

GENESYS

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Genesys Pulse Private Edition Guide

Tenant Data Collection Unit (DCU) metrics and alerts

Contents

- 1 Metrics
- 2 Alerts

Find the metrics Tenant Data Collection Unit (DCU) exposes and the alerts defined for Tenant Data Collection Unit (DCU).

Related documentation:

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| Service | CRD or annotations? | Port | Endpoint/Selector | Metrics update interval |
|---|---------------------|------|--|-------------------------------|
| Tenant Data Collection Unit (DCU) | PodMonitor | 9091 | <pre>selector: matchLabels: app.kubernetes.io/ name: {{include "common.util.chart.name" }} app.kubernetes.io/ instance: {{include "common.util.chart.fullname" }} service: {{.Release.Namespace }} servicename: {{include "common.util.chart.name" }} tenant: {{.Values.tenant.sid }}</pre> Endpoints to query: /metrics/ | 30 seconds |

See details about:

- Tenant Data Collection Unit (DCU) metrics
- Tenant Data Collection Unit (DCU) alerts

Metrics

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| pulse_monitor_check_duration_ | seconds | |
| The duration in seconds of the last health check performed by Monitor Agent. | Type: Gauge Label: tenant Sample value: | Error |
| pulse_collector_uptime_second | Error | |

| Metric and description | Metric details | Indicator of | | | | |
|--|--|--------------|--|--|--|--|
| The Collector container uptime in seconds. | Type: Gauge Label: tenant Sample value: | | | | | |
| pulse_collector_snapshot_writing | pulse_collector_snapshot_writing_status | | | | | |
| The status of writing Collector snapshots to the Redis. | Type: Gauge Label: tenant Sample value: 1 | Error | | | | |
| <pre>pulse_collector_active_layouts_</pre> The number of active layouts. | Unit: count Type: Gauge Label: tenant Sample value: 100 | Saturation | | | | |
| pulse_collector_connection_sta | tusnit: | | | | | |
| The status of the Collector connection to the upstream server. | Type: Gauge Label: tenant, connection Sample value: 1 | Error | | | | |
| pulse_collector_connection_con | nunities econds | | | | | |
| Duration in seconds of connection to the upstream server. | Type: Gauge Label: tenant, connection Sample value: | Error | | | | |
| pulse_collector_connection_disc | comit teached seconds | | | | | |
| Duration in seconds of disconnection from the upstream server. | Type: Gauge Label: tenant, connection Sample value: | Error | | | | |
| pulse_collector_statistics_total | Unit: count | | | | | |
| The total number of Collector statistics. | Type: Gauge Label: tenant. connection Sample value: 1000 | Saturation | | | | |
| pulse_collector_statistics_open | ed Count | | | | | |
| The number of successfully open Collector statistics. | Type: Gauge Label: tenant, connection Sample value: 1000 | Saturation | | | | |
| pulse_collector_statistics_failed | ı_Voltiit | | | | | |
| The number of Collector statistics that failed to open. | Type: Gauge Label: tenant, connection Sample value: 0 | Error | | | | |
| pulse_statserver_uptime_secon | dynit: seconds | | | | | |
| The Stat Server container uptime in seconds. | Type: Gauge Label: tenant Sample value: | Error | | | | |
| pulse_statserver_clients_number | erUnit: | Error | | | | |

| Type: Gauge Label: tenant Sample value: 1 Pulse_statserver_messages_received by the Stat Server. Traffic Pulse_statserver_messages_sent_Utilit_count The total number of messages sent by the Stat Server. Pulse_statserver_messages_sent_Utilit_count The total number of messages sent by the Stat Server. Pulse_statserver_server_connect_ttel* Pulse_statserver_server_connect_ttel* Pulse_statserver_server_connect_ttel* Pulse_statserver_server_messages_sent_utilit_count The total number of Stat Server connect_ttel* Pulse_statserver_server_connect_ttel* Pulse_statserver_server_messages_statectived by the Stat Server from the upstream server. Pulse_statserver_server_connect_ttel* Pulse_statserver_server_disconnect_ttel* Pulse_statserver_server_disconnect_ttel* Pulse_statserver_diregistration alled after predefined number of state server telency in Sample value: 0.25 Pulse_statserver_server_latency_ttel* Pulse_statserver_server_latency_ | Metric and description | Metric details | Indicator of |
|--|---|---|--------------|
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| The number of DNs for which registration failed after predefined number of attempts. Type: Gauge Label: tenant, server, type Sample value: 0 Pulse_statserver_server_latency_avg: The average Stat Server server latency in seconds. Type: Gauge Label: tenant, server, type Sample value: 0.25 Latency | attempts during current session with the | Label: tenant, server, type | Saturation |
| failed after predefined number of attempts. Label: tenant, server, type Sample value: 0 pulse_statserver_server_latency_avg: The average Stat Server server latency in seconds. Type: Gauge Label: tenant, server, type Sample value: 0.25 Latency | pulse_statserver_dn_failed | Unit: | |
| The average Stat Server server latency in seconds. Type: Gauge Label: tenant, server, type Sample value: 0.25 | failed after predefined number of | Label: tenant, server, type | Error |
| The average Stat Server server latency in seconds. Type: Gauge Label: tenant, server, type Sample value: 0.25 | pulse_statserver_server_latence | y_avg | |
| pulse_statserver_server_latency_Unit: Latency | The average Stat Server server latency in | Type: Gauge Label: tenant, server, type | Latency |
| | pulse_statserver_server_latenc | y_ Unit : | Latency |

