Tenant Service Private Edition Guide

Tenant Service metrics and alerts

9/16/2025

Contents

Find the metrics Tenant Service exposes and the alerts defined for Tenant Service.

Related documentation:

-
-
-
-
-

RSS:

- For private edition

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Tenant Service	PodMonitor	15000	/metrics (http://:15000/metrics)	30 seconds (Applicable for any metric(s) that Tenant Service exposes. The update interval is not a property of the metric; it is a property of the optional PodMonitor that you can create.)

See details about:

- Tenant Service metrics
- Tenant Service alerts

Metrics

You can query Prometheus directly to see all the metrics that the Tenant Service exposes. The following metrics are likely to be particularly useful. Genesys does not commit to maintain other currently available Tenant Service metrics not documented on this page.

Metric and description	Metric details	Indicator of
tenant_service_health_level	**Unit:** N/A	Health

Metric and description	Metric details	Indicator of
Health level of the tenant node. Values are -1 (fail), 0 (starting), 1 (degraded), 2 (pass). When the value is 2, the tenant Tenant Service node is fully functional. When the value is 1, the tenant might have issues with some of its internal functions and external dependencies, but is still capable of providing some services. When a value of 1 is reported, additional investigation is needed, via tenant logs, to troubleshoot and recover. A value of 0 or -1 indicates an inoperable node, either pending start or it has failed.	**Type:** gauge **Label:** **Sample value:** 2	

Alerts

If you enable a Tenant PodMonitor to expose the Tenant health metric, then you can create a basic alert rule for the Tenant Service using a template like the following:

```
apiVersion: monitoring.coreos.com/v1
kind: PrometheusRule
metadata:
  name: "custom-tenant-alert-rules"
spec:
        - alert: HealthFailFor5min
          expr: (max by (tenant) (tenant_service_health_level{namespace="",pod=~""}))
```

Enter your values where there are placeholders in the preceding template; the placeholders are:

-
-

Values are based on how you deployed tenant(s); in other words, what you used for override values.

No alerts are defined for Tenant Service.