

# Observability Fundamentals

## What is Observability

Observability – The ability to understand and measure the state of a system based upon data generated by the system

Observability allows you to generate actionable outputs from unexpected scenarios in dynamic environments

### Observability will help:

- 1. Give better insight into the internal workings of a system/application
- 2. Speed up troubleshooting
- 3. Detect hard to catch problems
- 4. Monitor performance of an application
- 5. Improve cross-team collaboration

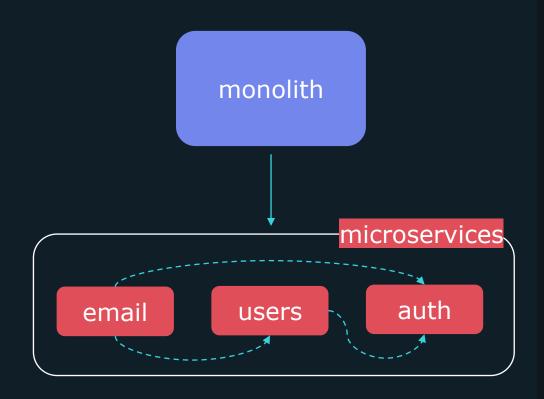
# Observability

The main purpose of observability it to better understand the internals of your system System/Application

# Observability

As system architectures continue to get more and more complex, new challenges arise as tracking down issues become far more challenging

There's a greater need for observability as we move towards distributed systems & microservices based application



## Observability

When it comes to troubleshooting issues, we need more information than just what is wrong.

We need to know why our application entered a specific state, what component is responsible and how we can avoid it in the future

- Why are error rates rising
- Why is there high latency
- Why are services timing out

Observability gives you the flexibility to understand unpredictable events

# 3 pillars of Observability

How do we accomplish observability?



### Logging

Logs are records of events that have occurred and encapsulate information about the specific event

Logs are comprised of:

- Timestamp of when the log occurred
- Message containing information

Oct 26 19:35:00 ub1 kernel: [37510.942568] e1000: enp0s3 NIC Link is Down

Oct 26 19:35:00 ub1 kernel: [37510.942697] e1000 0000:00:03.0 enp0s3: Reset adapter

Oct 26 19:35:03 ub1 kernel: [37513.054072] e1000: enp0s3 NIC Link is Up 1000 Mbps Full Duplex, Flow Control: RX

### Logs

Logs are the most common form of observation produced by systems

However, they can be difficult to use due to the verbosity of the logs outputted by systems/applications

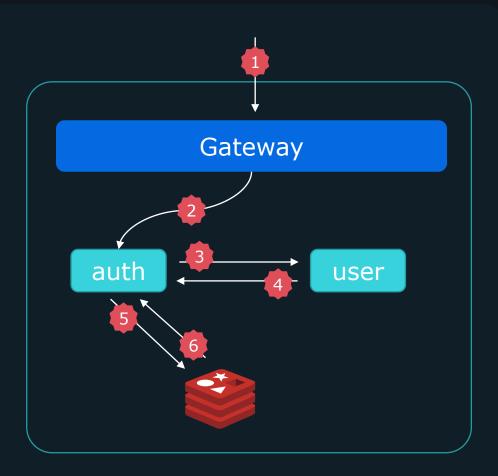
Logs of processes are likely to be interwoven with other concurrent processes spread across multiple systems

#### Traces

Traces – allow you to follow operations as they traverse through various systems & services

So we can follow an individual request and see it flow through our system hop by hop

Traces help us connect the dots on how processes and services work together



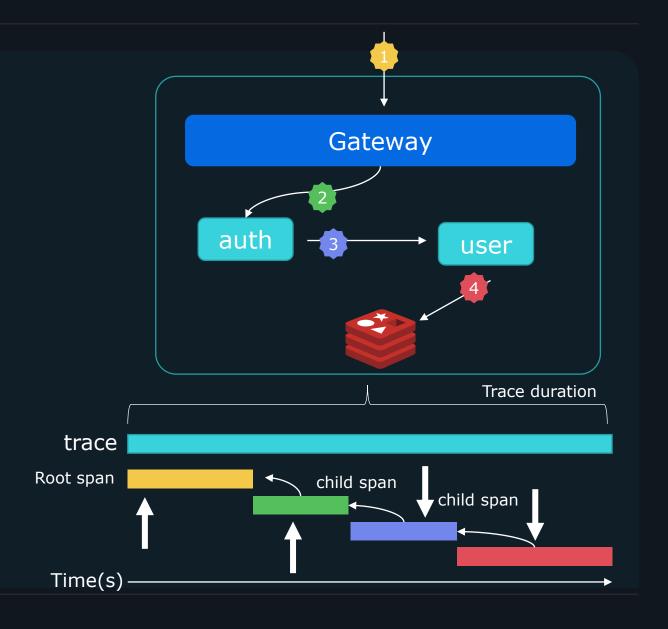
#### Traces

Each trace has a trace-id that can be used to identify a request as it traverses the system

Individual events forming a trace are called spans

Each span tracks the following:

- Start time
- Duration
- Parent-id



#### Metrics

Metrics provide information about the state of a system using numerical values

- CPU Load
- Number of open files
- HTTP response times
- Number of errors

The data collected can be aggregated over time and graphed using visualization tools to identify trends over time



#### Metrics

### Metrics contain 4 pieces of information:

- 1. Metric name
- 2. Value most recent or current value of the metric
- 3. Timestamp for the metric
- 4. Dimensions additional information about the metric

Metric name Dimensions Value Timestamp node\_filesystem\_avail\_bytes{fstype="vfat", mountpoint="/home"} 5000 4:30AM 12/1/22

# Prometheus



Logs

Metrics

Traces

Prometheus is a monitoring solution that is responsible for collecting and aggregating metrics

# SLO/SLA/SLI

# SLI/SLO/SLA

When designing a system or applications, its important for teams to set specific measurable targets/goals to help organizations strike the right balance between product development and operation work.

These targets help customers & end users quantify the level of reliability they should come to expect from a service

"Application should have 97% uptime in a rolling 30 day window"

### Service Level Indicator

Service Level Indicator(SLI) – quantitative measure of some aspect of the level of service that is provided

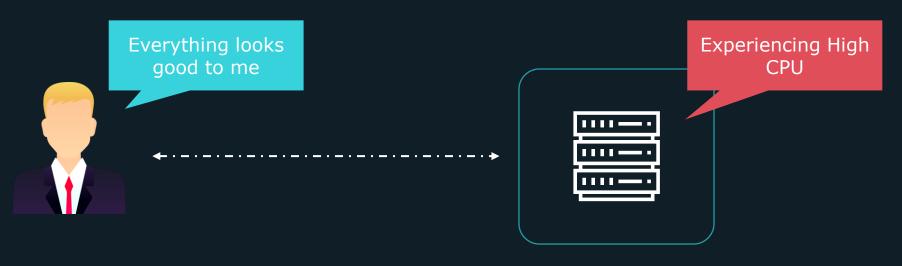
#### Common SLIs:

- Request Latency
- Error Rate
- Saturation
- Throughput
- Availability

#### Service Level indicator

Not all metrics make for good SLIs. You want to find metrics that accurately measure a user's experience.

