EX Engage Connector Deployment Guide

Monitoring

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Monitoring

EX Engage Connector supports two types of monitoring:

- Container Monitoring
- Service Monitoring

> ### Important
> Genesys recommends the use of Portainer to monitor containers; however, please note that Portainer is a third-party tool, and Genesys is not responsible for its functionality or support.

Container Monitoring

Portainer Community Edition (CE) is a powerful, open-source toolset that allows you to easily monitor containers running in remote VMs. Setting up Portainer involves:

- Additional configuration at EXEC VMs to open 2375 port.
- Installing and configuring the Portainer tool.

Configure EXEC VM

Each EXEC VMs needs to be configured to connect with Portainer for monitoring. In each EXEC VM,

- Create a **daemon.json** file in **/etc/docker** path with the following configuration:

```
{
 "hosts": ["tcp://0.0.0.0:2375", "unix:///var/run/docker.sock"]
}
```

- Add the following configurations in **/etc/systemd/system/docker.service.d/override.conf** file:

```
[Service]
ExecStart=
ExecStart=/usr/bin/dockerd
```

- Run `systemctl daemon-reload` to reload the systemd daemon.
- Run `systemctl restart docker.service` to restart docker.

Service Monitoring

EXEC Services are designed to be monitored by Prometheus. EXEC Services generates a number of metrics, which can be used to observe different types of EXEC operations: container metrics, availability of the architectural elements EXEC services depends on, and others. Full list of the available EXEC service metrics can be obtained through the call to the EXCP REST API /metrics. Genesys recommend building monitoring dashboards for EXEC services based on the metrics exposed by the services.

Prometheus can also be used to generate alerts based on the EXEC service metrics. bootstrap VM will have the alert files under the <exec installation directory>/alert_rules/<service>/alert.yaml. Administrators can either upload this yaml if they want to use Prometheus based alerts or can use it as a reference.