

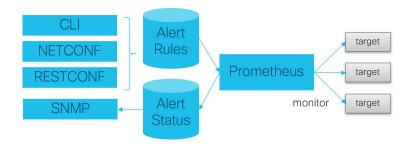
Notification and Alert

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Architectural Overview

A Cisco Policy Suite (CPS) vDRA deployment comprises multiple virtual machines (VMs) with multiple running containers deployed for scaling and high availability (HA) purposes. The monitoring and alerting system of the CPS vDRA deployment is centered around alert definition, metric gathering, and SNMP trap forwarding. The high-level architecture is shown below:

Figure 1: High-Level Architecture



Major Components

Alert Definition

Alert definition occurs when an end user (or external system) configures the system via CLI, NETCONF, or RESTCONF interfaces with Alert rules. The system takes these alert rules and pushes the definitions into the Prometheus processes running within the cluster. The system does not provide a fixed set of alerts but provides a sample list of common alerts an operator may want to configure.

Metric Gathering

At the core of the alerting framework, the system runs multiple Prometheus processes (http://prometheus.io) which monitors the system and track metrics which can be used for triggering alerts. The default Prometheus instance that monitors the system tracks metrics at a 5 second interval for 24 hours.

SNMP Trap Forwarding

Once an alert is triggered the Prometheus server forwards that alert to the active control/Cluster Manager node. These alerts are forwarded based on configuration to external NMS systems using either SNMPv2 or SNMPv3.

Technical Architecture

Cisco Policy Suite is deployed as a distributed virtual appliance. The standard architecture uses Hypervisor virtualization. Multiple hardware host components run Hypervisors and each host runs several virtual machines. Within each virtual machine, one-to-many internal CPS components can run. CPS monitoring and alert notification infrastructure simplifies the virtual physical and redundant aspects of the architecture.

Protocols

The CPS monitoring and alert notification infrastructure provides a simple standards-based interface for network administrators and NMS (Network Management System). SNMP is the underlying protocol for all alert notifications. Standard SNMP notifications (traps) are used throughout the infrastructure.

Alerts are triggered from either the Cluster Manager or Control virtual machines if the Cluster Manager is not active.

SNMP Object Identifier and Management Information Base

Cisco has a registered private enterprise Object Identifier (OID) of 26878. This OID is the base from which all the aggregated CPS metrics are exposed at the SNMP endpoint. The Cisco OID is fully specified and made human-readable through a set of Cisco Management Information Base (MIB-II) files.

The current MIBs are defined as follows:

Table 1: MIBs

MIB Filename	Purpose
BROADHOP-MIB.mib	Defines the main structure include structures and codes.
BORADHOP-NOTIFICATION-MIB.mib	Defines Notifications/Traps available.

SNMP Notifications

SNMP Notifications in the form of traps (one-way) are provided by the infrastructure. CPS notifications do not require acknowledgments. The traps provide both:

- Proactive alerts that the predetermined thresholds have been passed. For example, a disk is nearing capacity or CPU load is too high.
- Reactive alerting when system components fail or are in a degraded state. For example, a process died or network connectivity outage has occurred.

Notifications and traps are categorized by a methodology similar to UNIX System Logging (syslog) with both Severity and Facility markers. All event notifications (traps) contain these markers.

- Facility
- Severity
- Source (device name)
- Device time

These objects can be used to identify where the issue lies and the Facility (system layer) and the Severity (importance) of the reported issue.

Facility

The generic syslog facility has the following definitions:



Note

Facility defines a system layer starting with physical hardware and progressing to a process running in a particular application.

Table 2: Syslog Facility

Number	Facility	Description
0	Hardware	Physical Hardware - Servers SAN NIC Switch and so on
1	Networking	Connectivity in the OSI (TCP/IP) model
2	Virtualization	VMware ESXi (or other) virtualization

Number	Facility	Description
3	Operating System	Linux OS
4	Application	Application (CPS Session Manager, CPS Binding Database, and so on)
5	Process	Specific process

There may be overlaps in the Facility value as well as gaps if a particular SNMP agent does not have full view into an issue. The Facility reported is always shown as viewed from the reporting SNMP agent.

Severity

In addition to Facility each notification has a Severity measure. The defined severities are directly from UNIX syslog and defined as follows:

Table 3: Severity Levels

Number	Severity	Description
0	Emergency	System is unusable.
1	Alert	Action must be taken immediately.
2	Critical	Critical conditions.
3	Error	Error conditions.
4	Warning	Warning conditions.
5	Notice	Normal but significant condition.
6	Info	Informational message.
7	Debug	Lower level debug message.
8	None	Indicates no severity.
9	Clear	The occurred condition has been cleared.

For the purposes of the CPS Monitoring and Alert Notifications system, Severity levels of Notice Info and Debug are usually not used.

Warning conditions are often used for proactive threshold monitoring (for example, Disk usage or CPU Load) which requires some action on the part of administrators but not immediately.

Conversely, Emergency severity indicates that some major component of the system has failed and that either core policy processing session management or major system functionality is impacted.

