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WebRTC Private Edition Guide

Metrics

8/31/2024

Contents

- [1 Call related Metrics](#)
- [2 System Error Metrics](#)
- [3 Additional Metrics](#)

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

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-
-
-

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- [For private edition](#)

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 |