Voice Microservices Private Edition Guide

Voice SIP Cluster Service metrics and alerts

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Contents

Find the metrics Voice SIP Cluster Service exposes and the alerts defined for Voice SIP Cluster Service.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Voice SIP Cluster Service	Supports both CRD and annotations	11300	http://:11300/metrics	30 seconds

See details about:

- Voice SIP Cluster Service metrics
- Voice SIP Cluster Service alerts

Metrics

Voice SIP Cluster Service exposes Genesys-defined, SIP Cluster Service–specific metrics as well as some standard Kafka metrics. You can query Prometheus directly to see all the metrics that the SIP Cluster Service exposes. The following metrics are likely to be particularly useful. Genesys does not commit to maintain other currently available SIP Cluster Service metrics not documented on this page.

Metric and description	Metric details	Indicator of
http_client_request_duration_seconds HTTP client time from request to response, measured in seconds.	**Unit:** seconds **Type:** histogram **Label:** le, target_service_name **Sample value:**	Latency
http_client_response_count Number of received HTTP client responses.	**Unit:** N/A **Type:** counter **Label:** target_service_name **Sample value:**	Traffic
kafka_producer_queue_depth Number of Kafka producer pending events.	**Unit:** N/A **Type:** gauge **Label:** kafka_location **Sample value:**	Traffic
kafka_producer_queue_age_seconds Age of the oldest producer pending event, measured in seconds.	**Unit:** seconds **Type:** gauge **Label:** kafka_location **Sample value:**	Traffic

Metric and description	Metric details	Indicator of
kafka_producer_error_total Number of Kafka producer errors.	**Unit:** N/A **Type:** counter **Label:** kafka_location **Sample value:**	Errors
log_output_bytes_total Total amount of log output in bytes.	**Unit:** bytes **Type:** counter **Label:** level, format, module **Sample value:**	Traffic
sipnode_requests_total Number of processed requests.	**Unit:** N/A **Type:** counter **Label:** tenant, request **Sample value:**	Traffic
sipnode_pending_requests_current Number of pending requests.	**Unit:** N/A **Type:** gauge **Label:** tenant, request **Sample value:**	Traffic
sipnode_requests_queue_size Number of postponed requests.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Saturation
sipnode_sips_request_duration_seconds Duration of the request processed by SIP Cluster Service, measured in seconds.	**Unit:** seconds **Type:** histogram **Label:** le, tenant, request **Sample value:**	Traffic
sipnode_events_total Call events streamed to Redis.	**Unit:** N/A **Type:** counter **Label:** tenant, event **Sample value:**	Traffic
sipnode_ha_writes_total Number of HA writes to Redis.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Traffic
sipnode_ha_reads_total Number of HA reads from Redis.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Traffic
sipnode_monitoring_events_total Number of monitoring events submitted to Kafka.	**Unit:** N/A **Type:** counter **Label:** tenant **Sample value:**	Traffic
sipnode_redis_restored_calls_total	**Unit:** N/A	Traffic

Metric and description	Metric details	Indicator of
Total number of restored calls from Redis cache.	**Type:** counter **Label:** **Sample value:**	
sipnode_sips_restarts_total Total number of SIP Server restarts.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Errors
sipnode_sips_disconnects_total Total number of SIP Cluster Service disconnections from SIP Server.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Errors
sipnode_redis_state Current Redis connection state.	**Unit:** N/A **Type:** gauge **Label:** redis_cluster_name **Sample value:**	Errors
sipnode_ors_tlib_latency_msec T-Library latency from Orchestration Service to SIP Cluster, measured in milliseconds.	**Unit:** milliseconds **Type:** histogram **Label:** le, ors **Sample value:**	Latency
sipnode_ors_health_check SIP Cluster Service to Orchestration Service health check.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
service_version_info Displays the version of Voice SIP Cluster Service that is currently running. In the case of this metric, the labels provide the important information. The metric value is always 1 and does not provide any information.	**Unit:** N/A **Type:** gauge **Label:** version **Sample value:** service_version_info{version="100.0.1000006"} 1	
sipnode_treatment_not_applied Number of unsuccessful treatments.	**Unit:** N/A **Type:** counter **Label:** tenant **Sample value:**	Errors
sipnode_default_routing_total Total number of default routed calls.	**Unit:** N/A **Type:** counter **Label:** tenant **Sample value:**	Traffic
sipnode_envoy_proxy_status Status of the Envoy proxy: -1 – error 0 – disconnected	**Unit:** N/A **Type:** gauge **Label:** **Sample value:** 1	Health

