

# **GENESYS**

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# Genesys Pulse Private Edition Guide

Tenant Load Distribution Server (LDS) metrics and alerts

### Contents

- 1 Metrics
- 2 Alerts

Find the metrics Tenant Load Distribution Server (LDS) exposes and the alerts defined for Tenant Load Distribution Server (LDS).

#### **Related documentation:**

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Tenant Load Distribution Server (LDS)	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 Load Distribution Server (LDS) metrics
- Tenant Load Distribution Server (LDS) alerts

#### Metrics

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

The LDS container uptime in seconds.    Type: Gauge Label: renant Sample value:	Metric and description	Metric details	Indicator of
The number of upstream servers to which the LDS is connected.  Type: Gauge Label: tenant Sample value: 2  Type: Gauge Label: tenant Sample value: 3  Type: Gauge Label: tenant Sample value: 3  Type: Gauge Label: tenant Sender Sample value: 4  Type: Gauge Label: tenant Sender Sample value: 4  Type: Gauge Label: tenant Sender Sample value: 4  Type: Gauge Label: tenant Sender Sample value: 5  Type: Gauge Label: tenant Sender Sample value: 6  Type: Gauge Label: tenant Sender Sample value: 7  Type: Gauge Label: tenant Sender Sample	The LDS container uptime in seconds.	Label: tenant	
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The number of clients connected to the LDS.  Pulse_ids_sender_connected_sec_Units seconds  Puration in seconds of connection to the upstream server.  Pulse_ids_sender_disconnected sec_Units seconds  Puration in seconds of disconnection from the upstream server.  Pulse_ids_sender_registered_dns_Unit between the upstream server.  Pulse_ids_sender_registration_error the upstream server.  Pulse_ids_receiver_connected_sec_Unit server the upstream server.  Pulse_ids_receiver_connected_sec_Unit to the LDS.  Pulse_ids_receiver_registered_dns_Unit to the LDS.  Pulse_ids_receiver_registration_unit to the client.  Pulse_ids_ids_ids_ids_ids_ids_ids_ids_ids_ids		Label: tenant	Error
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	The number of failed registrations of DNs	Type: Gauge Label: tenant, receiver	Error

## Alerts

Alerts are based on LDS and Kubernetes cluster metrics.

The following alerts are defined for Tenant Load Distribution Server (LDS).

Alert	Severity	Description	Based on	Threshold
pulse_lds_monitor_d	at@r <u>i</u> tinal/ailable	Pulse LDS Monitor Agents do not provide data.	pulse_monitor_check kube_statefulset_rep	for 15 minutes _duration_seconds, licas
pulse_lds_critical_no	n <b>டார்ர்க்க</b> ூinstances	Triggered when Pulse LDS instances are down.	kube_statefulset_sta kube_statefulset_sta	
pulse_lds_too_freque	en <b>C</b> rit <b>ista</b> lrts	Detected too frequent restarts of LDS Pod container.	kube_pod_container	2 for 1 hour _status_restarts_total
pulse_lds_critical_cp	u Critical	Detected critical CPU usage by Pulse LDS Pod.	container_cpu_usage kube_pod_container_	90% e_seconds_total, resource_limits
pulse_lds_critical_mo	enūoitýcal	Detected critical memory usage by Pulse LDS Pod.	container_memory_v kube_pod_container_	
pulse_lds_no_connec	ct <b>€</b> di <u>i</u> tsi <b>ea</b> nlders	Pule LDS is not connected to upstream servers.	pulse_lds_senders_n	for 15 minutes umber
pulse_lds_no_registe	er <b>e</b> dr <u>i</u> tdiosl	No DNs are registered on Pulse LDS.	pulse_lds_sender_req	gi <b>ste 3:00 <u>r</u>dims_treus</b> mber