Things like high-cpu/high-memory make for a poor SLI as a user might not see any impact on their end during these events



## Service Level Object

Service Level Object(SLO) – target value or range for an SLI

SLI - Latency SLO - Latency < 100ms

SLI – availability SLO – 99.9% uptime

SLOs should be directly related to the customer experience. The main purpose of the SLO is to quantify reliability of a product to a customer

For SLOs it maybe tempting to set them to aggressive values like 100% uptime however this will come at a higher cost

The goal is not to achieve perfection but instead to make customers happy with the right level of reliability

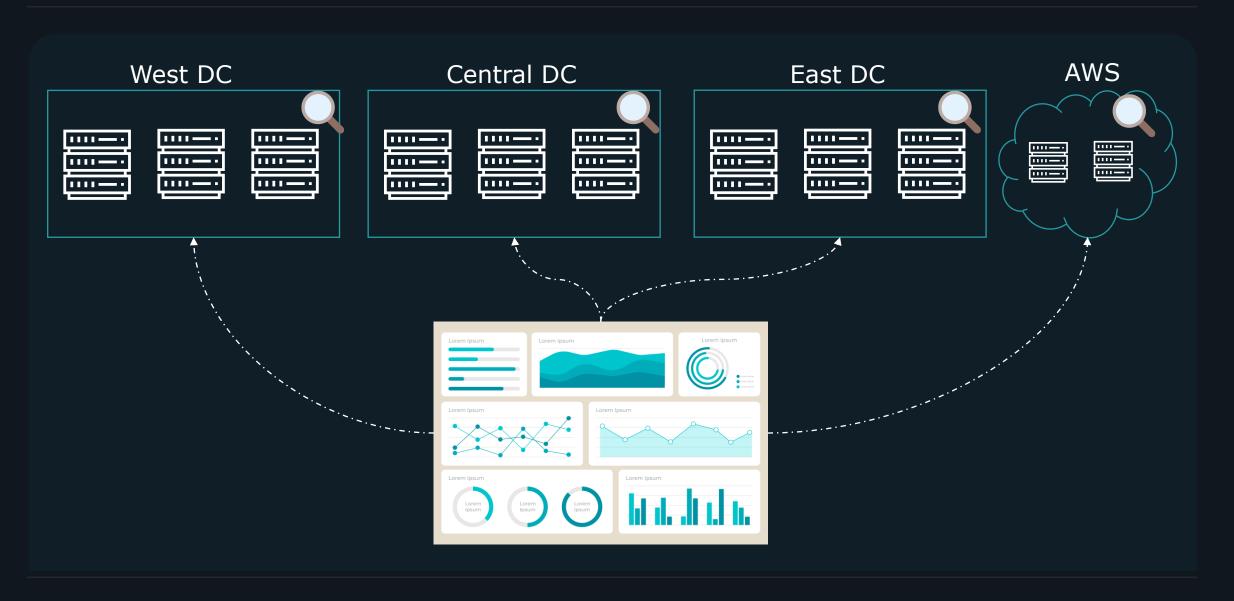
If a customer is happy with 99% reliability increasing it any further doesn't add any other value

Service Level Agreement(SLA) – contract between a vendor and a user that guarantees a certain SLO

The consequences for not meeting any SLO can be financial based but can also be variety of other things as well

# Prometheus Use Cases

# Use Case #1



#### Usecase #2

Several outages have occurred due to high memory on the server hosting a MySql database.

Operations team would like to be notified through email when the memory gets to 80% max capacity so that proactive measure can be taken



#### Usecase #3

A new video upload feature has been added to the website, however there is some concerns about users uploading too large of videos.

The team would like to find out at which video length the applications starts to degrade and to do this, they need a chart plotting the avg file size of upload and the average latency per request



# **Prometheus Basics**

#### What is Prometheus

Prometheus is an open-source monitoring tool that collects metrics data, and provide tools to visualize the collected data

In addition, Prometheus allows you to generate alerts when metrics reach a user specified threshold

Prometheus collects metrics by scraping targets who expose metrics through an HTTP endpoint

Scraped metrics are then stored in a time series database which can be queried using Prometheus' built-in query language PromQl

### Prometheus

#### So what kind of metrics can Prometheus Monitor?

- CPU/Memory Utilization
- Disk space
- Service Uptime
- Application specific data
  - Number of exceptions
  - Latency
  - Pending Requests

# Prometheus

Prometheus is designed to monitor time-series data that is numeric

What type of data should Prometheus not monitor

- Events
- System logs
- Traces

# Prometheus Background

Prometheus was originally sponsored by SoundCloud but in 2016 it joined the Cloud Native Computing Foundation



