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Workspace Web Edition Private Edition Guide

[Observability in Workspace Web Edition](#)

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Learn about the logs, metrics, and alerts you should monitor for Workspace Web Edition.

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 Workspace Web Edition metrics, see:

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See also [System metrics](#).

The WWE container does not expose any Prometheus endpoints. The container is based on an NGINX HTTP server structured to serve a set of static files that comprise the WWE Web Application.

Enable monitoring

Monitoring of the WWE container is available through the standard monitoring capabilities of a Container running in a Kubernetes Pod through cAdvisor.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
	N/A	cAdvisor port (not specific to the	N/A	N/A

Service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
		WWE container)		

Configure metrics

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

The Metrics page linked to above shows some of the metrics the WWE service exposes. You can also query Prometheus directly or via a dashboard to see all the metrics available from the WWE service.

What do Workspace Web Edition metrics monitor?

All the metrics documented on the Metrics page are standard Kubernetes metrics as delivered by cAdvisor. These can apply to any similar pod. The WWE container does not expose any Prometheus endpoints that would expose service-specific metrics.

Alerting

No alerts are defined for Workspace Web Edition.

Logging

Refer to Logging.