Categorization

Combinations of Facility and Severity create many possibilities of notifications (traps) that might be sent. However, some combinations are more likely than others. The following table lists some Facility and Severity categorizations:

Table 4: Severity Categorization

Facility.Severity	Categorization	Possibility
Process.Emergency	A single part of an application has failed.	Possible but in an HA configuration very unlikely.
Hardware.Debug	A hardware component has sent a NA debug message.	NA
Operating System.Alert	An Operating System (kernel or resource level) fault has occurred.	Possible as a recoverable kernel fault (on a vNIC for instance).
Application.Emergency	An entire application component has failed.	Unlikely but possible (load balancers failing for instance).

It is not possible to quantify every Facility and Severity combination. This is primarily driven by the fact that the alert rules can be configured to meet each operator's environment. However, greater experience with CPS leads to better diagnostics. The CPS Monitoring and Alert Notification infrastructure provides a baseline for event definition and notification by an experienced engineer.

Emergency Severity Note

Caution Emergency severities are very important! As a general principle, alerts should only be defined with an Emergency-severity trap if the system becomes inaccessible or unusable in some way. An unusable system is rare but might occur if multiple failures occur in the operating system virtualization networking or hardware facilities.

Notifications and Alerting

The CPS Monitoring and Alert Notification framework provides the following SNMP notification traps (one-way). Traps are either proactive or reactive. Proactive traps are alerts based on system events or changes that require attention (for example, Disk is filling up). Reactive traps are alerts that an event has already occurred (for example, an application process failed).

Component Notifications

Components are devices that make up the CPS system. These are systems level traps. They are generated when some predefined thresholds is crossed and are defined in the alerting configuration of the system. User can modify and change these using the alert definition commands.

Component notifications are defined in the BROADHOP-NOTIFICATION-MIB as follows:

```
broadhopQNSComponentNotification NOTIFICATION-TYPE OBJECTS {
   broadhopComponentName,
   broadhopComponentTime,
   broadhopComponentNotificationName,
   broadhopNotificationFacility,
   broadhopNotificationSeverity,
   broadhopComponentAdditionalInfo }
STATUS current
DESCRIPTION "
Trap from any QNS component - i.e. device.
"
::= { broadhopProductsQNSNotifications 1 }
```

Each Component Notification contains:

- Name of the Notification being thrown (broadhopComponentNotificationName)
- Name of the device throwing the notification (broadhopComponentName)
- Time the notification was generated (broadhopComponentTime)
- Facility or which layer the notification came from (broadhopNotificationFacility)
- Severity of the notification (broadhopNotificationSeverity)
- Additional information about the notification, which might be a bit of log or other information.

The following table provides the list of supported alarms:

Table 5: Component Notifications

Notification Name	Severity	Message Text	Description
DISK_FULL	Critical	Disk filesystem / usage is more than the 90%	Disk usage is monitored.
	Clear	Disk filesystem / usage is greater than 10%	momtored.
HIGH_LOAD	Major	load average value for 5 min is greater than 3 current value is {{ \$value }}	Load on the CPU is measured as per the linux
	Clear	load average value for 5 min is lower than 3	operating system load.
LINK_STATE	Critical	{{ \$labels.interface }} is down on {{ \$labels.instance }}	Indicates if any interface (ens***) has gone down.
	Clear	{{ \$labels.interface }} is up on {{ \$labels.instance }}	nas gone down.
LOW_MEMORY	Critical	Available RAM is less than 80% current value is {{ \$value }}	Monitors memory usage on the VMs. When free
	Clear	Available RAM is more than 80%	memory goes down, the threshold alarm is raised.

Notification Name	Severity	Message Text	Description
PROCESS_STATE	Critical	{{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is in Aborted state.	Monitors process restarts.
	Clear	{{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is moved from Aborted state	
HIGH_CPU_USAGE	Critical	CPU usage in last 10 sec is more than 30% current value {{ \$value }}	Monitors CPU usage.
	Clear	CPU usage in last 10 sec is lower than 30%	
QNS_JAVA_STARTED	Error	{{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is in Started state.	Indicates Java process restart.
	Clear	{{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is moved from started state	
IP_NOT_REACHABLE	Critical	VM/VIP IP {{\$labels.instance }} is not reachable	When IP is not reachable, this alarm is raised.
	Clear	VM/VIP IP {{\$labels.instance}} is reachable	alaim is raised.
DIAMETER_PEER_DOWN	Error	Diameter peer is down.	Any peer connected to PAS
	Clear	Diameter peer is up	is monitored.
DRA_PROCESS_UNHEALTHY	Critical	{{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is not healthy	Process state is monitored.
	Clear	{{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is healthy	
DB_SHARD_DOWN	Critical	All DB Members of a replica set {{ \$labels.shard_name }} are down	Alarm raised when both
	Clear	All DB Members of a replica set {{ \$labels.shard_name }} are not down	primary and secondary replica set members are down.
NO_PRIMARY_DB	Critical	Primary DB member not found for replica set {{ \$labels.shard_name }}	Alarm raised when primary database is not
	Clear	Primary DB member found for replica set {{ \$labels.shard_name }}	up.

Notification Name	Severity	Message Text	Description
SECONDARY_DB_DOWN	Critical	Secondary Member {{ \$labels.name }} of replica set {{ \$labels.shard_name }} is down	Alarm raised when secondary database is not up.
	Clear	Secondary Member {{ \$labels.name }} of replica set {{ \$labels.shard_name }} is up	
LOW_SWAP	Critical	{{ \$labels.instance }} has less than 80% swap memory .	Monitors the swap memory.
	Clear	{{ \$labels.instance }} has greater than 80% swap memory .	



