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Genesys Info Mart Private Edition Guide

GCA metrics and alerts

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
GCA	PodMonitor	9249	<pre>selector: matchLabels: app: {{ template "fullname" . }}</pre> <p>where the value of fullname depends on <code>.Values.tenant_id</code>.</p>	30 seconds

See details about:

- GCA metrics
- GCA alerts

Metrics

Use standard Kubernetes metrics to monitor the GCA service. For information about standard Kubernetes and other system metrics to monitor services, see System metrics.

Metric and description	Metric details	Indicator of
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Alerts

Alerts are based on Kubernetes cluster metrics.

The following alerts are defined for GCA.

Alert	Severity	Description	Based on	Threshold
GcaPodCrashLooping	Critical	Triggered when a GCA pod is crash looping.	kube_pod_container_status_restarts_total	The restart rate is greater than 0 for 5 minutes

Alert	Severity	Description	Based on	Threshold
GcaOOMKilled	Critical	Triggered when a GCA pod is restarted because of OOMKilled.	kube_pod_container_status_restarts_total and kube_pod_container_status_last_terminated_reason	1