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# Digital Channels Private Edition Guide

Digital Channels metrics and alerts

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Find the metrics Digital Channels exposes and the alerts defined for Digital Channels.

**Related documentation:**

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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
<b>nexus_errors_total</b> The total number of requests that resulted in an error.	<b>Unit:</b> <b>Type:</b> Number <b>Label:</b> <b>Sample value:</b> 100	
<b>nexus_request_total</b> The total number of requests.	<b>Unit:</b> <b>Type:</b> Number <b>Label:</b> <b>Sample value:</b> 1000	
<b>nexus_process_resident_memory_bytes</b> The total bytes of memory Digital Channels consumed.	<b>Unit:</b> <b>Type:</b> Number <b>Label:</b> <b>Sample value:</b> 100000	
<b>nexus_redis_connections_established</b> The current number of established Redis connections.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 0	
<b>nexus_redis_connections_reconnecting</b> The current number of reconnecting Redis connections.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 0	
<b>nexus_redis_connections_ready</b> The current number of ready Redis	<b>Unit:</b> <b>Type:</b> Gauge	

Metric and description	Metric details	Indicator of
connections.	<b>Label:</b> <b>Sample value:</b> 1	
<b>nexus_redis_duration_until_ready</b> The duration until Redis reaches the ready state.	<b>Unit:</b> <b>Type:</b> Histogram <b>Label:</b> 'le' <b>Sample value:</b> 0, 1, 39	
<b>nexus_redis_errors_total</b> The total number of Redis connection errors.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 0	
<b>nexus_db_connect_total</b> The total number of all database connection requests.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> 'db' <b>Sample value:</b> 1252424, 1457770	
<b>nexus_db_disconnect_total</b> The total number of all database disconnection requests.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> 'db' <b>Sample value:</b> 1252424, 1457770	
<b>nexus_db_request_total</b> The total number of all database requests sent.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> 'db' <b>Sample value:</b> 4850730, 5056452	
<b>nexus_db_success_total</b> The total number of all database requests executed successfully.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> 'db', 'command' <b>Sample value:</b> 2307896, 2126805, 1221394, 1450355	
<b>nexus_db_errors_total</b> The total number of all database errors.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> 'db', 'code' <b>Sample value:</b> 131, 5, 4	
<b>nexus_db_request_duration_milliseconds</b> The database transaction duration.	<b>Unit:</b> <b>Type:</b> histogram <b>Label:</b> 'le', 'db', 'method' <b>Sample value:</b> 2290844, 2306385, 2307241, 2307894	
<b>iwd_process_cpu_user_seconds_total</b> The total user CPU time spent, in seconds.	<b>Unit:</b> <b>Type:</b> counter <b>Label:</b> <b>Sample value:</b> 1634045655571	
<b>nexus_process_cpu_system_seconds_total</b>	<b>Unit:</b>	

Metric and description	Metric details	Indicator of
The total system CPU time spent, in seconds.	<b>Type:</b> counter <b>Label:</b> <b>Sample value:</b> 1634045655571	
<b>nexus_process_cpu_seconds_total</b>	<b>Unit:</b>	
The total user and system CPU time spent, in seconds.	<b>Type:</b> counter <b>Label:</b> <b>Sample value:</b> 1634045655571	
<b>nexus_process_start_time_seconds</b>	<b>Unit:</b>	
The start time of the process since the Unix epoch, in seconds.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1633992102	
<b>nexus_process_resident_memory_bytes</b>	<b>Unit:</b>	
The resident memory size, in bytes.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_process_virtual_memory_bytes</b>	<b>Unit:</b>	
The virtual memory size, in bytes.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_process_heap_bytes</b>	<b>Unit:</b>	
The process heap size, in bytes.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_process_open_fds</b>	<b>Unit:</b>	
The number of open file descriptors.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_process_max_fds</b>	<b>Unit:</b>	
The maximum number of open file descriptors.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 197176	
<b>iwd_nodejs_eventloop_lag_seconds</b>	<b>Unit:</b>	
The Node.js event loop lag, in seconds.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_nodejs_active_handles</b>	<b>Unit:</b>	
The number of active libuv handles, grouped by handle type. Every handle type is a C++ class name.	<b>Type:</b> gauge <b>Label:</b> 'type' <b>Sample value:</b> 17, 1, 69	
<b>nexus_nodejs_active_handles_total</b>	<b>Unit:</b>	

Metric and description	Metric details	Indicator of
The total number of active libuv handles.	<b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_nodejs_active_requests</b> The number of active libuv requests, grouped by request type. Every request type is a C++ class name.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> 'type' <b>Sample value:</b> 2	
<b>nexus_nodejs_active_requests_total</b> The total number of active libuv requests.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_nodejs_heap_size_total_bytes</b> The process heap size from Node.js, in bytes.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_nodejs_heap_size_used_bytes</b> The process heap size used from Node.js, in bytes.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_nodejs_external_memory_bytes</b> The Node.js external memory size, in bytes.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> <b>Sample value:</b> 1634045655572	
<b>nexus_nodejs_heap_space_size_total_bytes</b> The process heap space size total from Node.js, in bytes.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> 'space' <b>Sample value:</b> 262144, 16777216, 130428928, 6721536	
<b>nexus_nodejs_heap_space_size_used_bytes</b> The process heap space size used from Node.js in bytes.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> 'space' <b>Sample value:</b> 32808, 1479672, 92634792, 4852384	
<b>nexus_nodejs_heap_space_size_available_bytes</b> The process heap space size available from Node.js, in bytes.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> 'space' <b>Sample value:</b> 0, 6899976, 37040456, 1542496	
<b>nexus_nodejs_version_info</b> Node.js version information.	<b>Unit:</b> <b>Type:</b> gauge <b>Label:</b> 'version', 'major', 'minor', 'patch' <b>Sample value:</b> 1	

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## 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