Note

By default, no alert rules are configured in the system.

Application Notifications

The following table describes the application notifications:

Table 6: Application Notifications

Notification Name	Severity	Message Text	Description
DRA_MESSAGE_ PROCESSING_FAILURE_	Critical	Message Processing Failure TPS exceeded, current value is {{ \$value }}.	TPS of rejected messages from DRA Director (Any messages
TPS_EXCEEDED	Clear	Message Processing Failure TPS in control.	with Result code !=2001)
DRA_DIRECTOR_ TPS_EXCEEDED	Critical	{{ \$labels.instance }} Director TPS exceeded, current value is {{ \$value }}.	Success TPS of Total DRA Director (ResultCode=2001)
	Clear	{{ \$labels.instance }} Director TPS in control .	(resulted 2001)
DRA_WORKER_ TPS_EXCEEDED	Critical	{{ \$labels.instance }} Worker TPS exceeded, current value is {{ \$value }}.	TPS of Total Worker
	Clear	{{ \$labels.instance }} Worker TPS in control.	
DRA_DB_ TPS_EXCEEDED	Critical	{{ \$labels.instance }} Persistence DB TPS exceeded, current value is {{ \$value }}.	TPS of DB TPS (Query and Update)
	Clear	{{ \$labels.instance }} Persistence DB TPS in control.	

Notification Name	Severity	Message Text	Description
DIAMETER_UNABLE _TO_DELIVER_	Critical	UNABLE_TO_DELIVER TPS exceeded, current value is {{ \$value }}.	TPS of Diameter 3002
TPS_EXCEEDED	Clear	UNABLE_TO_DELIVER in control.	
DIAMETER_TRANSIENT _FAILURE_TPS_	Critical	TRANSIENT_FAILURE TPS exceeded, current value is {{ \$value }}.	TPS of Diameter 4xxx
EXCEEDED	Clear	TRANSIENT_FAILURE in control.	
DIAMETER_UNKNOWN _SESSIONS_TPS	Critical	UNKNOWN_SESSIONS TPS exceeded, current value is {{ \$value }}.	TPS of Diameter 5002
_EXCEEDED	Clear	UNKNOWN_SESSIONS in control.	
MISMATCH_REQUEST RESPONSE	Critical	{{ \$labels.remote_peer }} MISMATCH_REQUEST	Mismatch in Rate of Request and Response
		_RESPONSE exceeded, current value is {{ \$value }}.	(Discrepancy in ingress and egress)
	Clear	{{ \$labels.remote_peer }} MISMATCH_REQUEST	
		_RESPONSE in control.	
KEEP_ALIVE_RAR _ROUTING_FAILURE_	Critical	Keep Alive RAR TPS exceeded, current value is {{ \$value }}.	TPS of Keep Alive RAR Routing (Stale RAR)
TPS_EXCEEDED	Clear	Keep Alive RAR TPS in control.	KAR
EGRESS_RATE_ LIMITED_SESSION_ ERR_RESP_TPS_	Critical	{{ \$labels.local_peer }} {{ \$labels.remote_peer }} Egress rate limited messages with error response TPS exceeded, current value is {{ \$value }}.	TPS of Rate Limited Response for Error
EXCEEDED	Clear	{{ \$labels.local_peer }} {{ \$labels.remote_peer }} Egress rate limited messages with error response TPS in control.	
EGRESS_RATE_	Critical	{{ \$labels.local_peer }} {{ \$labels.remote peer }} Egress rate limited	TPS of Rate Limited Response Rejected
LIMITED_SESSION_ REJECT_TPS_		messages dropped without error TPS exceeded, current value is {{ \$value }}.	response rejected
EXCEEDED	Clear	{{ \$labels.local_peer }} {{ \$labels.remote_peer }} Egress rate limited messages dropped without error TPS in control.	