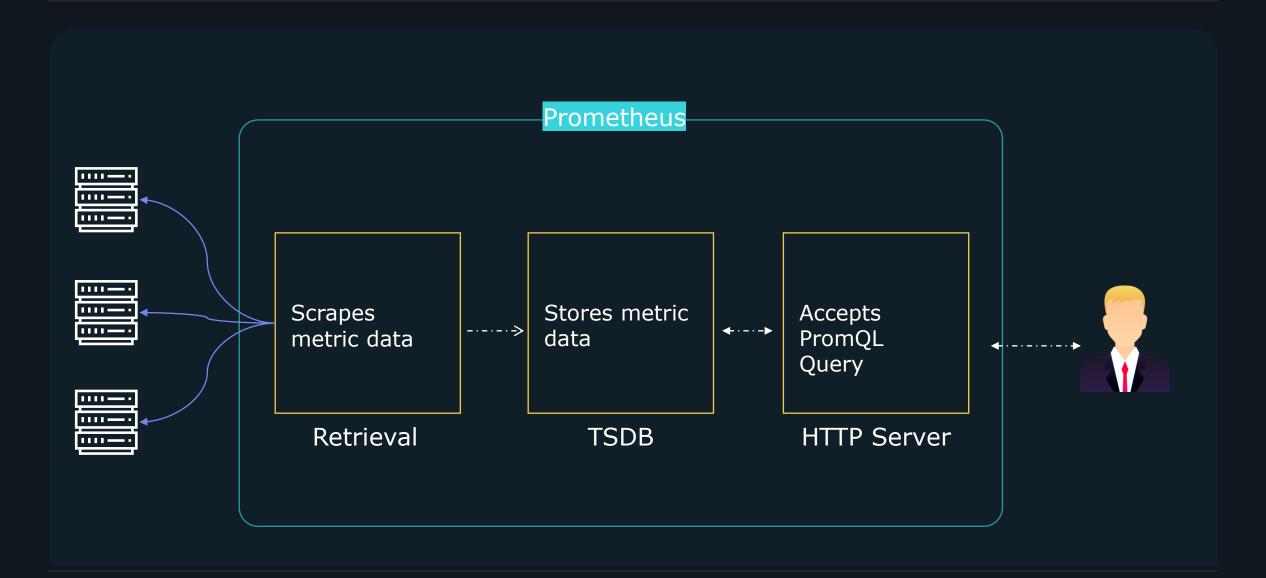
Prometheus is primarily written GoLang



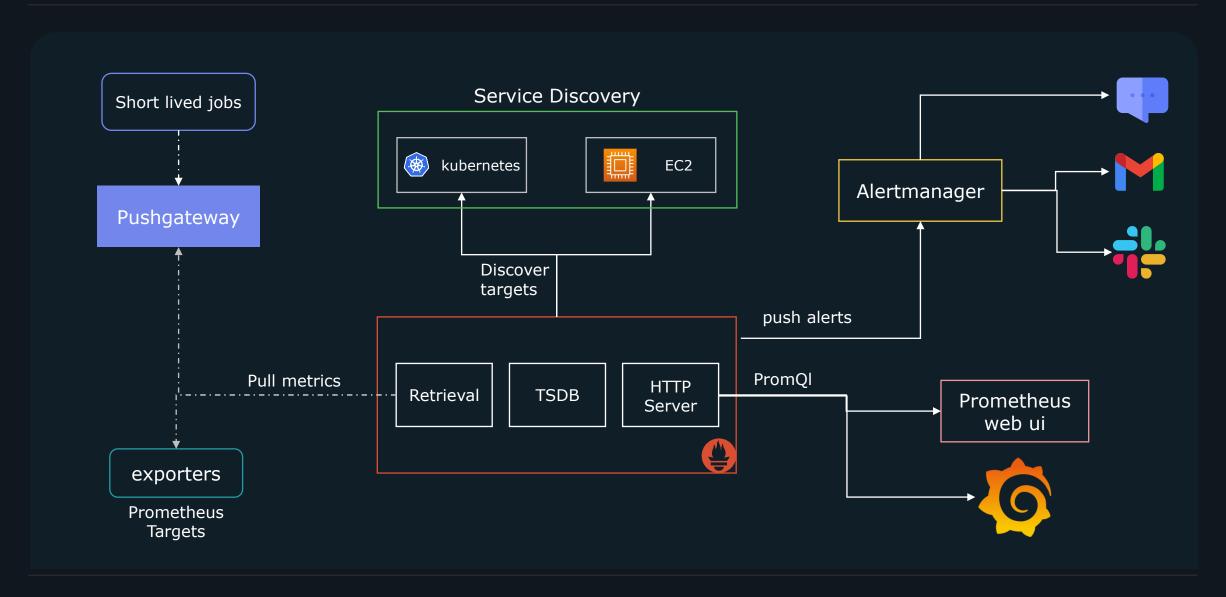
Documentation for Prometheus can be found at prometheus.io/docs

# Prometheus Architecture

# Prometheus Architecture



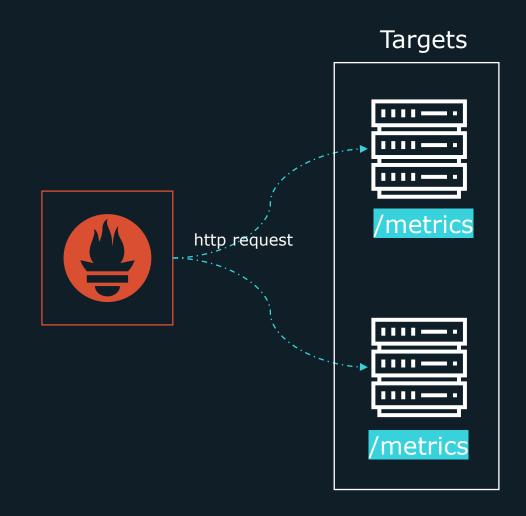
# Prometheus Architecture



# **Collecting Metrics**

Prometheus collects metrics by sending http requests to /metrics endpoint of each target

Prometheus can be configured to use a different path other then /metrics



## Exporters

Targets Not listening on /metrics Most systems by default don't collect \_\_\_\_ metrics and expose them on an HTTP endpoint to be consumed by a Prometheus server http request /metrics Exporters collect metrics and expose them exporter in a format Prometheus expects Convert metrics Expose /metrics Collect metrics exporter /metrics Service

### Exporters

# Prometheus has several native exporters

- Node exporters(Linux servers)
- Windows
- MySQL
- Apache
- HAProxy

#### **EXPORTERS AND INTEGRATIONS**

There are a number of libraries and servers which help in exporting existing metrics from third-party systems as Prometheus metrics. This is useful for cases where it is not feasible to instrument a given system with Prometheus metrics directly (for example, HAProxy or Linux system stats).

#### Third-party exporters

Some of these exporters are maintained as part of the official Prometheus GitHub organization, those are marked as *official*, others are externally contributed and maintained.

We encourage the creation of more exporters but cannot vet all of them for best practices. Commonly, those exporters are hosted outside of the Prometheus GitHub organization.

The exporter default port wiki page has become another catalog of exporters, and may include exporters not listed here due to overlapping functionality or still being in development.

The JMX exporter can export from a wide variety of JVM-based applications, for example Kafka and Cassandra.

#### Databases

- Aerospike exporter
- ClickHouse exporter
- Consul exporter (official)
- · Couchbase exporter
- CouchDB exporter
- Druid Exporter
- · Elasticsearch exporter
- EventStore exporter

- Third-party exporters
  - Databases
  - Hardware related
  - Issue trackers and continuous integration
  - Messaging systems
  - Storage
- HTTP
- o APIs
- Logging
- Other monitoring systems
- Miscellaneous
- Software exposing Prometheus metrics
- Other third-party utilities

### Client libraries

## Can we monitor application metrics

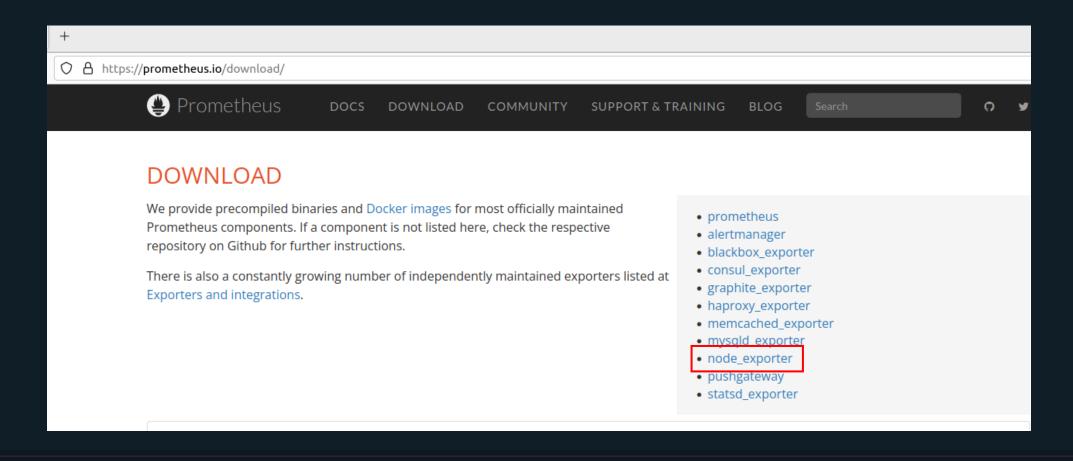
- Number of errors/exceptions
- Latency of requests
- Job execution time

Prometheus comes with client libraries that allow you to expose any application metrics you need Prometheus to track

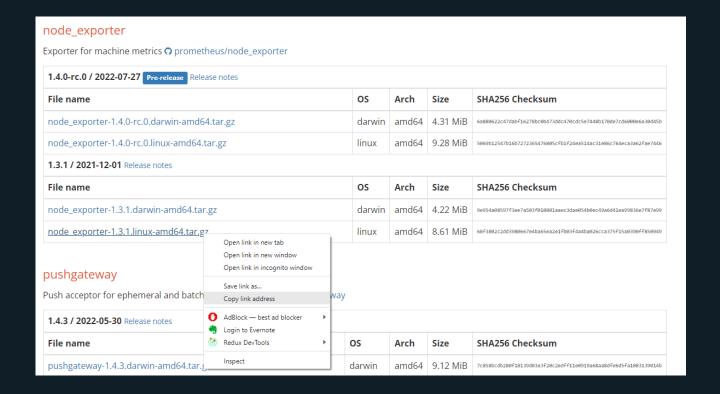
#### Language support:

