Premium Support Services –Genesys Monitor Appliance (GMA) Data Collections and Alarms

Customer Care Organization (CC)

About this document
This document is intended to provide the details of the '**Premium Care'** Alarming and Data Collection

September 27, 2013

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Data Collection and Alarms

Genesys CC has created a library of pre-built monitoring capabilities which we reference as
"Monitoring Packs". The Monitoring Packs are periodically executed on GMA
in the customer's network located as close as possible to monitored components to minimize network
dependency.

Prebuilt alarms include following categories:

1) Genesys Management Layer Alarms.
These alarms are configured in and generated by Genesys Management Layer
(configured through SCI), and by individual Genesys components through the
management interface (these are so called "legacy" SNMP traps available only
through Genesys SNMP option).

2) System Alarms.
GMA monitors vital system statistics such as CPU utilization, memory usage, and
TCP/IP connections of the system and individual components. These alarms are
generated based on information gathered from monitored servers.

3) Custom Alarms. (**Available only with Flex Care Subscription**)
For customers who have subscribed to Optimization Support under Flex Care offering the CC
team can build custom Monitoring Packs that will collect data and
generate alarms specific to the Customer environment. The CC Service Architect
will work with the Customer to determine the need for these additional sources of
data and alarms.

This list of servers and alarms may change over time.

Standard ALARMS

Alarm	Description	Category
Application Failure	Failure of any daemon Genesys component monitored by the Management Layer	Major
Connection Failure	The connection between any two Genesys components has been lost	Major
CTI Link Failure	Failure of connection between any T-Server and switch	Major
Host Inaccessible	The Management Layer cannot contact the Local Control Agent on the host where Genesys daemon applications are running. Local Control Agent is not started, or it is listening on the port different from the one specified in configuration	Major
Host Unavailable	A host where Genesys daemon applications are running is unavailable (turned off).	Major
Host Unreachable	The Management Layer cannot reach the host where Genesys daemon applications are running (no route to the host)	Major
Licensing Error	Any licensing error identified by any Genesys component	Critical
Message Server Loss of Database Connection	Message Server has lost connection to the Centralized Log Database.	Major
No Connected BD Server		Major
Service Unavailable	Daemon Genesys component is unable to provide service for some internal reasons	Major
Unplanned Solution Status Change	Solution status has changed from Started to Pending without any requests to stop the Solution. This may indicate a failure of one of the Solution components.	Major
Application Lost connection		Critical
Application Stopped		Critical
Applications Failure		Critical
Failure CTI Link		Critical
Switchover_SCI_Manual		Critical
Switchover_SCS		Critical
Switchover_TServer		Critical
Switchover_URS		Critical

Please note the configuration in the Solution Control Interface (SCI) determines which SNMP Traps are forwarded to and processed by the GMA. For complete details on available SNMP Traps, please refer to the section "SNMP Traps" in the Genesys Management Framework User Guide and GVP 8.1 SNMP Traps.

Monitoring Packs

The following table describes the Genesys Monitoring Packs that will be configured on the GMA servers to monitor and generate Alarms:

Host Monitoring Packs

Monitoring Pack	Description	Alarm	Action to be taken
Genesys Windows Host	This Monitoring Pack monitors the health and vital parameters of the Windows server.		
		Warning: CPU utilization exceeds X%.	Watch for trends and application errors; notify the stakeholders if any are found or if the warning does not clear in a reasonable timeframe.
		Critical: CPU utilization exceeds X%.	Contact the customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Warning: Memory utilization exceeds X%.	Watch for trends and application errors; notify the stakeholders if any are found or if the warning does not clear in a reasonable timeframe.
		Critical: Memory utilization exceeds X%.	Contact customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Warning: Filesystem utilization exceeds X%.	Watch for trends and application errors; notify Customer if any are found or if the warning does not clear in a reasonable timeframe.
		Critical: Filesystem utilization exceeds X%.	Contact customer Support Team phone number and notify about the possible problem. Log into server and check what is causing the full file system, make recommendation to the stakeholders.
Genesys Unix	This Monitoring Pack monitors the health and vital parameters of the Unix server.		
		Warning: CPU utilization exceeds X%.	Watch for trends and application errors; notify the stakeholders if any are found or if the warning does not clear in a reasonable timeframe.
		Critical: CPU utilization exceeds X%.	Contact Customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Warning: Memory utilization exceeds X%.	Watch for trends and application errors; notify the stakeholders if any are found or if the warning does not clear in a reasonable timeframe.
		Critical: Memory utilization exceeds X%.	Contact Customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Warning: Filesystem utilization exceeds X%.	Watch for trends which might indicate if there is a more serious issue.
		Critical: Filesystem utilization exceeds X%.	Contact Customer Support Team phone number and notify about the possible problem. Log into server and check what is causing the full file system, make recommendation to the stakeholders.