Notification Name	Severity	Message Text	Description
INGRESS_RATE_ LIMITED_SESSION_ ERR_RESP_TPS_	Critical	{{ \$labels.local_peer }} {{ \$labels.remote_peer }} Ingress rate limited messages with error response TPS exceeded, current value is {{ \$value }}.	TPS of Rate Limited Response Error - Ingress
EXCEEDED	Clear	{{ \$labels.local_peer }}{{ \$labels.remote_peer }} Ingress rate limited messages with error response TPS in control.	
INGRESS_RATE_ LIMITED_SESSION_ REJECT_TPS_	Critical	{{ \$labels.local_peer }} {{ \$labels.remote_peer }} Ingress rate limited messages dropped without error response TPS exceeded, current value is {{ \$value }}.	TPS of Rate Limited Response Rejected - Ingress
EXCEEDED	Clear	{{ \$labels.local_peer }} {{ \$labels.remote_peer }} Ingress rate limited messages dropped without error response TPS in control.	
BINDING_STORAGE _ERRORS_TPS_	Critical	Binding Store Error TPS exceeded, current value is {{ \$value }}.	TPS Binding Storage Errors (Binding storage failed because of high
EXCEEDED	Clear	Binding Store Error TPS in control.	load/any other database error)
BINDING_LOOKUP_ ERROR_TPS_	Critical	Binding Lookup Error TPS exceeded, current value is {{ \$value }}.	TPS Binding Lookup Errors (Binding retrieval failure because of
EXCEEDED	Clear	Binding Lookup Error TPS in control.	internal error)
DB_ERR_ TPS_EXCEEDED	Critical	All DB Errors TPS exceeded, current value is {{ \$value }}.	TPS All database errors
	Clear	All DB Errors TPS in control.	
DB_RESPONSE_ TIME_EXCEEDED	Critical	{{ \$labels.instance }} DB Response Time exceeded, current value is {{ \$value }}.	Response Time Exceeds (Database Query/Update operation time exceeds)
	Clear	{{ \$labels.instance }} DB Response Time in control, current value is {{ \$value }}.	operation time exceeds
BINDING_KEY_ NOT_FOUND_IN_ AAR_TPS_	Critical	{{ labels.origin_host }} Binding Key not found in AAR TPS exceeded, current value is {{ \$value }}.	TPS Binding Key Not Found in AAR (When AAR received with no "imsi+apn/msisdn/ipv6")
EXCEEDED	Clear	{{ labels.origin_host }} Binding Key not found in AAR TPS in control.	inioi · upii inioisuii ipvo)

Notification Name	Severity	Message Text	Description
BINDING_KEY_ NOT_FOUND_IN_	Critical	{{ labels.origin_host }} Binding Key not found in CCR(I) TPS exceeded, current value is {{ \$value }}.	TPS Binding Key Not Found in CCR-I(When CCR-I received with no "imsi+apn/msisdn/ipv6"
CCR_I_TPS_ EXCEEDED	Clear	{{ labels.origin_host }} Binding Key not found in CCR(I) TPS in control.	imsi+apn/msisan/ipvo
BINDING_NOT _FOUND_TPS_	Critical	{{ labels.origin_host }} Binding not found TPS exceeded, current value is {{ \$value }}.	TPS Binding Not Found
EXCEEDED	Clear	{{ labels.origin_host }} Binding not found TPS in control,.	
BINDING_DB_ INCONSISTENT_	Critical	TPS AAR with Result Code 5065 exceeded, current value is {{ \$value }}.	TPS AAR with Result Code 5065
TPS_EXCEEDED	Clear	TPS AAR with Result Code 5065 in control.	
BINDING_SESSION _DB_SIZE_	Critical	{{ \$labels.db }} size exceeded, current value is {{ \$value }}.	Total Size of Session DB Exceeded
EXCEEDED	Clear	{{ \$labels.db }} size in control.	
BINDING_IMSI_ APN_DB_SIZE	Critical	{{ \$labels.db }} size exceeded, current value is {{ \$value }}.	Total Size of IMSI / APN DB Exceeded
_EXCEEDED	Clear	{{ \$labels.db }} size in control.	
BINDING_MSISDN _APN_DB_SIZE	Critical	{{ \$labels.db }} size exceeded, current value is {{ \$value }}.	Total Size of MSISDN / APN DB Exceeded
_EXCEEDED	Clear	{{ \$labels.db }} size in control	
BINDING_IPV6 _DB_SIZE_	Critical	{{ \$labels.db }} size exceeded, current value is {{ \$value }}.	Total Size of IPv6 DB Exceeded
EXCEEDED	Clear	{{ \$labels.db }} size in control	
PEER_TPS _EXCEEDED	Critical	{{ \$labels.instance }} Peer Connection {{ \$labels.local_peer}} {{ \$labels.remote_peer }} TPS exceeded, current value is {{ \$value }}.	Peer TPS Exceeded (Per peer TPS thresholds)
	Clear	{{ \$labels.instance }} Peer Connection {{ \$labels.local_peer}} {{ \$labels.remote_peer }} TPS in control.	