- Go
- Java
- Python
- Ruby
- Rust

#### http://prometheus.io/download



### Download binary our copy url



```
$ wget https://github.com/prometheus/node_exporter/releases/download/v1.3.1/node_exporter-1.3.1.linux-amd64.tar.gz
HTTP request sent, awaiting response... 200 OK
Length: 9033415 (8.6M) [application/octet-stream]
Saving to: 'node_exporter-1.3.1.linux-amd64.tar.gz'

node_exporter-1.3.1.linux-amd64.tar.gz
100%[==========] 8.61M 12.4MB/s in 0.7s

2022-09-02 15:04:10 (12.4 MB/s) - 'node_exporter-1.3.1.linux-amd64.tar.gz'
saved [9033415/9033415]
```

```
tar -xvf node_exporter-1.3.1.linux-amd64.tar.gz
   node exporter-1.3.1.linux-amd64/
   node_exporter-1.3.1.linux-amd64/LICENSE
   node exporter-1.3.1.linux-amd64/NOTICE
   node_exporter-1.3.1.linux-amd64/node_exporter
$ cd node_exporter-1.3.1.linux-amd64
$ 1s -1
    -rw-r--r-- 1 user2 user2 11357 Dec 5 2021 LICENSE
   -rwxr-xr-x 1 user2 user2 18228926 Dec 5 2021 node_exporter
   -rw-r--r-- 1 user2 user2
                          463 Dec 5 2021 NOTICE
```

#### >\_

#### \$ ./node\_exporter

```
ts=2022-09-05T16:51:59.947Z caller=node_exporter.go:115 level=info collector=vmstat
ts=2022-09-05T16:51:59.947Z caller=node_exporter.go:199 level=info msg="Listening on" address=:9100
ts=2022-09-05T16:51:59.947Z caller=tls_config.go:195 level=info msg="TLS is disabled." http2=false
```

#### \$ curl localhost:9100/metrics

```
# TYPE promhttp_metric_handler_requests_in_flight gauge
promhttp_metric_handler_requests_in_flight 1
# HELP promhttp_metric_handler_requests_total Total number of scrapes by HTTP status code.
```

```
promhttp_metric_handler_requests_total{code="200"} 0
promhttp_metric_handler_requests_total{code="500"} 0
promhttp_metric_handler_requests_total{code="503"} 0
```

# TYPE promhttp metric handler requests total counter



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\$ ./node\_exporter



Runs in Foreground



Doesn't start on-boot

\$ systemctl start node\_exporter

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\$ sudo cp node\_exporter /usr/local/bin

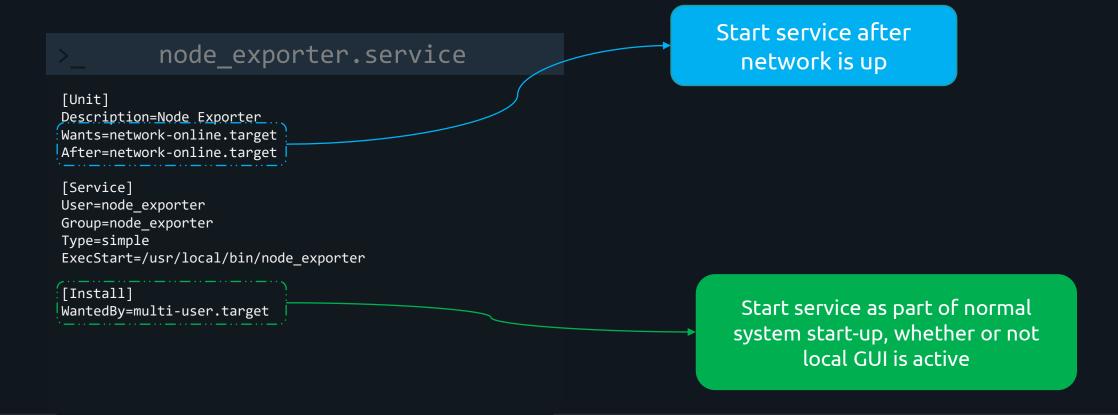
#### Create User

\$ sudo useradd --no-create-home --shell /bin/false node\_exporter

#### Permissions

\$ sudo chown node\_exporter:node\_exporter /usr/local/bin/node\_exporter

\$ sudo vi /etc/systemd/system/node\_exporter.service



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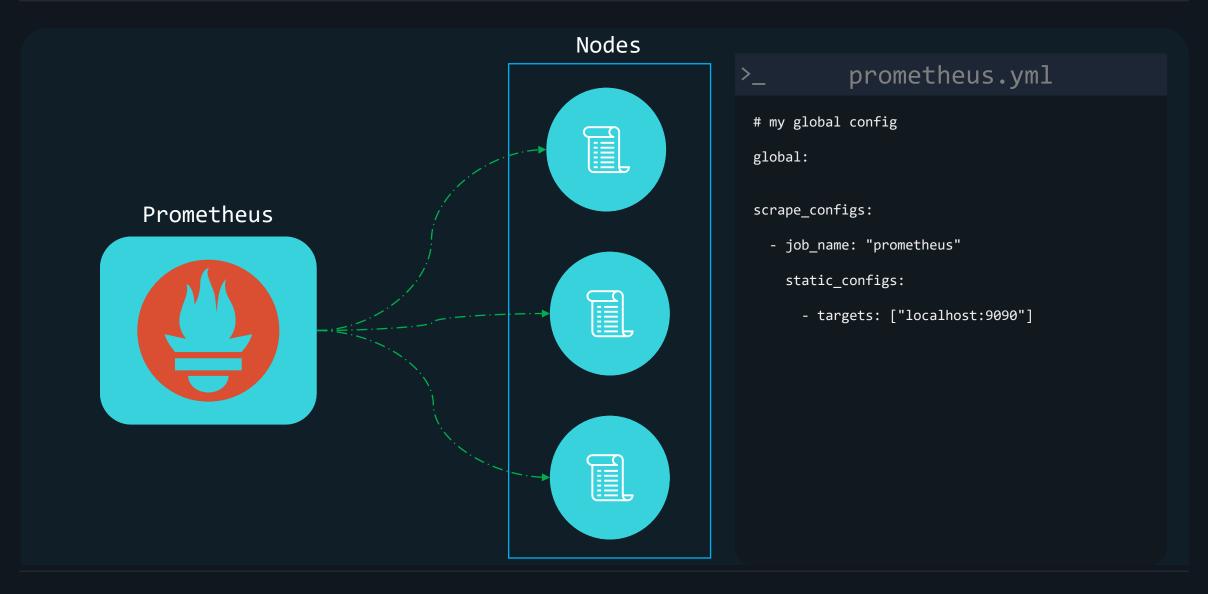
\$ sudo systemctl daemon-reload

\$ sudo systemctl start node\_exporter \$ sudo systemctl status node\_exporter • node\_exporter.service - Node Exporter Loaded: loaded (/etc/systemd/system/node exporter.service; disabled; vendor preset: enabled) Active: active (running) since Mon 2022-09-05 13:29:45 EDT; 23s ago Main PID: 20222 (node exporter) Tasks: 3 (limit: 8247) Memory: 2.1M CPU: 7ms CGroup: /system.slice/node\_exporter.service L\_20222 /usr/local/bin/node exporter

\$ sudo systemctl enable node\_exporter <</pre> Start service on-boot \$ sudo systemctl status node exporter • node exporter.service - Node Exporter Loaded: loaded (/etc/systemd/system/node exporter.service; enabled; vendor preset: enabled) Active: active (running) since Mon 2022-09-05 13:29:45 EDT; 23s ago Main PID: 20222 (node exporter) Tasks: 3 (limit: 8247) Memory: 2.1M CPU: 7ms CGroup: /system.slice/node\_exporter.service L-20222 /usr/local/bin/node exporter

