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Universal Contact Service Private Edition Guide

No results metrics and alerts

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Find the metrics UCS exposes and the alerts defined for UCS.

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
UCS	ServiceMonitorpodAnnotations	10052	ucsx.ucsx.svc.cluster.local:10052/metrics	30 seconds

See details about:

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Metrics

Metric and description	Metric details	Indicator of
<p>ucsx_performance</p> <p>Basic metric, created with starting metrics service, cannot be disabled.</p>	<p>Unit: Percentage</p> <p>Type: Gauge</p> <p>Label: metric="cpuUsage"</p> <p>Sample value: 1</p>	CPU Usage
<p>ucsx_memory</p> <p>Resident Set Size</p>	<p>Unit: MB</p> <p>Type: Gauge</p> <p>Label:</p> <p>Sample value: 1024</p>	
<p>ucsx_http_request_duration_count</p> <p>Total number of all HTTP requests</p>	<p>Unit: Integer</p> <p>Type: Histogram</p> <p>Label:</p> <p>Sample value: 100</p>	
<p>ucsx_http_request_duration_sum</p> <p>Total duration of all HTTP requests</p>	<p>Unit: Milliseconds</p> <p>Type: Histogram</p>	

Metric and description	Metric details	Indicator of
	Label: Sample value: 500	
ucsx_elastic_search_count Total number of all ElasticSearch requests	Unit: Integer Type: Histogram Label: Sample value: 100	
ucsx_elastic_search_sum Total duration of all ElasticSearch requests	Unit: Milliseconds Type: Histogram Label: Sample value: 500	
ucsx_tenantdb_health_status Tenant DB status	Unit: Integer Type: Gauge Label: Sample value: 1	
ucsx_elasticsearch_health_status ElasticSearch status	Unit: Integer Type: Gauge Label: Sample value: 1	
ucsx_masterdb_health_status Master DB status	Unit: Integer Type: Gauge Label: Sample value: 1	
ucsx_overload_protection_count Count of the overload protection events	Unit: Integer Type: Counter Label: Sample value: 0	

Alerts

The following alerts are defined for *No results*.

Alert	Severity	Description	Based on	Threshold
ucsx_instance_high_cpu_utilization	Warning	Triggered when average CPU usage is more than 80%	ucsx_performance	5 minutes
ucsx_instance_high_memory_usage	Warning	Triggered when average CPU usage is more than 800 Mb	ucsx_memory	5 minutes
ucsx_instance_high_http_request_rate	Warning	Triggered when	ucsx_http_request_duration	30 minutes

Alert	Severity	Description	Based on	Threshold
		request rate is more than 120 requests per seconds on one UCS-X instance		
ucsx_instance_slow_http_response	critical	Triggered when average http response time > 500 ms	ucsx_http_request_duration_sum, ucsx_http_request_duration_count	5 minutes
ucsx_elasticsearch_slow_internal_processing_time	critical	Triggered when Elasticsearch internal processing time > 500 ms	ucsx_elastic_search_sum, ucsx_elastic_search_count	5 minutes
ucsx_tenantdb_health_status	critical	Triggered when there is no connection to tenant DB	ucsx_tenantdb_health_status	2 minutes
ucsx_elasticsearch_health_status	critical	Triggered when there is no connection to ElasticSearch	ucsx_elasticsearch_health_status	2 minutes
ucsx_masterdb_health_status	critical	Triggered when there is no connection to master DB	ucsx_masterdb_health_status	2 minutes
ucsx_instance_overloading	warning	Triggered when overload protection rate is more than 0	ucsx_overload_protection_rate	5 minutes