Notification Name	Severity	Message Text	Description
NO_RESPONSE_ PEER_FOR_ ANSWER_TPS	Critical	{{ \$labels.instance }} No Response From Peer Connection TPS exceeded for {{ \$labels.message_type}}, current value is {{ \$value }}.	TPS No Response From Peer (timeouts from PCRF/any peer)
_EXCEEDED	Clear	{{ \$labels.instance }} No Response From Peer Connection TPS in control for {{ \$labels.message_type}} .	
PEER_RESPONSE _TIME_EXCEEDED	Critical	message_duration_seconds {type=~"peer*"} [labels: type]	Peer Response Time Exceeded (Response time of peer exceeds)
	Clear	Response time in control.	1 /
NO_PEER_GROUP	Critical	{{ \$labels.peer_group }} not available.	Peer Group is not
_MEMBER _AVAILABLE	Clear	{{ \$labels.peer_group }} available.	Available (All peers in peer_group down)
PCRF_NOT_CREATING _SESSIONS_TPS	Critical	Failed CCR-I TPS exceeded, current value is {{ \$value }}.	TPS Rate of Failed CCR-I(ResultCode !=2001)
_EXCEEDED	Clear	Failed CCR-I TPS in control.	2001)
FORWARDING_LOOP _FOUND_TPS	Critical	{{ \$labels.remote_peer}} Loop Detected TPS exceeded, current value is {{ \$value }}.	TPS Rate of Diameter Message Loop
_EXCEEDED	Clear	{{ \$labels.remote_peer }} Loop Detected TPS in control.	
RELAY_LINK _TPS_GT_0	Critical	{{ \$labels.remote_peer}} Relay Started, current value is {{ \$value }}.	TPS Rate of Relay Peer > 0 (When relay peers start exchanging control
	Clear	{{ \$labels.remote_peer}} Relay Stated.	plane messages)
RELAY_LINK _TPS_EXCEEDED	Critical	{{ \$labels.remote_peer}} Relay Link TPS exceeded, current value is {{ \$value }}.	TPS Rate of Relay Peer (TPS of relay messages)
	Clear	{{ \$labels.remote_peer}} Relay Link TPS in control.	
RELAY_LINK _STATUS	Critical	{{ \$labels.remote_peer }} Relay Link is Down.	Relay Link is Down (Relay link status is monitored)
	Clear	{{ \$labels.remote_peer}} Relay Link is UP.	momorcu)
NO_RELAY_PEER _TPS_EXCEEDED	Critical	{{ \$labels.remote_peer}} Relay Peer TPS exceeded, current value is {{ \$value }}.	TPS Rate of Relay Peer Failure
	Clear	{{ \$labels.remote_peer}} Relay Peer TPS in control.	

Alert Rules

Alert Rules Configuration

The following commands are used to configure alert rules:

```
scheduler#config
scheduler(config) # alert rule <rule name>
where, < rule name > is the name of the alert rule. For example, test
Value for 'expression' (<string>): <expression based on the stats>
where, <expression based on the stats> is the expression. For example, test>1
Value for 'message' (<string>): <message string to be sent in the alarm message>
where, <message string to be sent in the alarm message is the message to be sent in the alarm. For example,
testing
Value for 'snmp-clear-message' (<string>): <message string for clear alarm>
where, < message string for clear alarm > is the string for the clear message. For example, test clear
scheduler(config-rule-test)#
scheduler(config-rule-test)# snmp-facility
Possible completions:
  application hardware networking os proc virtualization
scheduler(config-rule-test) # snmp-facility <SNMP facility to be provided for this alert>
where, SNMP facility to be provided for this alert> is the facility to be provided for this alert. For example,
application
scheduler(config-rule-test) # event-host-label  provide the node details>
where, provide the node details is used to provide node details. For example, instance
scheduler(config-rule-test) # snmp-severity
Possible completions:
  alert critical debug emergency error info none notice warning
scheduler(config-rule-test) # snmp-severity <SNMP severity to be send for this alert>
```

where, *<SNMP severity to be send for this alert>* is the severity level to be used for alert rule. For example, critical

```
scheduler(config-rule-test)# duration <time>
```

where, <time> causes Prometheus to wait for a certain duration between first encountering a new expression output vector element (like, an instance with a high HTTP error rate) and counting an alert as firing for this element. Elements that are active, but not firing yet, are in pending state.

```
scheduler(config-rule-test) # commit
Commit complete.
scheduler(config-rule-test) # end
```

Sample Configuration

The alert rules configuration are for reference only. Here is the configuration with sample values:

You can configure your alert rules based on your requirements.

```
scheduler#config
scheduler(config)# alert rule test
Value for 'expression' (<string>): test>1
Value for 'message' (<string>): testing
Value for 'snmp-clear-message' (<string>): test clear
scheduler(config-rule-test)#
scheduler(config-rule-test) # snmp-facility
Possible completions:
 application hardware networking os proc virtualization
scheduler(config-rule-test)# snmp-facility application
scheduler(config-rule-test) # event-host-label instance
scheduler(config-rule-test)# snmp-severity
Possible completions:
  alert critical debug emergency error info none notice warning
scheduler(config-rule-test)# snmp-severity critical
scheduler(config-rule-test) # duration 30s
scheduler(config-rule-test) # commit
Commit complete.
scheduler(config-rule-test) # end
```

To display all the configured alert rules use the following command:

```
scheduler# show running-config alert | tab
```

			EVENT					
			HOST		SNMP	SNMP	SNMP CLEAR	
NAME	EXPRESSION	DURATION	LABEL	MESSAGE	FACILITY	SEVERITY	MESSAGE	
test	test > 1	_	instance	testing	application	critical	testing clear	

Sample Alert Rules

You can configure alert rules based on your requirements. For sample configuration, refer to Sample Alert Rule Configuration.



Note

event-host-label value is used as a key in the alarm map. So, configure the correct value based on your requirements while configuring alert rules.



Note

Grafana can be used to see all the statistics generated by the system and based on these statistics alerting rules can be configured.



Note

Alert SNMP command includes an optional parameter named add-vm-info that you can use to specify whether or not the VM name is prepended in the SNMP alarm in broadhopComponentName. For example, broadhopComponentName: VMName/containerName. By default, the parameter is set to true. If set to false, broadhopComponentName does not prepend VM name. For example, broadhopComponentName: containerName. The following table includes sample alert rules when add-vm-info is set to false. For more information about this parameter and the command, see the *vDRA Operations Guide*.