Metric and description	Metric details	Indicator of
1 – connected		
sipnode_config_node_status Status of the config node connection: 0 – disconnected 1 – connected	**Unit:** N/A **Type:** gauge **Label:** **Sample value:** 1	Health
sipnode_health_level Health level of the SIP node (SIP Cluster Service): -1 – fail 0 – starting 1 – degraded 2 – pass	**Unit:** N/A **Type:** gauge **Label:** **Sample value:** 2	Traffic
sipnode_call_state_health_check SIP Cluster Service to Call State Service health check.	**Unit:** N/A **Type:** gauge **Label:** memberId **Sample value:**	Health
sips_hastate Current HA state of SIP Server: 0 – Unknown 1 – backup 2 – primary	**Unit:** N/A **Type:** gauge **Label:** **Sample value:** 2	
sips_calls Current number of calls.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_call_rate Call rate.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_cpu_usage_sips SIP Server CPU usage.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Saturation
sips_cpu_usage_main SIP Server main thread CPU usage.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Saturation
sips_cpu_usage_cm CPU usage of the call manager thread.	**Unit:** N/A **Type:** gauge **Label:**	Saturation

Metric and description	Metric details	Indicator of
	Sample value:	
sips_calls_created Total number of created calls.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_abandoned_calls Total number of abandoned calls.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_rejected_calls Total number of rejected calls.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dialogs_created Total number of created SIP dialogs.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_call_recording_failed Number of failed call recording sessions.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_urs_response_1_to_5_sec Number of URS responses from 1 to 5 seconds.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Latency
sips_urs_response_more_5_sec Number of URS responses more than 5 seconds.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Latency
sips_user_data_updates Number of UserData updates.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_routing_timeouts Number of routing timeouts.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_trequest_rate T-Requests rate.	**Unit:** N/A **Type:** gauge **Label:**	Traffic

Metric and description	Metric details	Indicator of
	Sample value:	
sips_treatment_rate TApplyTreatment requests rate.	**Unit:** N/A **Type:** gauage **Label:** **Sample value:**	Traffic
sips_userdata_rate UserData change rate.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_sips_memory_usage Memory usage of the SIP Server process.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Saturation
sips_stat_fetch_total Number of successful SIP Server statistic fetches.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Other
sips_sip_response_time_ms SIP Server metric of response time, measured in milliseconds.	**Unit:** milliseconds **Type:** histogram **Label:** le **Sample value:**	Latency
sips_trunk_in_service Trunk devices that are in service.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Traffic
sips_trunk_ncallscreated Number of created calls per trunk.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Traffic
sips_trunk_noos_detected Number of trunks that are out of service.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_trunk_n4xx_received Number of received 4xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_trunk_n5xx_received Number of received 5xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant	Errors

Metric and description	Metric details	Indicator of
	Sample value:	
sips_trunk_n6xx_received Number of received 6xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_softswitch_in_service Softswitch devices that are in service.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Traffic
sips_softswitch_ncallscreated Number of created calls per softswitch device.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Traffic
sips_softswitch_noos_detected Number of softswitch devices that are out of service.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_softswitch_n4xx_received Number of received 4xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_softswitch_n5xx_received Number of received 5xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_softswitch_n6xx_received Number of received 6xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name, tenant **Sample value:**	Errors
sips_msml_in_service MSML devices that are in service.	**Unit:** N/A **Type:** gauge **Label:** device_name **Sample value:**	Traffic
sips_msml_ncallscreated Number of created calls per MSML device.	**Unit:** N/A **Type:** gauge **Label:** device_name **Sample value:**	Traffic
sips_msml_noos_detected Number of MSML devices that are out of service.	**Unit:** N/A **Type:** gauge **Label:** device_name	Errors