# Configuration

# Prometheus Configuration



### Prometheus Configuration

```
prometheus.yml
global:
 scrape interval: 1m
 scrape timeout: 10s
scrape configs:
 - job_name: 'node'
   scrape interval: 15s
   scrape_timeout: 5s
   sample limit: 1000
   static configs:
     - targets: ['172.16.12.1:9090']
# Configuration related to AlertManager
alerting:
# Rule files specifies a list of files rules are read from
rule files:
# Settings related to the remote read/write feature.
remote_read:
remote_write:
# Storage related settings
storage:
```

Default parameters for all other config sections

Define targets & configs for metrics collection

A collection of instances that need to be scraped

Configs for scrape job. Takes precedence over global config

Set of targets to scrape

## **Prometheus Configuration**

- 1. Define a Job with a name of nodes
- 2. Metrics should be scraped every 30s
- 3. Timeout of a scrape is 3s
- 4. Use HTTPS instead of default HTTP
- 5. Scrape path should be changed from default /metrics to /stats/metrics
- 6. Scrape two targets at the following IP
  - 1. 10.231.1.2:9090
  - 2. 192.168.43.8:9090

### \_ prometheus.yml

```
scrape_configs:
    - job_name: 'nodes'
    scrape interval: 30s
    scrape_timeout: 3s
    scheme: https
    metrics_path: /stats/metrics
    static_configs:
        - targets: ['10.231.1.2:9090', '192.168.43.9:9090']]
```

### Scrape Config Options

```
prometheus.yml
scrape_configs:
 # How frequently to scrape targets from this job.
   [ scrape_interval: <duration> | default = <global_config.scrape_interval> ]
 # Per-scrape timeout when scraping this job.
   [ scrape_timeout: <duration> | default = <global_config.scrape_timeout> ]
 # The HTTP resource path on which to fetch metrics from targets.
   [ metrics_path: <path> | default = /metrics ]
 # Configures the protocol scheme used for requests.

[ scheme: <scheme> | default = http ]
  # Sets the `Authorization` header on every scrape request with the
  # configured username and password.
  # password and password_file are mutually exclusive.
 basic_auth:
    [ username: <string> ]
     password: <secret> ]
    [ password file: <string> ]
```

### Restart Prometheus

>

```
$ ctrl+c -> ./prometheus
```

\$ kill -HUP <pid>

\$ systemctl restart prometheus

## **Reloading Configuration**

After making changes to the Prometheus confiigs, a reload of the configuration needs to take place for changes to take affect

- 1. Restart Prometheus
  - # systemctl restart prometheus
- 2. Send a SIGHUP signal to the Prometheus process
  - # sudo killall -HUP prometheus
- 3. Send a POST/PUT request to http://
  //cometheus>/-/reload
  - This functionality not enabled by default
  - Need to start prometheus with --web.enable-lifecycle flag

## Reloading Configuration

```
Prometheus.service
[Unit]
Description=Prometheus
Wants=network-online.target
After=network-online.target
[Service]
User=prometheus
Group=prometheus
Type=simple
ExecStart=/usr/local/bin/prometheus \
    --config.file /etc/prometheus/prometheus.yml \
    --storage.tsdb.path /var/lib/prometheus/ \
    --web.console.templates=/etc/prometheus/consoles \
    --web.console.libraries=/etc/prometheus/console_libraries \
   --web.enable-lifecycle
[Install]
WantedBy=multi-user.target
```

# Reload Configuration

>

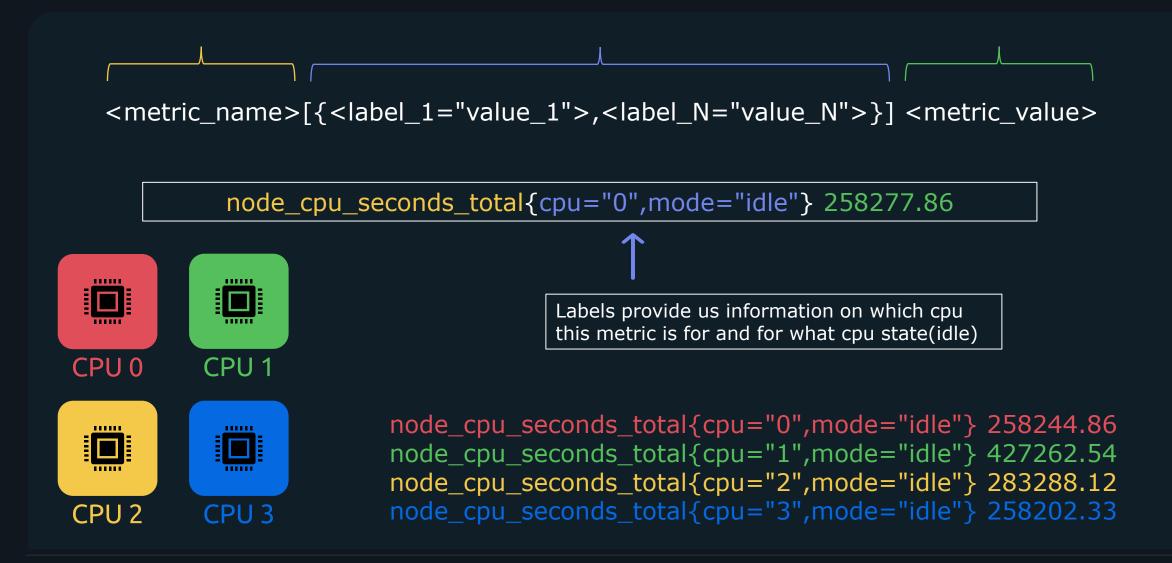
\$ sudo systemctl daemon-reload

\$ sudo systemctl restart prometheus

\$ curl -X POST http://curl -X POST http://curl -X POST http://

# Metrics

#### **Prometheus Metrics**



#### Prometheus Metrics

```
node_cpu_seconds_total{cpu="0",mode="idle"} 258277.86
node_cpu_seconds_total{cpu="0",mode="iowait"} 61.16
node_cpu_seconds_total{cpu="0",mode="irq"} 0
node_cpu_seconds_total{cpu="0",mode="nice"} 61.12
node_cpu_seconds_total{cpu="0",mode="softirq"} 6.63
node_cpu_seconds_total{cpu="0",mode="steal"} 0
node_cpu_seconds_total{cpu="0",mode="system"} 372.46
node_cpu_seconds_total{cpu="0",mode="user"} 3270.86
```

#### top

```
top - 14:28:10 up 3 days, 1:49, 1 user, load average: 0.24, 0.09, 0.09

%Cpu(s): 32.6 us, 1.4 sy, 0.0 ni, 66.0 id, 0.0 wa, 0.0 hi, 0.0 si, 0.0 st
```

