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Digital Channels Private Edition Guide

Digital Channels metrics and alerts

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Find the metrics *No results* exposes and the alerts defined for *No results*.

Related documentation:

-

| Service | CRD or annotations? | Port | Endpoint/Selector | Metrics update interval |
|------------------|---------------------------------------|------|---------------------------------------|-------------------------|
| Digital Channels | Both — ServiceMonitor and annotations | 4004 | nexus.nexus.svc.cluster.local/metrics | 15 seconds |

See details about:

- Digital Channels metrics
- Digital Channels alerts

Metrics

Digital Channels exposes many Genesys-defined metrics. You can query Prometheus directly to see all the available metrics. The metrics documented on this page are likely to be particularly useful. Genesys does not commit to maintain other currently available Digital Channels metrics not documented on this page.

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| nexus_errors_total The total number of requests that resulted in an error. | Unit: Type: Number Label: Sample value: 100 | |
| nexus_request_total The total number of requests. | Unit: Type: Number Label: Sample value: 1000 | |
| nexus_process_resident_memory_bytes The total bytes of memory Digital Channels consumed. | Unit: Type: Number Label: Sample value: 100000 | |
| nexus_redis_connections_established The current number of established Redis | Unit: Type: Gauge | |

| Metric and description | Metric details | Indicator of |
|--|--|--------------|
| connections. | Label: Sample value: 0 | |
| nexus_redis_connections_reconnecting The current number of reconnecting Redis connections. | Unit: Type: Gauge Label: Sample value: 0 | |
| nexus_redis_connections_ready The current number of ready Redis connections. | Unit: Type: Gauge Label: Sample value: 1 | |
| nexus_redis_duration_until_ready The duration until Redis reaches the ready state. | Unit: Type: Histogram Label: 'le' Sample value: 0, 1, 39 | |
| nexus_redis_errors_total The total number of Redis connection errors. | Unit: Type: Counter Label: Sample value: 0 | |
| nexus_db_connect_total The total number of all database connection requests. | Unit: Type: Counter Label: 'db' Sample value: 1252424, 1457770 | |
| nexus_db_disconnect_total The total number of all database disconnection requests. | Unit: Type: Counter Label: 'db' Sample value: 1252424, 1457770 | |
| nexus_db_request_total The total number of all database requests sent. | Unit: Type: Counter Label: 'db' Sample value: 4850730, 5056452 | |
| nexus_db_success_total The total number of all database requests executed successfully. | Unit: Type: Counter Label: 'db', 'command' Sample value: 2307896, 2126805, 1221394, 1450355 | |
| nexus_db_errors_total The total number of all database errors. | Unit: Type: Counter Label: 'db', 'code' Sample value: 131, 5, 4 | |
| nexus_db_request_duration_milliseconds | Unit: Label: 'seconds' | |

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| The database transaction duration. | Type: histogram Label: 'le', 'db', 'method' Sample value: 2290844, 2306385, 2307241, 2307894 | |
| ibd_process_cpu_user_seconds_total The total user CPU time spent, in seconds. | Unit: Type: counter Label: Sample value: 1634045655571 | |
| nexus_process_cpu_system_seconds_total The total system CPU time spent, in seconds. | Unit: Type: counter Label: Sample value: 1634045655571 | |
| nexus_process_cpu_seconds_total The total user and system CPU time spent, in seconds. | Unit: Type: counter Label: Sample value: 1634045655571 | |
| nexus_process_start_time_seconds The start time of the process since the Unix epoch, in seconds. | Unit: Type: gauge Label: Sample value: 1633992102 | |
| nexus_process_resident_memory_bytes The resident memory size, in bytes. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_process_virtual_memory_bytes The virtual memory size, in bytes. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_process_heap_bytes The process heap size, in bytes. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_process_open_fds The number of open file descriptors. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_process_max_fds The maximum number of open file descriptors. | Unit: Type: gauge Label: Sample value: 197176 | |
| ibd_nodejs_eventloop_lag_seconds | Unit: | |

| Metric and description | Metric details | Indicator of |
|--|--|--------------|
| The Node.js event loop lag, in seconds. | Type: gauge Label: Sample value: 1634045655572 | |
| nexus_nodejs_active_handles The number of active libuv handles, grouped by handle type. Every handle type is a C++ class name. | Unit: Type: gauge Label: 'type' Sample value: 17, 1, 69 | |
| nexus_nodejs_active_handles_total The total number of active libuv handles. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_nodejs_active_requests The number of active libuv requests, grouped by request type. Every request type is a C++ class name. | Unit: Type: gauge Label: 'type' Sample value: 2 | |
| nexus_nodejs_active_requests_total The total number of active libuv requests. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_nodejs_heap_size_total_bytes The process heap size from Node.js, in bytes. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_nodejs_heap_size_used_bytes The process heap size used from Node.js, in bytes. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_nodejs_external_memory_bytes The Node.js external memory size, in bytes. | Unit: Type: gauge Label: Sample value: 1634045655572 | |
| nexus_nodejs_heap_space_size_total_bytes The process heap space size total from Node.js, in bytes. | Unit: Type: gauge Label: 'space' Sample value: 262144, 16777216, 130428928, 6721536 | |
| nexus_nodejs_heap_space_size_used_bytes The process heap space size used from Node.js in bytes. | Unit: Type: gauge Label: 'space' Sample value: 32808, 1479672, 92634792, 4852384 | |
| nexus_nodejs_heap_space_size_available_bytes | | |

| Metric and description | Metric details | Indicator of |
|--|--|--------------|
| The process heap space size available from Node.js, in bytes. | Type: gauge Label: 'space' Sample value: 0, 6899976, 37040456, 1542496 | |
| nexus_nodejs_version_info Node.js version information. | Unit: Type: gauge Label: 'version', 'major', 'minor', 'patch' Sample value: 1 | |

Alerts

The following alerts are defined for Digital Channels.

| Alert | Severity | Description | Based on | Threshold |
|-------------------------------|----------|---|---|----------------|
| Nexus error rate | Critical | Triggered when the error rate on this pod is greater than 20% for 15 minutes. | nexus_errors_total, nexus_request_total | For 15 minutes |
| Memory usage is above 3000 Mb | Critical | Triggered when the memory usage on this pod is above 3000 Mb for 15 minutes. | nexus_process_resident_memory_bytes | For 15 minutes |