction Server.

Service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
Interaction Server (IXN)	PodMonitor	13131, 13133, 13139	option **ixnServer.ports.health** - default port 13131 - Endpoint: "/health/ prometheus/all" option **ixnNode.ports.default** - default port 13133 - Endpoint: "/metrics" option **ixnVQNode.ports.health** - default port 13139 - Endpoint: "/metrics" **Note**: The above options are references to ports that match endpoints. Use these options to perform the associated query.	Default

Configure metrics

The metrics that are exposed by the Interaction Server service are available by default. No further configuration is required in order to define or expose these metrics. You cannot define your own custom metrics.

Alerting

No alerts are defined for Interaction Server.

Logging

Content coming soon