

# **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 total number of messages received by the Stat Server from the upstream server.  Type: Gauge Label: tenant, server, type Sample value: 1  Pulse_statserver_server_connected seconds  Type: Gauge Label: tenant, server, type Sample value: 2  Pulse_statserver_server_disconnection to the upstream server.  Type: Gauge Label: tenant, server, type Sample value: 2  Pulse_statserver_server_disconnection from the upstream server.  Type: Gauge Label: tenant, server, type Sample value: 2  Pulse_statserver_dn_registered Unit: 3  Type: Gauge Label: tenant, server, type Sample value: 3  Pulse_statserver_dn_registered Unit: 3  Type: Gauge Label: tenant, server, type Sample value: 1000  Pulse_statserver_dn_failed The number of successful registration failed after predefined number of attempts. 4  Type: Gauge Label: tenant, server, type Sample value: 0  Pulse_statserver_dn_failed Type: Gauge Label: tenant, server, type Sample value: 0  Type: Gauge Label: tenant, server, type Sample value: 0  Label: tenant, server, type Sample value: 0  Latency Sample value: 0  Latency Sample value: 0.25	The number of Stat Server connections to	Type: Gauge Label: tenant, type	Error
by the Stat Server from the upstream server.    Dulse_statserver_server_connected_seconds   Sample value: 1	pulse_statserver_server_messa	g <b>មឆ</b> i្នteceived_total_count	
Duration in seconds of the Stat Server connection to the upstream server.  Type: Gauge Label: tenant, server, type Sample value:  Pulse_statserver_server_disconnection from the upstream server.  Duration in seconds of the Stat Server disconnection from the upstream server.  Type: Gauge Label: tenant, server, type Sample value:  Pulse_statserver_dn_registered Type: Gauge Label: tenant, server, type Sample value:  Type: Gauge Label: tenant, server, type Sample value: 1000  Pulse_statserver_dn_failed The number of DNs for which registration failed after predefined number of attempts.  Unit:  Type: Gauge Label: tenant, server, type Sample value: 0  Pulse_statserver_dn_failed The number of DNs for which registration failed after predefined number of attempts.  Type: Gauge Label: tenant, server, type Sample value: 0  Latency Sample value: 0.25	by the Stat Server from the upstream	Label: tenant, server, type	Traffic
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disconnection from the upstream server.  pulse_statserver_dn_registered The number of successful registration attempts during current session with the upstream T-Server.  pulse_statserver_dn_failed The number of DNs for which registration failed after predefined number of attempts.  Type: Gauge Label: tenant, server, type Sample value: 1000  Saturation  Saturation  Type: Gauge Label: tenant, server, type Sample value: 0  Error  pulse_statserver_server_latency_avg The average Stat Server server latency in seconds.  Label: tenant, server, type Sample value: 0  Latency Latency Latency Latency Latency Latency Latency Latency Latency	pulse_statserver_server_discon	nects seconds	
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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:	
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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_ <b>Unit</b> :	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 <b>£a<u>it</u>ioæ</b> 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 <b>៤៧ដាំ៧</b> 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 <b>eເນົ<u>r</u>iti<del>esal</del>l</b> 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 <b>ගෲ</b> 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 <b>ന്</b> 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_ <b>Cailleid</b> 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	_ <b>Continue</b> 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_ <b>Coritined</b> ted_tservers	Pulse DCU Stat Server is not connected to T- Servers.	pulse_statserver_ser	2 ver_connected_number
pulse_dcu_critical_ss	s_ <b>Coritice:</b> tted_ixnserver	Pulse DCU Stat Server is not connected to IxnServers.	pulse_statserver_ser	v@r_connected_second