



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound (CX Contact) Private Edition Guide

Compliance Manager metrics and alerts

Contents

- [1 Metrics](#)
- [2 Alerts](#)

Find the metrics CPLM exposes and the alerts defined for CPLM.

Related documentation:

-

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Compliance Manager	ServiceMonitor	3107	/metrics	15 seconds

See details about:

- Compliance Manager metrics
- Compliance Manager alerts

Metrics

Metric and description	Metric details	Indicator of
compliance_api_history_requests_total Total number of history API calls.	Unit: Type: Counter Label: "type", 'ccid', 'tenant_name" Sample value: 42	
compliance_validation_under_processing_total Total number validation requests are under processing.	Unit: Type: Gauge Label: "type", 'ccid', 'tenant_name" Sample value: 4.2	
compliance_validation_complete_total Total number of completed validation calls.	Unit: Type: Counter Label: "type", 'ccid', 'tenant_name" Sample value: 42	
compliance_validation_success_total Number of validated requests with Success status.	Unit: Type: Counter Label: "type", 'ccid', 'tenant_name" Sample value: 42	
compliance_validation_failed_total Number of validation requests with Failed status.	Unit: Type: Counter Label: "type", 'ccid', 'tenant_name"	

Metric and description	Metric details	Indicator of
	Sample value: 42	
compliance_validation_success_by_tenant Number of validation requests by Tenant with Success result.	Unit: Type: Counter Label: ""type', 'tenant_name" Sample value: 42	
compliance_validation_failed_by_tenant Number of validation requests by Tenant with Fail result.	Unit: Type: Counter Label: ""type', 'tenant_name" Sample value: 4.2	
cxc_compliance_healthy_instance Healthy instance.	Unit: Type: Gauge Label: n/a Sample value: 4.2	
cxc_compliance_request_latencies_ms The latencies of all HTTP requests distributed by method, plus path and HTTP response code.	Unit: Type: Histogram Label: ""method', 'path', 'code" Sample value: [1, 2, 3]	
cxc_compliance_request_count The number of all HTTP requests distributed by method, plus path and HTTP response code.	Unit: Type: Counter Label: ""method', 'path', 'code" Sample value: 42	
compliance_redis_connections_made Total number of Redis connections made.	Unit: Type: Counter Label: n/a Sample value: 42	
compliance_redis_connections_closed Total number of Redis connections closed. Current can be calculated with the help of compliance_redis_connections_made.	Unit: Type: Counter Label: n/a Sample value: 42	
compliance_redis_access_errors Total number of reported REDIS errors.	Unit: Type: Counter Label: n/a Sample value: 42	
compliance_ocs_calls_placed Total number of calls placed by OCS broken by GSW_CALL_RESULT.	Unit: Type: Counter Label: 'GSW_CALL_RESULT' Sample value: 42	
cxc_compliance_request_out_count	Unit:	

Metric and description	Metric details	Indicator of
Total Out Requests by verb, destination, and code.	Type: Counter Label: "'method', 'path', 'code'" Sample value: 42	
cxc_compliance_request_out_latencies_ms Out Request latencies histogram by verb, destination, and code, in milliseconds.	Unit: ms Type: Histogram Label: "'method', 'path', 'code'" Sample value: [1, 2, 3]	
cxc_dm_elasticsearch_service_latencies_ms Elasticsearch Request latencies histogram by verb, destination, and code, in milliseconds.	Type: Histogram Label: n/a Sample value: [1, 2, 3]	
cxc_compliance_validation_rate_limit_reached Total number of validation requests rejected due to rate limit exceeded, broken by customer (tenant) and a limit reason {device, customerId, overall}.	Unit: Type: Counter Label: "'ccid', 'reason'" Sample value: 42	

Alerts

The following alerts are defined for Compliance Manager.

Alert	Severity	Description	Based on	Threshold
CXC-Compliance-LatencyHigh	HIGH	Triggered when the latency for API responses is beyond the defined threshold.		5000ms for 5m
CXC-CoM-Redis-no-active-connections	HIGH	Triggered when CX Contact compliance has no active redis connection for 2 minutes		2m
CXC-CPUUsage	HIGH	Triggered when the CPU utilization of a pod is beyond the threshold.		300% for 5m
CXC-MemoryUsage	HIGH	Triggered when the memory utilization of a pod is beyond the threshold.		70% for 5m
CXC-PodNotReadyCount	HIGH	Triggered when the number of pods ready for a CX		1 for 5m

Alert	Severity	Description	Based on	Threshold
		Contact deployment is less than or equal to the threshold.		
CXC-PodRestartsCount	HIGH	Triggered when the restart count for a pod is beyond the threshold.		1 for 5m
CXC-MemoryUsagePD	HIGH	Triggered when the memory usage of a pod is above the critical threshold.		90% for 5m
CXC-PodRestartsCountPD	HIGH	Triggered when the restart count is beyond the critical threshold.		5 for 5m
CXC-PodsNotReadyPD	HIGH	Triggered when there are no pods ready for CX Contact deployment.		0 for 1m