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

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

Metric and description	Metric details	Indicator of
The number of clients connected to the Stat Server.	Type: Gauge Label: tenant Sample value: 1	
pulse_statserver_messages_received_total_count	Unit:	
The total number of messages received by the Stat Server.	Type: Gauge Label: tenant Sample value: 10000	Traffic
pulse_statserver_messages_sent_total_count	Unit:	
The total number of messages sent by the Stat Server.	Type: Gauge Label: tenant Sample value: 10000	Traffic
pulse_statserver_server_connected_number	Unit:	
The number of Stat Server connections to upstream servers.	Type: Gauge Label: tenant, type Sample value: 1	Error
pulse_statserver_server_messages_received_total_count	Unit:	
The total number of messages received by the Stat Server from the upstream server.	Type: Gauge Label: tenant, server, type Sample value: 1	Traffic
pulse_statserver_server_connected_seconds	Unit: seconds	
Duration in seconds of the Stat Server connection to the upstream server.	Type: Gauge Label: tenant, server, type Sample value:	Error
pulse_statserver_server_disconnects_count	Unit: seconds	
Duration in seconds of the Stat Server disconnection from the upstream server.	Type: Gauge Label: tenant, server, type Sample value:	Error
pulse_statserver_dn_registered	Unit:	
The number of successful registration attempts during current session with the upstream T-Server.	Type: Gauge Label: tenant, server, type Sample value: 1000	Saturation
pulse_statserver_dn_failed	Unit:	
The number of DNs for which registration failed after predefined number of attempts.	Type: Gauge Label: tenant, server, type Sample value: 0	Error
pulse_statserver_server_latency_avg	Unit:	
The average Stat Server server latency in seconds.	Type: Gauge Label: tenant, server, type Sample value: 0.25	Latency
pulse_statserver_server_latency	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_latency_max The maximum Stat Server server latency in seconds.	Unit: Type: Gauge Label: tenant, server, type Sample value: 0.25	Latency
pulse_statserver_server_events_received_total_count 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_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_collector_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_collector_not_connected_configservers	Critical	Pulse DCU Collector is not connected to ConfigServer.	pulse_collector_connection_status	for 15 minutes
pulse_dcu_critical_collector_not_connected_dbserver	Critical	Pulse DCU Collector is not connected to DbServer.	pulse_collector_connection_status	for 15 minutes
pulse_dcu_critical_collector_not_connected_statserver	Critical	Pulse DCU Collector is not connected to Stat Server.	pulse_collector_connection_status	for 15 minutes
pulse_dcu_critical_ss_failed_dn_registrations	Critical	Detected critical DN registration failures on Pulse DCU Stat Server.	pulse_statserver_dn_failed, pulse_statserver_dn_registered	0.5%
pulse_dcu_critical_ss_statserver_not_connected_configserver	Critical	Pulse DCU Stat Server is not connected to ConfigServer.	pulse_statserver_server_connected_seconds	for 15 minutes
pulse_dcu_critical_ss_statserver_not_connected_tserver	Critical	Pulse DCU Stat Server is not connected to T-Servers.	pulse_statserver_server_connected_number	2
pulse_dcu_critical_ss_statserver_not_connected_ixnserver	Critical	Pulse DCU Stat Server is not connected to IxnServers.	pulse_statserver_server_connected_seconds	2