

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 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