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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:

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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
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 byes 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:**	

Metric and description	Metric details	Indicator of
The database transaction duration.	**Type:** histogram **Label:** 'le', 'db', 'method' **Sample value:** 2290844, 2306385, 2307241, 2307894	
iwd_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	
iwd_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	**Unit:**	

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