Application Monitoring Packs

Monitoring Pack	Description	Alarm	Action to be taken
Genesys Framework (Windows)	This Monitoring Pack implements monitoring and maintenance scripts for Genesys Framework and Routing components	Warning: Process CPU s Greater Than X %	Check for known reasons why the process is using more memory than usual. Contact the stakeholders if the warning does not clear within a reasonable timeframe.
		Critical: Process CPU utilization > X %	Contact the stakeholders Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Error: Process Memory utilization > X %	Contact Customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Critical: Process is Not Running	Unless the Proactive Support Services team is notified in advance about planned maintenance, immediately notify the the stakeholders Support team and identify the cause of the problem and the impact. Follow the standard process for resolving the issue.
Genesys Framework (UNIX)	This Monitoring Pack implements monitoring and maintenance scripts for Genesys Framework and Routing components	Warning: Process CPU s Greater Than X %	Check for known reasons why the process is using more memory than usual. Contact the stakeholders if the warning does not clear within a reasonable timeframe.
		Critical: Process CPU utilization > X %	Contact Customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Error: Process Memory utilization > X %	Contact Customer Support Team phone number and notify about the possible problem. Work with the team on identifying the cause, collecting required info, and resolving the problem.
		Critical: Process is Not Running	Unless the Optimization Service team is notified in advance about planned maintenance, immediately notify the the stakeholders Support team and identify the cause of the problem and the impact. Follow the standard process for resolving the issue.

Collected Data

This section lists types of data automatically collected from the Customer production servers by GMAs.

Unix host Monitoring Packs

The following data is collected by the Solaris host Monitoring Pack on a regular basis from the monitored Solaris servers. This data is used for generating alarms, and available to view by the customer and the Proactive Support team. This data can be used for troubleshooting of the ongoing issues, capacity planning and proactive support. The GMA collects this data by remotely running the following commands through SSH at 5 minute intervals.

Command	Data Collected
'hostname'	▪ Hostname
'uptime'	▪ Host CPU load averages. ▪ Host uptime.
'vmstat'	▪ Host CPU usage ▪ Host memory usage
'iostat'	▪ Host disk I/O usage.
'df'	▪ Host filesystem disk space usage.
'Ifconfig'	▪ Host NIC configuration ▪ IP Addresses
'netstat'	▪ Host open ports and connections

Windows host Monitoring Packs

The following data is collected from monitored Windows servers at the customer site. Windows data is collected by the GMA using remote WMI queries at 15 minute intervals.

WMI Class	Data Collected
Win32_Processor	▪ Host CPU usage.
Win32_OperatingSystem	▪ Host memory.
Win32_Process	▪ List of running processes.
Win32_Service	▪ List of running Windows services.
Win32_LogicalDisk	▪ General disk statistics.
Win32_NetworkAdapterConfiguration	▪ General NIC information.

Application Monitoring Packs

This data is collected for the applications, services, and processes monitored in the scope of the service. This data is collected at 5 minute intervals.

For Unix Servers:

Command	Data Collected
'ps -eo pid,pcpu,pmem,rss,vsz,args'	▪ Genesys Application CPU usage. ▪ Genesys Application Memory usage.

For Windows Servers:

WMI Class	Data Collected
Win32_Process	▪ Genesys Application CPU usage. ▪ Genesys Application memory usage.