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| The minimum Stat Server server latency in seconds. | Type: Gauge Label: tenant, server, type Sample value: 0.25 | |
| pulse_statserver_server_latenc | y_mit: y_max | |
| The maximum Stat Server server latency in seconds. | Type: Gauge Label: tenant, server, type Sample value: 0.25 | Latency |
| pulse_statserver_server_tevent | | |
| The total number of T-Events received by the Stat Server from the upstream T-Server. | Type: Gauge Label: tenant, server, type Sample value: 10000 | Traffic |

Alerts

Alerts are based on Collector, Stat Server, and Kubernetes cluster metrics.

The following alerts are defined for Tenant Data Collection Unit (DCU).

| Alert | Severity | Description | Based on | Threshold |
|----------------------|---|---|--|---|
| pulse_dcu_monitor_ | da £a<u>it</u>ioæ available | Pulse DCU Monitor Agents do not provide data. | pulse_monitor_check kube_statefulset_rep | for 15 minutes duration_seconds, licas |
| pulse_dcu_critical_n | or ៤៧ដាំ៧ g_instances | Triggered when Pulse DCU instances are down. | kube_statefulset_sta kube_statefulset_sta | for 15 minutes tus_replicas_ready, tus_replicas |
| pulse_dcu_too_frequ | ມ eເນົ<u>r</u>itiesall arts | Detected too frequent restarts of DCU Pod container. | kube_pod_container_ | 2 for 1 hour _status_restarts_total |
| pulse_dcu_critical_c | puCritical | Detected critical CPU usage by Pulse DCU Pod. | container_cpu_usage kube_pod_container_ | 90% e_seconds_total, resource_limits |
| pulse_dcu_critical_m | netrittiyal | Detected critical memory usage by Pulse DCU Pod. | container_memory_v kube_pod_container_ | 90% vorking_set_bytes, _resource_limits |
| pulse_dcu_critical_d | isl©ritical | Detected critical disk usage by Pulse DCU Pod. | kubelet_volume_stat kubelet_volume_stat | |
| pulse_dcu_critical_c | ol_Grintaipsshot_writing | Pulse DCU Collector does not write snapshots. | pulse_collector_snap | for 15 minutes shot_writing_status |

| Alert | Severity | Description | Based on | Threshold |
|-----------------------|---|---|--|-------------------------------------|
| pulse_dcu_critical_cd | ol <u>ර</u> ැත්ත් ගෲ cted_configse | Pulse DCU Collector is not rvers connected to ConfigServer. | pulse_collector_conn | for 15 minutes ection_status |
| pulse_dcu_critical_cd | ol <u></u> നൂർ ന് രജിcted_dbserver | Pulse DCU Collector is not connected to DbServer. | pulse_collector_conn | for 15 minutes ection_status |
| pulse_dcu_critical_cd | ol <u>Caroitnicnæl</u> cted_statserve | Pulse DCU Collector is not connected to Stat Server. | pulse_collector_conn | for 15 minutes ection_status |
| pulse_dcu_critical_ss | s_ Cailleid a_Un_registration | Detected critical DN registration failures on Pulse DCU Stat Server. | pulse_statserver_dn_ pulse_statserver_dn_ | 0.5% failed, registered |
| pulse_dcu_critical_ss | _ Continue Ited_configser | Pulse DCU Stat Server is not vers connected to ConfigServer. | pulse_statserver_ser | for 15 minutes ver_connected_second |
| pulse_dcu_critical_ss | s_ Coritined ted_tservers | Pulse DCU Stat Server is not connected to T- Servers. | pulse_statserver_ser | 2 ver_connected_number |
| pulse_dcu_critical_ss | s_ Coritice: tted_ixnserver | Pulse DCU Stat Server is not connected to IxnServers. | pulse_statserver_ser | v@r_connected_second |