Table 7: Sample Alert Rules

Alarm Name	Configuration
DiskFull	broadhopComponentName: Linux host name
	broadhopComponentNotificationName: DISK_FULL
	broadhopNotificationFacility: hardware
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Disk Filesystem/usage is more than 90%
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Disk filesystem/usage is greater than 10%
	Expression: node_filesystem_free{job='node_exporter',filesystem!~\"^/(/ \$)\"} /node_filesystem_size{job='node_exporter'} < 0.10
HighLoad	broadhopComponentName: Linux host name
	broadhopComponentNotificationName: HIGH_LOAD
	broadhopNotificationFacility: hardware
	Alert broadhopNotificationSeverity: major
	Alert broadhopComponentAdditionalInfo: load average value for 5 minutes is greater than 3 current value is {{ \$value }}
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: load average value for 5 minutes is lower than 3
	Expression: node_load5 > 3

Alarm Name	Configuration
LowMemoryAlert	broadhopComponentName: Linux host name
	broadhopComponentNotificationName: LOW_MEMORY
	broadhopNotificationFacility: hardware
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Available RAM is less than 80% current value is {{ \$value }}
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Available RAM is more than 80%
	Expression: round((node_memory_MemFree +node_memory_Buffers+node_memory_Cached)/node_memory_MemTotal *100) < 80
High CPU Usage Alert	broadhopComponentName: Linux host name
	broadhopComponentNotificationName: HIGH_CPU_USAGE
	broadhopNotificationFacility: hardware
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: CPU usage in last 10 sec is more than 30% current value {{ \$value }}
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: CPU usage in last 10 sec is lower than 30%
	Expression: rate(node_cpu{mode="system"} [10s])*100 > 30
Link down Alert	broadhopComponentName: Linux host name
	broadhopComponentNotificationName: LINK_STATE
	broadhopNotificationFacility: networking
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: {{ \$labels.interface }} is down on {{ \$labels.instance }}
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: {{ \$labels.interface }} is up on {{ \$labels.instance }}
	Expression: link_state == 0

Configuration
Container Name: Linux host name
broadhopComponentNotificationName: PROCESS_STATE
broadhopNotificationFacility: application
Alert broadhopNotificationSeverity: critical
Alert broadhopComponentAdditionalInfo: {{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is in Aborted state.
Clear broadhopNotificationSeverity: clear
$\label{lem:conditional} Clear broadhopComponentAdditionalInfo: {{ $labels.service_name }} instance $$ {{ $labels.module_instance }} of module {{ $labels.module }} is moved from Aborted state $$ $$ $$ $$ Aborted $$ $$ $$ $$ $$ $$ $$ $$ $$ $$ $$ $$ $$$
Expression: docker_service_up==3
broadhopComponentName: IP Address
broadhopComponentNotificationName: IP_NOT_REACHABLE
broadhopNotificationFacility: networking
Alert broadhopNotificationSeverity: critical
Alert broadhop Component Additional Info: VM/VIP IP $\{\{\$ is not reachable
Clear broadhopNotificationSeverity: clear
$Clear\ broadhopComponentAdditionalInfo:\ VM/VIP\ IP\ \{\{\$labels.instance\ \}\}\ is\ reachable$
Expression: probe_icmp_target==0
broadhopComponentName: Peer FQDN
broadhopComponentNotificationName: DIAMETER_PEER_DOWN
broadhopNotificationFacility: application
Alert broadhopNotificationSeverity: error
Alert broadhopComponentAdditionalInfo: Diameter peer is down
Clear broadhopNotificationSeverity: clear
Clear broadhopComponentAdditionalInfo: Diameter peer is up.
Expression: peer status==0

Alarm Name	Configuration
DRA Process Down (healthy) Alert	broadhopComponentName: Container Name
	broadhopComponentNotificationName: DRA_PROCESS_UNHEALTHY
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: {{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is not healthy
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: {{ \$labels.service_name }} instance {{ \$labels.module_instance }} of module {{ \$labels.module }} is healthy
	Expression: docker_service_up!=2
All DB Member of	broadhopComponentName: Shard Name
Replica Set Down Alert	broadhopComponentNotificationName: DB_SHARD_DOWN
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: All DB Members of replica set {{ \$labels.shard_name }} are down
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Some DB Members of replica set {{ \$labels.shard_name }} are up
	Expression: absent(mongodb_mongod_replset_member_state{shard_name="shard-1"})==1
No primary DB Member	broadhopComponentName: Shard Name
found Alert	broadhopComponentNotificationName: NO_PRIMARY_DB
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Primary DB member not found for replica set {{ \$labels.shard_name }}
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Primary DB member found for replica set {{ \$labels.shard_name }}
	Expression: absent(mongodb_mongod_replset_member_health {shard_name="shard-1",state="PRIMARY"})==1