### Timestamp

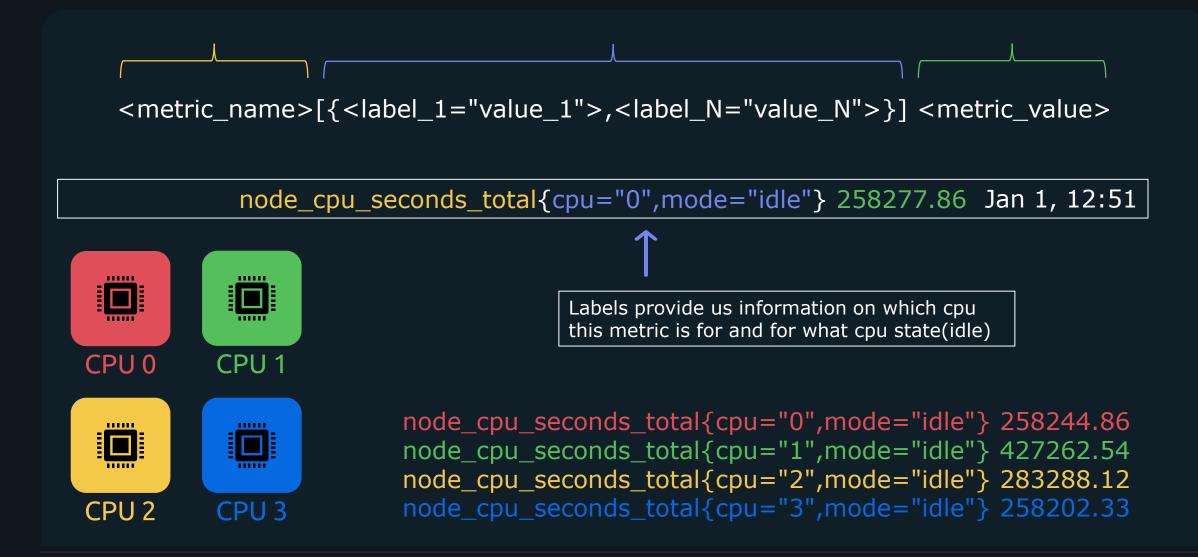
When Prometheus scrapes a target and retrieves metrics, it also stores the time at which the metric was scraped as well.

The timestamp will look like this:

1668215300

This is called a unix timestamp, which is the number of seconds that have elapsed since Epoch(January 1<sup>st</sup> 1970 UTC)

#### Prometheus Metrics



#### Prometheus Time Series

Stream of timestamped values sharing the same metric and set of labels

```
time
                                                                                           series 1
node_filesystem_files{device="sda2", instance="server1"}
                                                                                           series 2
node_filesystem_files{device="sda3", instance="server1"}
                                                                                           series 3
node_filesystem_files{device="sda2", instance="server2"}
                                                                                           series 4
node_filesystem_files{device="sda3", instance="server2"}
                                                                                           series 5
node_cpu_seconds_total{cpu="0", instance="server1"}
                                                                                           series 6
node_cpu_seconds_total{cpu="1", instance="server1"}
                                                                                           series 7
node cpu seconds total{cpu="0", instance="server2"}
                                                                                           series 8
node_cpu_seconds_total{cpu="1", instance="server2"}
                                                                        Scrape
                                                                       interval
```

There are two metrics(node\_filesystem\_files, node\_cpu\_seconds\_total)

There are 8 total time series (unique combination of metric and set of labels

#### Metric Attributes

#### Metrics have a TYPE and HELP attribute

```
# HELP node_disk_discard_time_seconds_total This is the total number of seconds spent by all discards.
# TYPE node_disk_discard_time_seconds_total counter
node_disk_discard_time_seconds_total{device="sda"} 0
node_disk_discard_time_seconds_total{device="sr0"} 0
```



HELP – description of what the metric is



TYPE – Specifies what type of metric(counter, gauge, histogram, summary)

# Metric Types



## Counter



#### Counter

- ✓ How many times did X happen
- ✓ Number can only increase

Total # requests

Total # Exceptions

Total # of job executions

# Gauge



#### Gauge

- ✓ What is the current value of X
- ✓ Can go up or down

Current CPU Utilization Available System Memory Number of concurrent requests

## Histogram



#### Histogram

- ✓ How long or how big something is
- ✓ Groups observations into configurable bucket sizes

Response Time

< 1s

< 0.5s

< 0.2s

Request size

< 1500Mb

< 1000Mb

< 800Mb



## Summary



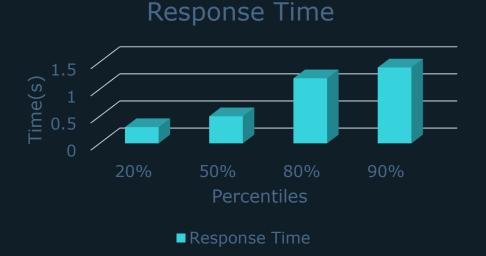
#### Summary

- ✓ Similar to histograms(track how long or how big)
- ✓ How many observations fell below x
- ✓ Don't have to define quantiles ahead of time

Response Time

20% = .3s 50% = 0.8s80% = 1s Request size

20% = 50Mb 50% = 200Mb 80% = 500Mb



### Metric Rules



Metric name specifies a general feature of a system to be measured



May contain ASCII letters, numbers, underscores, and colons

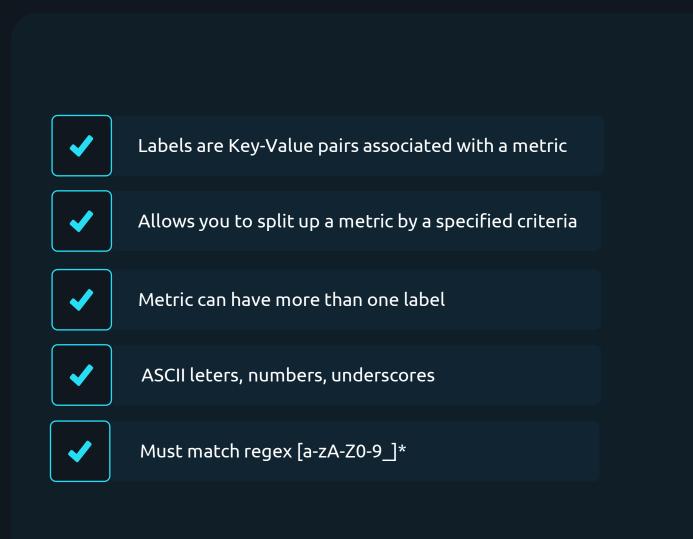


Must match the regex [a-zA-Z\_:][a-zA-Z0-9\_:]\*



Colons are reserved only for recording rules

### Labels





# Why Labels



### API for e-commerce app

Difficult to calculate total requests across all paths		
/auth	<b>4</b>	requests_auth_total
/user	<b>4</b>	requests_user_total
/products	<b>4</b>	requests_products_total
/cart	<b>∢······</b>	requests_cart_total
/orders	<b>∢······</b>	requests_orders_total



Sum all requests: sum(requests\_total)