Metric and description	Metric details	Indicator of
	Sample value:	
sips_msml_n4xx_received Number of received 4xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name **Sample value:**	Errors
sips_msml_n5xx_received Number of received 5xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name **Sample value:**	Errors
sips_msml_n6xx_received Number of received 6xx messages.	**Unit:** N/A **Type:** gauge **Label:** device_name **Sample value:**	Errors
sips_dp_state Dial Plan Service state: 0 – Out-Of-Service 1 – In-Service	**Unit:** N/A **Type:** gauge **Label:** **Sample value:** 1	Traffic
sips_dp_queue_size Size of the request queue to Dial Plan Service.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_dp_avg_queue_time Average queue time (msec) of requests to Dial Plan Service.	**Unit:** milliseconds **Type:** gauge **Label:** **Sample value:**	Latency
sips_dp_connections Number of connections to Dial Plan Service per URL.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_dp_active_connections Number of active connections to Dial Plan Service.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_dp_req_rate Request rate to Dial plan Service.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Traffic
sips_dp_400_errors Dial Plan Service 400 type of errors.	**Unit:** N/A **Type:** gauge	Errors

Metric and description	Metric details	Indicator of
	Label: **Sample value:**	
sips_dp_404_errors Dial Plan Service 404 type of errors.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dp_4xx_errors Dial Plan Service 4xx type of errors.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dp_500_errors Dial Plan Service 500 type of errors.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dp_501_errors Dial Plan Service 501 type of errors.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dp_5xx_errors Dial Plan Service 5xx type of errors.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dp_timeouts Dial Plan Service timeouts.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Errors
sips_dp_average_response_latency Dial Plan Service average response latency.	**Unit:** **Type:** gauge **Label:** **Sample value:**	Latency
sips_sipproxy_in_service SIP Proxy Service state: 0 – Out-Of-Service 1 – In-Service	**Unit:** N/A **Type:** gauge **Label:** **Sample value:** 1	Traffic
trunk_config_synced_count Number of trunks synchronized with SIP Server.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	
trunk_config_cached_count	**Unit:** N/A	

Metric and description	Metric details	Indicator of
Number of trunks obtained from the config node.	**Type:** gauge **Label:** **Sample value:**	
trunk_config_cfg_node_error_count Number of failed attempts to read from the config node.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	
trunk_config_tlib_connection Number of trunks with the T-Library connection.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	

Alerts

The following alerts are defined for Voice SIP Cluster Service.

Alert	Severity	Description	Based on	Threshold
Too many Kafka pending events	Critical	Too many Kafka producer pending events for pod {{ $labels.pod }}. Actions: • Ensure there are no issues with Kafka, {{ $labels.pod }} pod's CPU, and network.	kafka_producer_queue_depth	Too many Kafka producer pending events for service {{ $labels.container }} (more than 100 in 5 minutes).
Dial Plan node is overloaded	Critical	Dial Plan node is overloaded as the response latency increases. Actions: • Check that the inbound call rate to SIP Server is not too high. • Check the Dial Plan node CPU and memory usage.	sips_dp_average_response_latency	Dial Plan node is overloaded as the response latency increases (more than 1000).

Alert	Severity	Description	Based on	Threshold
		• Check the network connection between SIP Server and Dial Plan nodes.		
Dial Plan Queue Increase	Critical	Because Dial Plan requests are huge in size or there is a connection issue with the Dial Plan node, the processing queue size increases in size. Actions: • Check SIP Server inbound call rate. • Check the connection between SIP Server and the Dial Plan node.	sips_dp_queue_size	The processing queue size is greater than 10 requests for 1 minute.
SIP Proxy overloaded	Critical	SIP Proxy is overloaded. Actions: • Check SIP Proxy nodes for CPU and memory usage. • If SIP Proxy nodes have acceptable CPU and memory usage, then check for errors or a "hang-up" state which could delay SIP Proxy in forwarding. • Check the SBC side for network	sips_sip_response_time_ms_sum, sips_sip_response_time_ms_count	Response time is greater than 20 milliseconds for 1 minute.

Alert	Severity	Description	Based on	Threshold
		delays.		
SIP Node HealthCheck Fail	Critical	SIP Node health level fails for pod {{ $labels.pod }}. Actions: • Check for failure of dependent services (Redis/ Kafka/SIP Proxy/GVP/Dial Plan). • Check for Envoy proxy failure, then restart the pod.	sipnode_health_level	SIP Node health level fails for pod {{ $labels.pod }} for 5 minutes.
Kafka not available	Critical	Kafka is not available for pod {{ $labels.pod }}. Actions: • If the alarm is triggered for multiple services, ensure there are no issues with Kafka. Restart Kafka. • If the alarm is triggered only for pod {{ $labels.pod }}, check if there is an issue with the pod.	kafka_producer_state	Kafka is not available for pod {{ $labels.pod }} for 5 minutes.
Pod Status Error	Warning	Actions: • Restart the pod. Check if there are any issues with the pod after restart.	kube_pod_status_phase	Pod {{ $labels.pod }} is in Failed, Unknown, or Pending state.
Pod Status NotReady	Warning	Pod {{ $labels.pod }} is in NotReady	kube_pod_status_ready	Pod {{ $labels.pod }} is in NotReady