Alarm Name	Configuration
Secondary DB Member Down Alert	broadhopComponentName: Shard Name
	broadhopComponentNotificationName: SECONDARY_DB_DOWN
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Secondary Member {{ \$labels.name }} of replica set {{ \$labels.shard_name }} is down
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Secondary Member {{ \$labels.name }} of replica set {{ \$labels.shard_name }} is down
	Expression: (mongodb_mongod_replset_member_state != 2) and
	((mongodb_mongod_replset_member_state==8) or
	(mongodb_mongod_replset_member_state==6))
DRA message processing	broadhopComponentName: System
failure TPS exceeded	broadhopComponentNotificationName: DRA_MESSAGE_PROCESSING_FAILURE_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Message Processing Failure TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo Message Processing Failure TPS in control.
	Expression: rate(rejected_messages_total[5m]) > 5
Keepalive RAR routing	broadhopComponentName: System
failure - TPS exceeded	broadhopComponentNotificationName: KEEP_ALIVE_RAR_ROUTING_FAILURE_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Keep Alive RAR TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Keep Alive RAR TPS in control.
	Expression: rate(keep_alive_rar_failure[5m]) > 5

Alarm Name	Configuration
Egress rate limited session error response TPS exceeded	broadhopComponentName: Peer FQDN
	broadhopComponentNotificationName: EGRESS_RATE_LIMITED_SESSION_ERR_RESP_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Egress rate limited messages with error response TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Egress rate limited messages with error response TPS in control.
	Expression: rate(diameter_peer_egress_rate_limited_with_err_response[5m]) > 5
Egress rate limited	broadhopComponentName: Peer FQDN
session reject TPS exceeded	broadhopComponentNotificationName: EGRESS_RATE_LIMITED_SESSION_REJECT_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Egress rate limited messages dropped without error TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Egress rate limited messages dropped without error TPS in control.
	Expression: rate(diameter_peer_egress_rate_limited_without_err_response[5m]) > 5
Ingress rate limited	broadhopComponentName: Peer FQDN
session error response TPS exceeded	broadhopComponentNotificationName: INGRESS_RATE_LIMITED_SESSION_ERR_RESP_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Ingress rate limited messages with error response TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Ingress rate limited messages with error response TPS in control.
	Expression: rate(diameter_peer_ingress_rate_limited_with_err_response[5m]) > 5

Alarm Name	Configuration
Ingress rate limited session reject TPS exceeded	broadhopComponentName: Peer FQDN
	broadhopComponentNotificationName: INGRESS_RATE_LIMITED_SESSION_REJECT_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Ingress rate limited messages dropped without error response TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Ingress rate limited messages dropped without error response TPS in control.
	Expression: rate(diameter_peer_ingress_rate_limited_without_err_response[5m]) > 5
Binding key not found in	broadhopComponentName: System
AAR TPS exceeded	broadhopComponentNotificationName: BINDING_KEY_NOT_FOUND_IN_AAR_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Binding Key not found in AAR TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Binding Key not found in AAR TPS in control.
	Expression: rate(aar_bind_key_not_found_total[5m]) > 5
Binding key not found in	broadhopComponentName: System
CCR-I TPS exceeded	broadhopComponentNotificationName: BINDING_KEY_NOT_FOUND_IN_CCR_I_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Binding Key not found in CCR(I) TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Binding Key not found in CCR(I) TPS in control.
	Expression: rate(ccri_bind_key_not_found_total[5m]) > 5

Alarm Name	Configuration
Peer response time exceeded	broadhopComponentName: Peer FQDN
	broadhopComponentNotificationName: PEER_RESPONSE_TIME_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Peer response time exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Peer response time in control.
	Expression: rate(message_duration_seconds{type=~\"peer*\"}[5m]) > 5
No peer group member	broadhopComponentName: Container Name
available	broadhopComponentNotificationName: NO_PEER_GROUP_MEMBER_AVAILABLE
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Peer group not available.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Peer group available.
	Expression: no_active_peer_in_peer_group ==1
Forwarding loop found	broadhopComponentName: System
TPS exceeded	broadhopComponentNotificationName: FORWARDING_LOOP_FOUND_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Loop Detected TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Loop Detected TPS in control.
	Expression: rate(diameter_loop_detected [5m]) > 5

Alarm Name	Configuration
No relay peer TPS exceeded	broadhopComponentName: Container Name
	broadhopComponentNotificationName: NO_RELAY_PEER_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Relay Peer TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Relay Peer TPS in control.
	Expression: rate(relay_send_nopeer[5m]) > 5
Relay link status	broadhopComponentName: Peer FQDN
	broadhopComponentNotificationName: RELAY_LINK_STATUS
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Relay Link is down.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Relay Link is up
	Expression: relay_peer_status == 0
Binding not found TPS	broadhopComponentName: System
exceeded	broadhopComponentNotificationName: BINDING_NOT_FOUND_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Binding not found TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Binding not found TPS in control
	Expression: rate(binding_not_found_total[5m]) > 5
Relay link TPS GT 0	broadhopComponentName: Peer FQDN
	broadhopComponentNotificationName: RELAY_LINK_TPS_GT_0
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Relay started.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Relay not started.
	Expression: rate(relay_peer_messages_total[5m]) > 0

Alarm Name	Configuration
Relay link TPS exceeded	broadhopComponentName: Peer FQDN
	broadhopComponentNotificationName: RELAY_LINK_TPS_EXCEEDED
	broadhopNotificationFacility: application
	Alert broadhopNotificationSeverity: critical
	Alert broadhopComponentAdditionalInfo: Relay Link TPS exceeded.
	Clear broadhopNotificationSeverity: clear
	Clear broadhopComponentAdditionalInfo: Relay Link TPS in control.
	Expression: rate(relay_peer_messages_total[5m]) > 5

