GENESYS™

Framework Deployment Guide

Monitoring Your Configuration Environment

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Monitoring Your Configuration Environment

Management framework provides several tools that are intended to provide observability into platform state. The Configuration Database is the backbone of your configuration environment. There are several scripts available that you can use to monitor the performance and the health of your Configuration Database. Configuration Database monitoring is based on a set of scripts to retrieve statistics from the Configuration Database that you can use to determine the potential or present issues that affect the performance and health of the database and your data. The database scripts used for monitoring are distributed as part of the Configuration Database Maintenance Scripts IP, in the **/tools** folder. Scripts are available for the MSSQL, Oracle, and PostgreSQL Database Management Systems, and can be run on Configuration Server Database Schema version 8.1 and newer. Configuration Server can be monitored and have its runtime metrics collected from statistical log files or queried directly for set of metrics in a format that is compatible with Prometheus monitoring platform.

Verifying Configuration Database Health with Health Monitoring Scripts

The following health monitoring scripts are available:

- **csv_search_backslash.sql:** This script, for PostgreSQL databases only, enables you to ensure that options containing two or more sequential backslash characters (\\) are the result of an incorrect setting in the PostgreSQL database.
- **csv_search_duplicates_flex_prop.sql:** This script enables you to determine if any objects of a given type contain duplicate Annex records.
- **search_orphan_flex_prop.sql:** This script reports any orphaned Annex options.
- **csv_check_cfg_max_dbid.sql:** This script provides metrics about the validity of the DBID for each object type, all <object-type> Group types, and the history log.

Refer to Monitoring Health of Configuration Environment for more information about these scripts.

Each script can be run against the Configuration Database at any time without stopping Configuration Server or restricting its access to the database.

Each script generates CSV-formatted output containing key metrics, and includes a header. The output can be used for further analysis, using tools that allow CSV processing, such as Microsoft Excel. You can view the output on screen, in a text editor, or import it into an application that displays the file in a spreadsheet, such as Microsoft Excel. You can also search for, and view, objects using Genesys Administrator.

The following performance scripts are available:

- **csv_objtype_sizes.sql:** This script calculates usage for major types of configuration objects.
- **csv_largest10_objbytype.sql:** This script enables you to determine if any particular object of a given type is significantly larger than the others.

- **csv_biggerthan_objbytype.sql:** This script helps you identify the number of configuration objects per object type that impact performance the most, and/or are out of the range of expected size for this type.

Refer to Monitoring Performance of Configuration Environment for more information about these scripts.

Limitations

The scripts do not support the following:

- Configuration Database version 8.1 or earlier with a non-English locale
- PostgreSQL DBMS prior to version 9.0

Viewing the Script Output

The output of the scripts can be viewed in several ways:

- Display the output on your screen.
- Save the output to a **.csv** file and open it in a text editor.
- Save the output to a **.csv** file and import it into a spreadsheet, such as Microsoft Excel.
- Save the output to a **.csv** file and upload it into Genesys Administrator, as described below.

Viewing Script Output in Genesys Administrator

You can upload the .csv file into Genesys Administrator version 8.1.309.02 or later. You can then click any object in the list to view the object itself, searching for it if necessary. You can also filter the list by object name and/or type and export it to another **.csv** file. Use the following steps:

Step 1: Upload the file and display it

To upload the file generated by the scripts, set the new **search-by-csv-file-mode** option to `true` in the new **[SpecialSearchProperties]** section of the Genesys Administrator object. Then, in Genesys Administrator, navigate to **Provisioning** > **Search**, click **Choose File**, and select the file. Click the **Search** button to display the contents of the file.

search-by-csv-file-mode
Default Value: `false`
Valid Values: `true`, `false`
Changes take effect: After logging out of Genesys Administrator

Specifies whether the **Choose File** button appears in the **Search** window in the **Provisioning** module. If set to `true` and you are logged in to Genesys Administrator, use this button to upload the file into Genesys Administrator.

Step 2: Export results to another file

To export search results to another **.csv** file, set the new **search-to-csv-export-mode** option to `true` in the same section of the Genesys Administrator object, then click **Export**.

search-to-csv-export-mode
Default Value: `false`
Valid Values: `true`, `false`
Changes take effect: After logging out of Genesys Administrator

Specifies whether the **Export** button appears in the **Search** window in the **Provisioning** module. If set to `true`, and you are logged in to Genesys Administrator, use this button to export the results of a search of the output of the Configuration Database Monitoring scripts, to another **.csv** file.

> ### Tip
> You can also use this option and the **Export** button to export the results of a search of the Configuration Database (by Object Name and Object Type) to a **.csv** file.

Monitoring Configuration Server activity and performance

Certain aspects of CS performance and its current activity can be monitored via Prometheus reporting and/or Statistical logging. These two features expose the same performance data via different interfaces/formats.

Reported data includes overall performance statistics, statistics pertinent to currently connected clients as well as statistics on certain aspects of the CS internal operation.

Prometheus support

This feature exposes CS performance and its current activity via open HTTP port in Prometheus text format. Prometheus can be used to periodically collect and keep this data for further querying and graphical representation. Alternately, web browser or curl can be used to retrieve current statistical data for real-time monitoring.

Promethus HTTP reporting - Configuration Server (CS) exposes the statistics of its internal operation via HTTP interface as a Prometheus metrics endpoint.

If configured, upon startup, CS opens a specified port for the HTTP GET requests from the Prometheus and/or web browser. Both http and https protocols are supported.

GET requests for /metrics URI path are responded with content intended for Prometheus consumption. The responses contain text in Prometheus text-based format.

Requests for paths other than /metrics are responded with http error 404 Not Found. Exposed metrics correspond to the statistical data currently exposed via the stat.log files.

Statistical logging

This feature exposes CS performance and its current activity, same as exposed for Prometheus, in text format in stat.log files. The stat.log files are created and maintained along with standard logs.

In statistical logging, the same information is produced in different formats. Statistical logging puts

this information into a log file and separate log file. Prometheus support exposes it through HTTP interface intermediate format.