Alert	Severity	Description	Based on	Threshold
		state. Actions: • Restart the pod. Check if there are any issues with the pod after restart.		state for 5 minutes.
Container Restarted Repeatedly	Critical	Container {{ $labels.container }} was repeatedly restarted. Actions: • Check if the new version of the image was deployed. • Check for issues with the Kubernetes cluster.	kube_pod_container_status_restarts_total	Container {{ $labels.container }} was restarted 5 or more times within 15 minutes.
Ready Pods below 60%	Critical	The number of statefulset {{ $labels.statefulset}} pods in the Ready state has dropped below 60%. Actions: • Check if the new version of the image was deployed. • Check for issues with the Kubernetes cluster.	kube_statefulset_status_replicas_ready, kube_statefulset_status_replicas_current	For the last 5 minutes, fewer than 60% of the currently available statefulset {{ $labels.statefulset}} pods have been in the Ready state.
Pods scaled up greater than 80%	Critical	The current number of replicas is more than 80% of the maximum number of replicas. Actions:	kube_hpa_status_current_replicas, kube_hpa_spec_max_replicas	For 5 consecutive minutes, the number of replicas is more than 80% of the maximum number of replicas.

Alert	Severity	Description	Based on	Threshold
		• Check if max replicas must be modified based on load.		
Pods less than Min Replicas	Critical	The current number of replicas is less than the minimum replicas that should be available. This might be because Kubernetes cannot deploy a new pod or pods are failing to be active/ready. Actions: • If all services have the same issue, then check Kubernetes nodes and Consul health. • If the issue is only with the SIP Cluster service, then check pod logs or the deployment manifest/helm errors.	kube_hpa_status_current_replicas, kube_hpa_spec_min_replicas	For 5 consecutive minutes, the number of replicas is less than the minimum replicas that should be available.
Pod CPU greater than 80%	Critical	Critical CPU load for pod {{ $labels.pod }}. Actions: • Check whether the horizontal pod autoscaler has triggered and if the maximum number of pods has been reached. • Check Grafana for abnormal	container_cpu_usage_seconds_total, container_spec_cpu_period	Container {{ $labels.container }} CPU usage exceeded 80% for 5 minutes.

Alert	Severity	Description	Based on	Threshold
		load. • Collect the service logs for pod {{ $labels.pod }}; raise an investigation ticket.		
Pod CPU greater than 65%	Warning	High CPU load for pod {{ $labels.pod }}. Actions: • Check whether the horizontal pod autoscaler has triggered and if the maximum number of pods has been reached. • Check Grafana for abnormal load. • Collect the service logs for pod {{ $labels.pod }}; raise an investigation ticket.	container_cpu_usage_seconds_total, container_spec_cpu_period	Container {{ $labels.container }} CPU usage exceeded 65% for 5 minutes.
Pod memory greater than 80%	Critical	Critical memory usage for pod {{ $labels.pod }}. Actions: • Check whether the horizontal pod autoscaler has triggered and if the maximum number of pods has been reached. • Check Grafana	container_memory_working_set_bytes, kube_pod_container_resource_requests_memory_bytes	Container {{ $labels.container }} memory usage exceeded 80% for 5 minutes.

Alert	Severity	Description	Based on	Threshold
		for abnormal load. • Restart the service for pod {{ $labels.pod }}.		
Pod memory greater than 65%	Warning	High memory usage for pod {{ $labels.pod }}. Actions: • Check whether the horizontal pod autoscaler has triggered and if the maximum number of pods has been reached. • Check Grafana for abnormal load. • Collect the service logs for pod {{ $labels.pod }}; raise an investigation ticket.	container_memory_working_set_bytes, kube_pod_container_resource_requests_memory_bytes	Container {{ $labels.container }} memory usage exceeded 65% for 5 minutes.
Redis not available	Critical	Redis is not available for pod {{ $labels.pod }}. Actions: • If the alarm is triggered for multiple services, ensure there are no issues with Redis. Restart Redis. • If the alarm is triggered only for pod {{ $labels.pod }},	redis_state	Redis is not available for pod {{ $labels.pod }} for 5 consecutive minutes.