requests\_total{path=/auth}

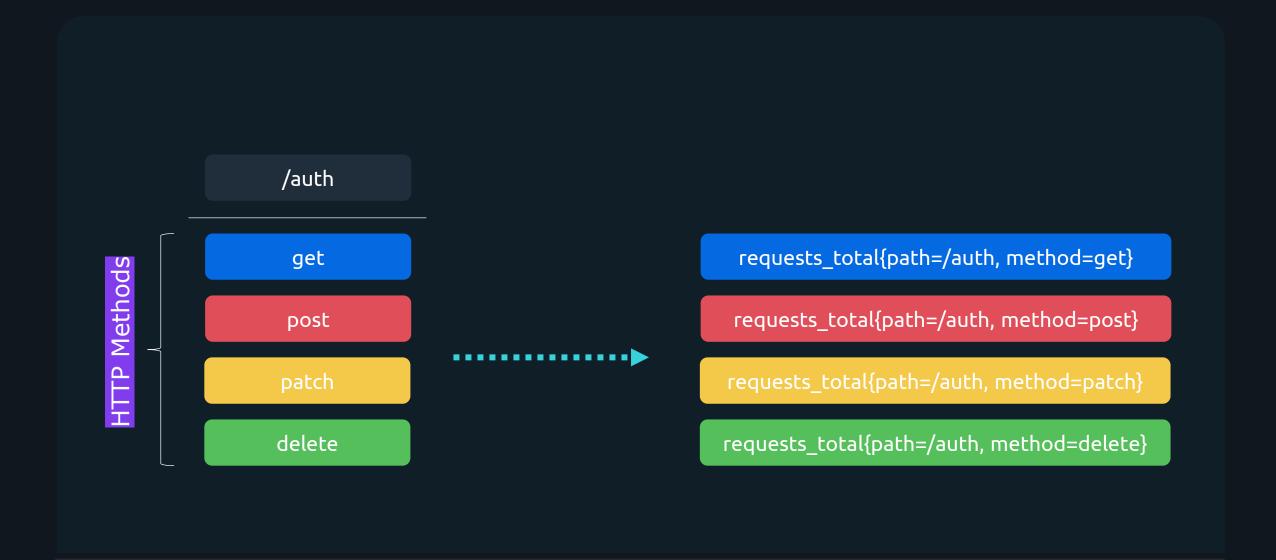
requests\_total{path=/user}

requests\_total{path=/products}

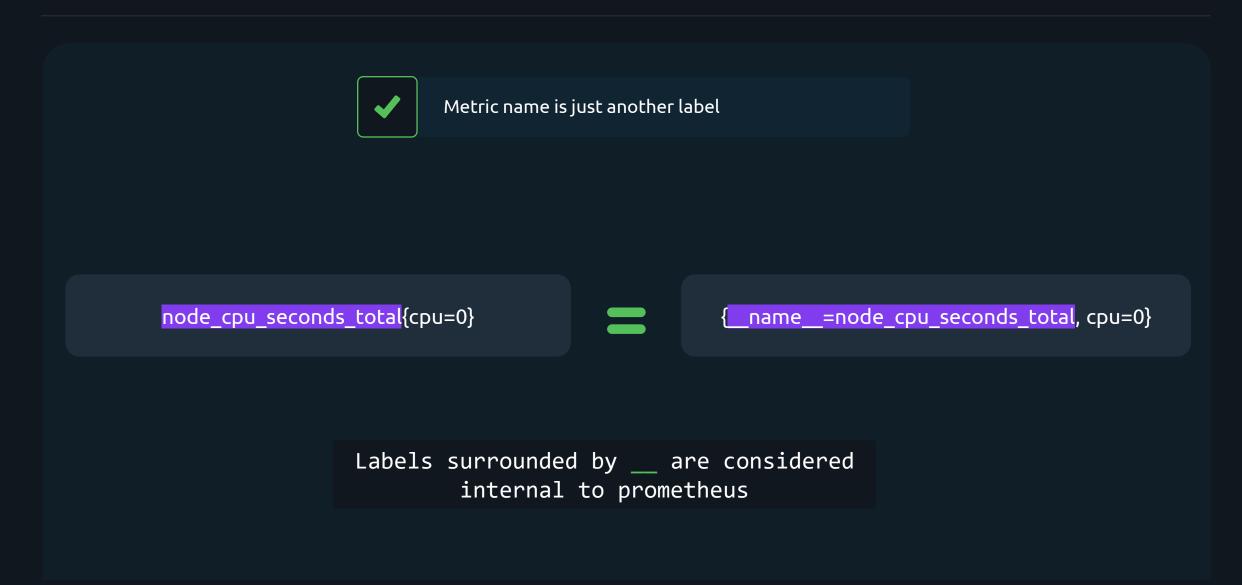
requests\_total{path=/cart}

requests\_total{path=/orders}

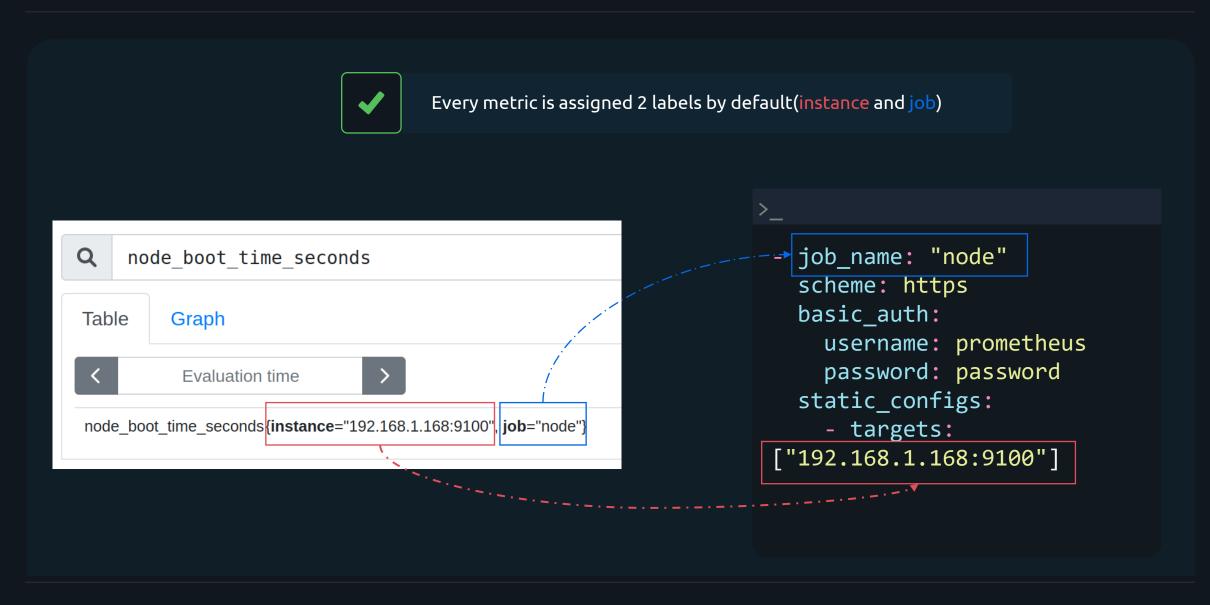
# Multiple Labels



## Internal Labels



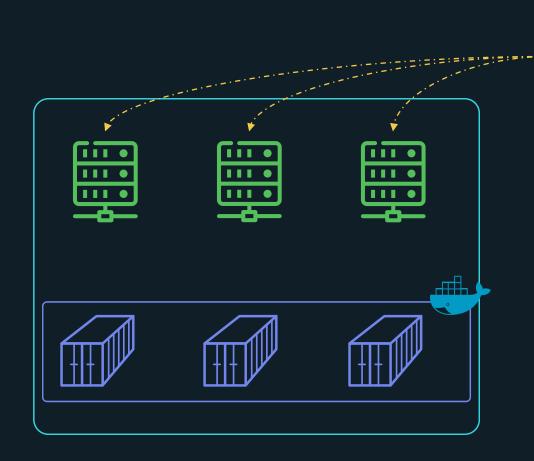
### Labels



# **Monitoring Containers**

## **Container Metrics**

cAdvisor



- ✓ Metrics can also be scraped from containerized environments
- ✓ Docker Engine Metrics
- ✓ Container metrics using cAdvisor

# Docker Engine metrics

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```
$ vi /etc/docker/daemon.json
```

\$ sudo systemctl restart docker

\$ curl localhost:9323/metrics

```
daemon.json
```

```
{
   "metrics-addr" : "127.0.0.1:9323",
   "experimental" : true
}
```

# Docker Engine Metrics

```
Prometheus.yml
scrape_configs:
  - job_name: "docker"
   static_configs:
      - targets: ["<ip-docker-host>:9323"]
```

### cAdvisor Metrics

