WebRTC Private Edition Guide

WebRTC Gateway Service metrics and alerts

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Contents

Find the metrics WebRTC Gateway Service exposes and the alerts defined for WebRTC Gateway Service.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
WebRTC Gateway Service	PodMonitor	10052	/metrics	30s

See details about:

- WebRTC Gateway Service metrics
- WebRTC Gateway Service alerts

Metrics

WebRTC exposes many Genesys-defined as well as system metrics. You can query Prometheus directly to see all the available metrics. The metrics documented on this page are likely to be particularly useful. Genesys does not commit to maintain other currently available WebRTC metrics not documented on this page.

Metric and description	Metric details	Indicator of
wrtc_current_signins Specifies the number of current registered DNs	**Unit:** **Type:** Integer **Label:** **Sample value:** 2	Monitoring
wrtc_current_in_calls Specifies the number of current incoming calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 2	Monitoring
wrtc_current_out_calls Specifies the number of current outgoing calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 5	Monitoring
wrtc_current_audio_calls Specifies the number of current audio calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 5	Monitoring
wrtc_current_video_calls	**Unit:**	Monitoring

Metric and description	Metric details	Indicator of
Specifies the number of current video calls	**Type:** Integer **Label:** **Sample value:** 2	
wrtc_current_xcoding_calls Specifies the number of current xcoding calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 2	Monitoring
wrtc_peak_in_calls Specifies the maximum number of incoming calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 50	Monitoring
wrtc_peak_out_calls Specifies the maximum number of outgoing calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 50	Monitoring
wrtc_peak_audio_calls Specifies the maximum number of audio calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 50	Monitoring
wrtc_peak_video_calls Specifies the maximum number of video calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 50	Monitoring
wrtc_peak_xcoding_calls Specifies the maximum number of xcoding calls	**Unit:** **Type:** Integer **Label:** **Sample value:** 50	Monitoring
wrtc_total_in_calls Specifies the total number of incoming calls	**Unit:** **Type:** Counter **Label:** **Sample value:** 100	Monitoring
wrtc_total_out_calls Specifies the total number of outgoing calls	**Unit:** **Type:** Counter **Label:** **Sample value:** 100	Monitoring
wrtc_total_audio_calls Specifies the total number of audio calls	**Unit:** **Type:** Counter **Label:** **Sample value:** 100	Monitoring
wrtc_total_video_calls	**Unit:**	Monitoring

Metric and description	Metric details	Indicator of
Specifies the total number of video calls	**Type:** Counter **Label:** **Sample value:** 100	
wrtc_total_xcoding_calls Specifies the total number of xcoding calls	**Unit:** **Type:** Counter **Label:** **Sample value:** 100	Monitoring
wrtc_unauthorized_access Specifies number of unauthorized access attempts	**Unit:** **Type:** Counter **Label:** **Sample value:** 20	Monitoring
wrtc_unknown_request Specifies the number of unknown requests received	**Unit:** **Type:** Counter **Label:** **Sample value:** 20	Monitoring
wrtc_double_signin Specifies the number of registration requests that was received for registered DN	**Unit:** **Type:** Counter **Label:** **Sample value:** 20	Monitoring
wrtc_rtp_losts Specifies the number of lost RTP packets	**Unit:** **Type:** Counter **Label:** **Sample value:** 20	Monitoring
wrtc_rtp_errors Specifies the number of RTP receive errors	**Unit:** **Type:** Counter **Label:** **Sample value:** 2	Monitoring
wrtc_rtp_gateway_jitter {over="100"} Audio quality monitoring metrics	**Unit:** **Type:** Counter **Label:** {over="100"} **Sample value:**	Monitoring
wrtc_rtp_gateway_jitter Audio quality monitoring metrics	**Unit:** **Type:** Counter **Label:** {over="300"} **Sample value:**	Monitoring
wrtc_rtp_gateway_jitter Audio quality monitoring metrics	**Unit:** **Type:** Counter **Label:** {over="500"} **Sample value:**	Monitoring
wrtc_rtp_client_jitter	**Unit:**	Monitoring

