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WebRTC Private Edition Guide

Metrics

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Learn which metrics you should monitor for WebRTC and when to sound the alarm.

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WebRTC supports the Prometheus monitoring system. WebRTC generates metrics through http-requests on port 10052 to the /metrics path in the standard Prometheus client format. You need to configure prometheusURI tag on the WebRTC EC2-instances using the format: "prometheusURI": "10052/metrics" for Prometheus to query the instances for metrics.

Call related Metrics

Prometheus-exposed name	Description
wrtc_current_signins	Displays the number of current registered DNs
wrtc_current_in_calls	Displays the number of current incoming calls
wrtc_current_out_calls	Displays the number of current outgoing calls
wrtc_current_audio_calls	Displays the number of current audio calls
wrtc_current_video_calls	Displays the number of current video calls
wrtc_current_xcoding_calls	Displays the number of current xcoding calls
wrtc_peak_in_calls	Displays the maximum number of incoming calls
wrtc_peak_out_calls	Displays the maximum number of outgoing calls
wrtc_peak_audio_calls	Displays the maximum number of audio calls
wrtc_peak_video_calls	Displays the maximum number of video calls
wrtc_peak_xcoding_calls	Displays the maximum number of xcoding calls
wrtc_total_in_calls	Displays the total number of incoming calls
wrtc_total_out_calls	Displays the total number of outgoing calls
wrtc_total_audio_calls	Displays the total number of audio calls
wrtc_total_video_calls	Displays the total number of video calls
wrtc_total_xcoding_calls	Displays the total number of xcoding calls
wrtc_unauthorized_access	Displays number of unauthorized access attempts
wrtc_unknown_request	Displays the number of unknown requests received
wrtc_double_signin	Displays the number of registration requests that was received for registered DN

Prometheus-exposed name	Description
wrtc_rtp_losts	Displays the number of lost RTP packets
wrtc_rtp_errors	Displays the number of RTP receive errors
wrtc_rtp_gateway_jitter {over="100"} wrtc_rtp_gateway_jitter {over="300"} wrtc_rtp_gateway_jitter {over="500"} wrtc_rtp_client_jitter {over="100"} wrtc_rtp_client_jitter {over="300"} wrtc_rtp_client_jitter {over="500"}	Audio quality monitoring metrics

System Error Metrics

WebRTC provides the `wrtc_system_error` metric which specifies the problem in communication with another components such SIP Server, GWS, and Elasticsearch server.

Prometheus-exposed name	Description
wrtc_system_error {type="turn_errors"}	Displays the number of failed ICE transactions
wrtc_system_error {type="sips", sip=""}	Displays the number of registration transactions which were timed out
wrtc_system_error {type="gws"}	Specifies if the WebRTC gateway is able to connect to GWS or not
wrtc_system_error {type="gws_errors"}	Displays the number of error responses received from GWS
wrtc_system_error {type="es"}	Specifies if the WebRTC gateway is able to connect to Elasticsearch server or not
wrtc_system_error {type="es_errors"}	Displays the number of error responses received from Elasticsearch server

Additional Metrics

WebRTC supports a number of metrics for advanced performance related troubleshooting.

Prometheus-exposed name	Description
wrtc_max_clients_per_instance	Displays the maximum number of clients per instance
wrtc_max_clients_per_node	Displays the maximum number of clients per node
wrtc_calls_by_domain	Displays the number of calls by domain
wrtc_registrations_by_domain	Displays the number of client registrations per domain
wrtc_failed_registrations_by_domain	Displays the number of failed client registrations per domain

Prometheus-exposed name	Description
wrtc_client_errors (type = double_sign_in_reject)	Displays the number of double sign-ins being rejected
wrtc_client_errors (type = dropped_on_signout)	Displays the number of clients being dropped on sign-out
wrtc_client_errors (type = timeout)	Displays the number of client timeout errors