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## Genesys Pulse Private Edition Guide

Tenant Data Collection Unit (DCU) metrics and alerts

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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> <p>Endpoints to query: <a href="#">/metrics/</a></p>	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
<b>pulse_monitor_check_duration_seconds</b> The duration in seconds of the last health check performed by Monitor Agent.	<b>Unit:</b> seconds <b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b>	Error
<b>pulse_collector_uptime_seconds</b>	<b>Unit:</b> seconds	Error

Metric and description	Metric details	Indicator of
The Collector container uptime in seconds.	<b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b>	
<b>pulse_collector_snapshot_writing_status</b>  The status of writing Collector snapshots to the Redis.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b> 1	Error
<b>pulse_collector_active_layouts_count</b>  The number of active layouts.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b> 100	Saturation
<b>pulse_collector_connection_status</b>  The status of the Collector connection to the upstream server.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, connection <b>Sample value:</b> 1	Error
<b>pulse_collector_connection_connected_seconds</b>  Duration in seconds of connection to the upstream server.	<b>Unit:</b> seconds  <b>Type:</b> Gauge <b>Label:</b> tenant, connection <b>Sample value:</b>	Error
<b>pulse_collector_connection_disconnected_seconds</b>  Duration in seconds of disconnection from the upstream server.	<b>Unit:</b> seconds  <b>Type:</b> Gauge <b>Label:</b> tenant, connection <b>Sample value:</b>	Error
<b>pulse_collector_statistics_total</b>  The total number of Collector statistics.	<b>Unit:</b> count  <b>Type:</b> Gauge <b>Label:</b> tenant, connection <b>Sample value:</b> 1000	Saturation
<b>pulse_collector_statistics_opened_count</b>  The number of successfully open Collector statistics.	<b>Unit:</b> count  <b>Type:</b> Gauge <b>Label:</b> tenant, connection <b>Sample value:</b> 1000	Saturation
<b>pulse_collector_statistics_failed_count</b>  The number of Collector statistics that failed to open.	<b>Unit:</b> count  <b>Type:</b> Gauge <b>Label:</b> tenant, connection <b>Sample value:</b> 0	Error
<b>pulse_statserver_uptime_seconds</b>  The Stat Server container uptime in seconds.	<b>Unit:</b> seconds  <b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b>	Error
<b>pulse_statserver_clients_number</b>	<b>Unit:</b>	Error

Metric and description	Metric details	Indicator of
The number of clients connected to the Stat Server.	<b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b> 1	
<b>pulse_statserver_messages_received_total_count</b>  The total number of messages received by the Stat Server.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b> 10000	Traffic
<b>pulse_statserver_messages_sent_total_count</b>  The total number of messages sent by the Stat Server.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant <b>Sample value:</b> 10000	Traffic
<b>pulse_statserver_server_connected_number</b>  The number of Stat Server connections to upstream servers.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, type <b>Sample value:</b> 1	Error
<b>pulse_statserver_server_messages_received_total_count</b>  The total number of messages received by the Stat Server from the upstream server.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 1	Traffic
<b>pulse_statserver_server_connected_seconds</b>  Duration in seconds of the Stat Server connection to the upstream server.	<b>Unit:</b> seconds  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b>	Error
<b>pulse_statserver_server_disconnects_count</b>  Duration in seconds of the Stat Server disconnection from the upstream server.	<b>Unit:</b> seconds  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b>	Error
<b>pulse_statserver_dn_registered</b>  The number of successful registration attempts during current session with the upstream T-Server.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 1000	Saturation
<b>pulse_statserver_dn_failed</b>  The number of DNs for which registration failed after predefined number of attempts.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 0	Error
<b>pulse_statserver_server_latency_avg</b>  The average Stat Server server latency in seconds.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 0.25	Latency
<b>pulse_statserver_server_latency</b>	<b>Unit:</b>	Latency

Metric and description	Metric details	Indicator of
The minimum Stat Server server latency in seconds.	<b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 0.25	
<b>pulse_statserver_server_latency_max</b> The maximum Stat Server server latency in seconds.	<b>Unit:</b>  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 0.25	Latency
<b>pulse_statserver_server_tevents_unacknowledged_total_count</b> The total number of T-Events received by the Stat Server from the upstream T-Server.	  <b>Type:</b> Gauge <b>Label:</b> tenant, server, type <b>Sample value:</b> 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_data_unavailable	Critical	Pulse DCU Monitor Agents do not provide data.	pulse_monitor_check_duration_seconds, kube_statefulset_replicas	for 15 minutes
pulse_dcu_critical_no_running_instances	Critical	Triggered when Pulse DCU instances are down.	kube_statefulset_status_replicas_ready, kube_statefulset_status_replicas	for 15 minutes
pulse_dcu_too_frequent_restarts	Critical	Detected too frequent restarts of DCU Pod container.	kube_pod_container_status_restarts_total	2 for 1 hour
pulse_dcu_critical_cpu	Critical	Detected critical CPU usage by Pulse DCU Pod.	container_cpu_usage_seconds_total, kube_pod_container_resource_limits	90%
pulse_dcu_critical_memory	Critical	Detected critical memory usage by Pulse DCU Pod.	container_memory_working_set_bytes, kube_pod_container_resource_limits	90%
pulse_dcu_critical_disk	Critical	Detected critical disk usage by Pulse DCU Pod.	kubelet_volume_stats_available_bytes, kubelet_volume_stats_capacity_bytes	90%
pulse_dcu_critical_col_snapshot_writing	Critical	Pulse DCU Collector does not write snapshots.	pulse_collector_snapshot_writing_status	for 15 minutes

Alert	Severity	Description	Based on	Threshold
pulse_dcu_critical_col_Connected_configservers	Critical	Pulse DCU Collector is not connected to ConfigServer.	pulse_collector_connection_status	for 15 minutes
pulse_dcu_critical_col_Connected_dbservers	Critical	Pulse DCU Collector is not connected to DbServer.	pulse_collector_connection_status	for 15 minutes
pulse_dcu_critical_col_Connected_statservers	Critical	Pulse DCU Collector is not connected to Stat Server.	pulse_collector_connection_status	for 15 minutes
pulse_dcu_critical_ss_Failed_dn_registrations	Warning	Detected critical DN registration failures on Pulse DCU Stat Server.	pulse_statserver_dn_failed, pulse_statserver_dn_registered	0.5%
pulse_dcu_critical_ss_Connected_configservers	Critical	Pulse DCU Stat Server is not connected to ConfigServer.	pulse_statserver_server_connected_seconds	for 15 minutes
pulse_dcu_critical_ss_Connected_tservers	Critical	Pulse DCU Stat Server is not connected to T-Servers.	pulse_statserver_server_connected_number	2
pulse_dcu_critical_ss_Connected_ixnservers	Critical	Pulse DCU Stat Server is not connected to IxnServers.	pulse_statserver_server_connected_seconds	