Metric and description	Metric details	Indicator of
Audio quality monitoring metrics	**Type:** Counter **Label:** {over="100"} **Sample value:**	
wrtc_rtp_client_jitter Audio quality monitoring metrics	**Unit:** **Type:** Counter **Label:** {over="300"} **Sample value:**	Monitoring
wrtc_rtp_client_jitter Audio quality monitoring metrics	**Unit:** **Type:** Counter **Label:** {over="500"} **Sample value:**	Monitoring
wrtc_system_error Specifies the number of failed ICE transactions	**Unit:** **Type:** Integer **Label:** {type="turn_errors"} **Sample value:**	Error
wrtc_system_error Specifies the number of registration transactions which were timed out	**Unit:** **Type:** Integer **Label:** {type="sips", sip=""} **Sample value:** 2	Error
wrtc_system_error Specifies if WebRTC is able to connect to Elasticsearch server or not	**Unit:** **Type:** Integer **Label:** {type="es"} **Sample value:** 1 or 0	Error
wrtc_system_error Specifies the number of error responses received from Elasticsearch server	**Unit:** **Type:** Counter **Label:** {type="es_errors"} **Sample value:** 2	Error
wrtc_system_error Specifies if WebRTC is able to connect to GAuth service or not	**Unit:** **Type:** Integer **Label:** {type="auth"} **Sample value:** 1 or 0	Error
wrtc_system_error Specifies the number of error responses received from GAuth server	**Unit:** **Type:** Counter **Label:** {type="gauth_errors"} **Sample value:** 2	Error
wrtc_system_error Specifies if WebRTC is able to connect to GWS Configuration service or not	**Unit:** **Type:** Integer **Label:** {type="cfg"} **Sample value:** 1 or 0	Error
wrtc_system_error	**Unit:**	Error

Metric and description	Metric details	Indicator of
Specifies the number of error responses received from GWS Configuration server	**Type:** Counter **Label:** {type="cfg_errors"} **Sample value:** 2	
wrtc_system_error Specifies if WebRTC is able to connect to GWS Environments service or not	**Unit:** **Type:** Integer **Label:** {type="env"} **Sample value:** 1 or 0	Error
wrtc_system_error Specifies the number of error responses received from GWS Environments service	**Unit:** **Type:** Counter **Label:** {type="env_errors"} **Sample value:** 2	Error
wrtc_max_clients_per_instance Specifies the maximum number of clients per instance	**Unit:** **Type:** Constant **Label:** **Sample value:**	Performance
wrtc_max_clients_per_node Specifies the maximum number of clients per node	**Unit:** **Type:** Constant **Label:** **Sample value:**	Performance
wrtc_calls_by_domain Specifies the number of calls by domain	**Unit:** **Type:** Counter **Label:** **Sample value:**	Performance
wrtc_registrations_by_domain Specifies the number of client registrations per domain	**Unit:** **Type:** Counter **Label:** **Sample value:**	Performance
wrtc_failed_registrations_by_domain Specifies the number of failed client registrations per domain	**Unit:** **Type:** Counter **Label:** **Sample value:**	Performance
wrtc_client_errors Specifies the number of double sign-ins being rejected	**Unit:** **Type:** Counter **Label:** (type = double_sign_in_reject) **Sample value:**	Error
wrtc_client_errors Specifies the number of clients being dropped on sign-out	**Unit:** **Type:** Counter **Label:** (type = dropped_on_signout) **Sample value:**	Error
wrtc_client_errors	**Unit:**	Error

Metric and description	Metric details	Indicator of
Specifies the number of client timeout errors	**Type:** Counter **Label:** (type = timeout) **Sample value:**	

Alerts

The following alerts are defined for WebRTC Gateway Service.

Alert	Severity	Description	Based on	Threshold
webrtc-gateway-signins	warning	Specifies the number of sign-ins	wrtc_current_signins	15mins
webrtc-gateway-gauth	warning	Specifies that the Gateway Pod has lost connection to Auth service	wrtc_system_error	Need input
webrtc-gateway-gws	warning	Specifies that the Gateway Pod has lost connection to the Environment Service	wrtc_system_error	Need input
webrtc-gateway-es	warning	Specifies that the Gateway Pod has lost connection to ElasticSearch	wrtc_system_error	Need input