Health Status of Service

On getting the Qns Java Process State alert, the user has to access the system and check the diagnostics logs of the service to get the exact issue with the service. To access the system and check the diagnostics log, run the following command:

```
show system diagnostics | include <service name>
```

For example:

```
scheduler# show system diagnostics | include diameter-endpoint-s1
system diagnostics diameter-endpoint-s1 serfHealth 1
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 1
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 2
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 3
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 4
message "CLEARED: InterfaceID=diameter-endpoint-s1.weave.local;msg=\"Memcached server is
operational\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 5
message "CLEARED: InterfaceID=com.broadhop.server:diameter-endpoint-s1.weave.local;msg=\"
before Feature com.broadhop.server is Running\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 6
message "CLEARED:
InterfaceID=com.broadhop.dra.service:diameter-endpoint-s1.weave.local;msg=\" before Feature
com.broadhop.dra.service is Running\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 7
message "CLEARED:
InterfaceID=com.broadhop.common.service:diameter-endpoint-s1.weave.local;msg=\" before
Feature com.broadhop.common.service is Running\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 8
message "CLEARED:
InterfaceID=com.broadhop.resourcemonitor:diameter-endpoint-s1.weave.local;msg=\" before
Feature com.broadhop.resourcemonitor is Running\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 9
message "CLEARED:
InterfaceID=com.broadhop.microservices.control:diameter-endpoint-s1.weave.local;msg=\"
before Feature com.broadhop.microservices.control is Running\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 10
message "CLEARED:
InterfaceID=com.broadhop.custrefdata.service:diameter-endpoint-s1.weave.local;msg=\" before
Feature com.broadhop.custrefdata.service is Running\""
system diagnostics diameter-endpoint-s1 service:cisco-policy-app 11
\verb|system diagnostics diameter-endpoint-s1 service: \verb|cisco-policy-jmx| 1|\\
scheduler#
```

Delete Alert Rules

The following section describes the procedure to delete an alert rule and are for reference only:

```
scheduler# config
Entering configuration mode terminal
scheduler(config)# no alert rule node_down
scheduler(config)# commit
Commit complete.
scheduler(config)# end
scheduler#
```

Alert Status

Use the following command to display the current alerts status:

is 35.666666666667076 2017-05-22T11:29:37.899+00:00

configured threshold 2017-05-22T09:55:37.902+00:00

```
show alert status
```

scheduler# show alert status

2017-05-22T15:39:37.811+00:00

For example:

```
EVENT HOST
                                  STATUS
NAME
                                           MESSAGE
                    UPDATE TIME
high cpu alert
                                            CPU usage is more than 30% current value
                  system
                                  firing
is 37.05555555555597 2017-05-22T10:59:37.945+00:00
high cpu alert 1 control-0
                                 resolved CPU usage is more than 30% current value
is 33.62500000000637 2017-05-22T17:17:38.184+00:00
                                  resolved CPU usage is more than 30% current value
high cpu alert 1
                   control-1
```

high_cpu_usage_alert localhost:9090 resolved CPU Usage for last 1 min is more than

scheduler#

NMS Destination Configuration

The following configuration is for reference only:

You can configure the NMS destination based on your requirements.

Example: SNMPv2

```
scheduler#config
scheduler(config) # alert snmp-v2-destination "10.1.1.1"
Value for 'community' (<string>): "cisco"
scheduler(config-snmp-v2-destination-10.1.1.1) # commit
Commit complete.
scheduler(config-snmp-v2-destination-10.1.1.1) # end
```

where, "10.1.1.1" is the SNMPv2 NMS destination address.

Example: SNMPv3

```
scheduler# config
scheduler(config)# alert snmp-v3-destination <nms_ip> e.g. 10.1.1.2
Value for 'user' (<string>): <username> e.g. cis_user
Value for 'auth-password' (<string>): <password string > e.g. cisco-123
Value for 'privacy-password' (<string>): <password string> e.g. cisco-123
```

```
scheduler(config-snmp-v3-destination-10.1.1.2) # auth-proto
[MD5,SHA] (SHA): SHA
scheduler(config-snmp-v3-destination-10.1.1.2) # privacy-p
Possible completions:
    privacy-password privacy-protocol
scheduler(config-snmp-v3-destination-10.1.1.2) # privacy-protocol
[AES,DES] (AES): AES
scheduler(config-snmp-v3-destination-10.1.1.2) # engine-id
(<string>) (0x0102030405060708): 0x0102030405060708
scheduler(config-snmp-v3-destination-10.1.1.2) # commit
Commit complete.
scheduler(config-snmp-v3-destination-10.1.1.2) # end
scheduler#
```

where, "10.1.1.2" is the SNMPv3 NMS destination address.

All the configured NMS destinations in the system can be displayed using the following command:

```
scheduler# show running-config alert | tab
NMS
ADDRESS COMMUNITY
------
10.1.1.1 cisco

alert snmp-v3-destination 10.142.148.160
engine-id 0x0102030405060708
user cis_user
auth-proto SHA
auth-password cisco-123
privacy-protocol AES
privacy-password cisco-123
!
```