Alert	Severity	Description	Based on	Threshold
		check if there is an issue with the pod.		
Too many Kafka producer errors	Critical	Kafka responds with errors at pod {{ $labels.pod }}. Actions: • For pod {{ $labels.pod }}, ensure there are no issues with Kafka.	kafka_producer_error_total	More than 100 errors for 5 consecutive minutes.
SIP Server main thread consuming more than 65% CPU for 5 mins	Warning	Main thread consumes too much CPU. Actions: • Collect SIP Server Main thread logs; that is, log files without index in the file name (appname_date.log files). Raise an investigation ticket.	sips_cpu_usage_main	Main thread consumes too much CPU (more than 65% for 5 consecutive minutes).
Calls activity drop	Warning	A noticeable reduction in the number of active calls on a specific SIP Server and no new calls are arriving for processing. Actions: • If a problematic SIP Server is primary, do a switchover, and then restart the former primary server. • If a problematic SIP Server is	sips_calls, sips_calls_created	The absolute value of active calls on a specific SIP Server dropped by more than 30 calls in 2 minutes and no new calls are arriving at the SIP Server for processing.

Alert	Severity	Description	Based on	Threshold
		backup, restart the backup server. Collect SIP Server Main thread logs; that is, log files without index in the file name (appname_date.log files). Raise an investigation ticket.		
Dial Plan Node Down	Critical	No Dial Plan nodes are reachable from SIP Server and all connections to Dial Plan nodes are down. Actions: • Check the network connection between SIP Server and the Dial Plan node host. • Check the Dial Plan node CPU and memory usage.	sips_dp_active_connections	All connections to Dial Plan nodes are down.
Dialplan Node problem	Warning	Dial Plan node rejects requests with an error or it doesn't respond to requests and requests are timed out. Actions: • Check the network connection between SIP Server and the Dial Plan host. • Check that Dial Plan nodes are running.	sips_dp_timeouts	During 1 minute, the Dial Plan node rejects more than 5 requests with an error or more than 5 requests time out because the Dial Plan node fails to respond.

Alert	Severity	Description	Based on	Threshold
Routing timeout counter growth	Warning	The trigger detects that routing timeouts are increasing. Actions: • Check the URS_RESPONSE_MORE5SEC stat value. If it's increasing, then investigate why URS doesn't respond to SIP Server in time. • Check SIPS-to-URS network connectivity.	sips_routing_timeouts	The absolute value of NROUTINGTIMEOUTS on a specific SIP Server increased by more than 20 in 2 minutes.

SIP trunk is out of service	Critical	SIP trunk is out of service.
		Actions:
		• For Primary and Secondary trunks:
		  • Troubleshoot SIP Server-to-SBC network connection. Collect network stats and escalate to the Network team to resolve network issues, if necessary.
		  • Troubleshoot the SBC.
		For Inter-SIP Server trunks: troubleshoot the SIP Server-to-
			sips_trunk_in_service	SIP trunk is out of service for more than 1 minute.

Alert	Severity	Description	Based on	Threshold
		SIP Server network connection. Collect network stats and escalate to the Network team to resolve network issues, if necessary.		
Media service is out of service	Critical	Media service is out of service. Actions: • Troubleshoot the SIP Server-to-Resource Manager (RM) network connection. Collect network stats and escalate to the Network team to resolve network issues, if necessary. • Troubleshoot RM, consider RM restart. • After 5 minutes, redirect traffic to another site.	sips_msml_in_service	Media service is out of service for more than 1 minute.
SIP softswitch is out of service	Critical	Actions: • Troubleshoot the SIP Server-to-SBC network connection. Collect network stats and escalate to the Network team to resolve network issues,	sips_softswitch_in_service	SIP softswitch is out of service.

Alert	Severity	Description	Based on	Threshold
		if necessary. • Troubleshoot the SBC.		
SIP Proxy is out of service	Critical	Actions: • Troubleshoot the SIP Server-to-SIP Proxy nodes network connections. Collect network stats and escalate to the Network team to resolve network issues, if necessary. • Troubleshoot SIP Proxy nodes.	sips_sipproxy_in_service	SIP Proxy is out of service.