```
$ vi docker-compose.yml
 docker-compose up
$ curl localhost:8080/metrics
                More Info
   https://github.com/google/cadvisor
```

```
docker-compose.yml
version: '3.4'
services:
  cadvisor:
   image: gcr.io/cadvisor/cadvisor
   container name: cadvisor
   privileged: true
   devices:
     - "/dev/kmsg:/dev/kmsg"
   volumes:
     - /:/rootfs:ro
     - /var/run:/var/run:ro
      - /sys:/sys:ro
      - /var/lib/docker/:/var/lib/docker:ro
      - /dev/disk/:/dev/disk:ro
```

ports:

8080:8080

## cAdvisor Metrics

```
Prometheus.yml
scrape_configs:
  - job_name: "cAdvisor"
   static_configs:
      - targets: ["<docker-host-ip>:8080"]
```

### Docker Metrics vs cAdvisor Metrics



#### Docker Engine metrics

- ✓ How much cpu does docker use
- ✓ Total number of failed image builds
- ✓ Time to process container actions
- ✓ No metrics specific to a container

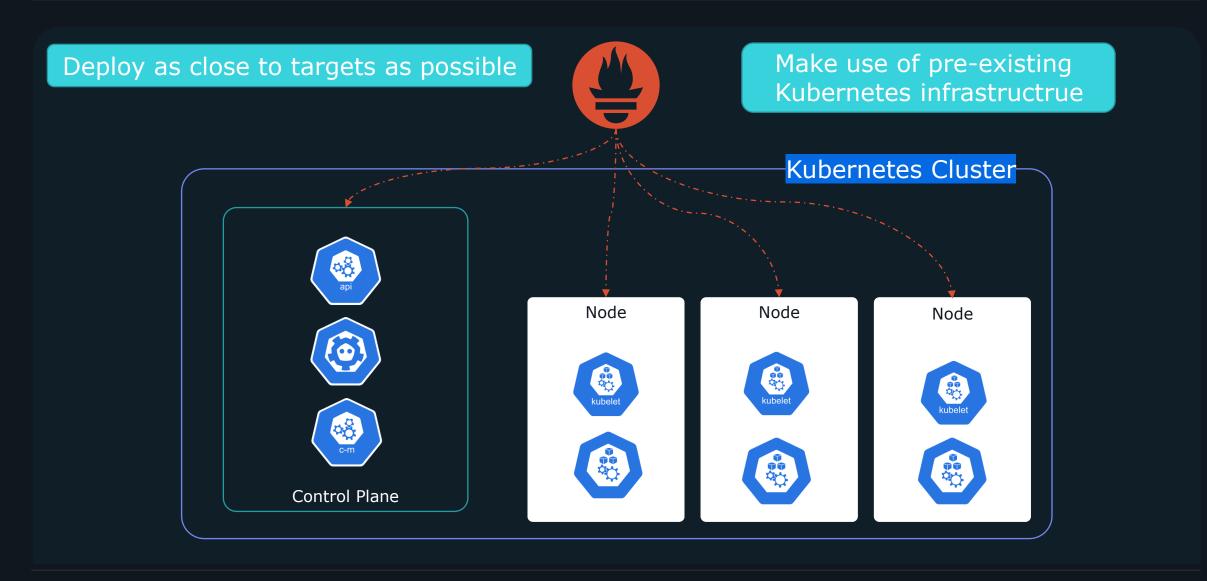


#### cAdvisor metrics

- ✓ How much cpu/mem does each container use
- ✓ Number of processes running inside a container
- ✓ Container uptime
- ✓ Metrics on a per container basis

# Kubernetes

## Kubernetes



### Kubernetes

Monitor applications running on Kubernetes infrastructure



- Monitor Kubernetes Cluster
  - Control-Plane Components(api-server, coredns, kube-scheduler)
  - Kubelet(cAdvisor) exposing container metrics
  - Kube-state-metrics cluster level metrics(deployments, pod metrics)
  - Node-exporter Run on all nodes for host related metrics(cpu, mem, network)

## Kube-state-metrics

To collect cluster level metrics(pods, deployments, etc) the kube-statemetrics container must be deployed

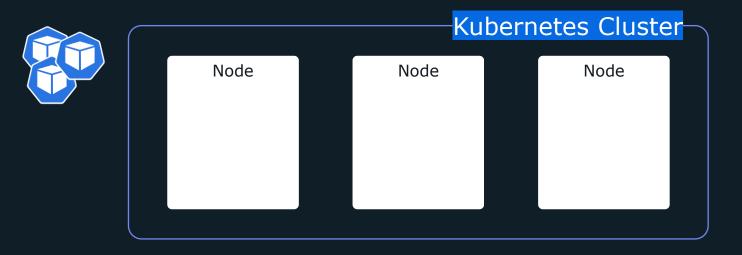
Kube-statemetrics Kubernetes Cluster

## Node Exporter

Every host should run a node\_exporter to expose cpu, memory, and network stats

We can manually go in an install a node\_exporter on every node

Better option is to use a Kubernetes daemonSet - pod that runs on every node in the cluster



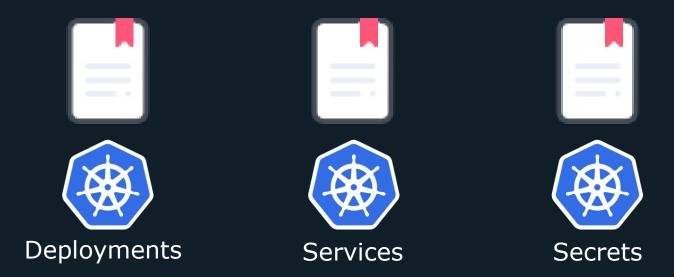
# Service Discovery



# How to deploy

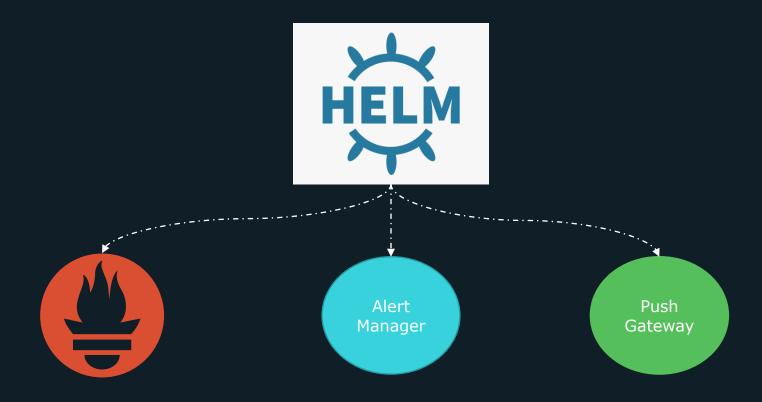
Manually deploy Prometheus on Kubernetes – Create all the deployments, services, configMaps, and secrets

Complex, requires a lot of configuration, not the easiest solution



# How to deploy

Best way to deploy Prometheus is using Helm chart to deploy Prometheus operator



## What is Helm

- Helm is a package manager for Kubernetes
- All application and Kubernetes configs necessary for an application can be bundled into a package and easily deployed

\$ helm install



### Helm Charts

A helm chart is a collection of template & YAML files that convert into Kubernetes manifest files

Helm charts can be shared with others by uploading a chart to a repository

https://github.com/prometheus-community/helm-charts/tree/main/charts/kube-prometheus-stack

Repository: Prometheus-community

Chart: kube-Prometheus-stack

### Kube-Prometheus-stack

The Kube-Prometheus-stack chart makes use of the Prometheus Operator

A Kubernetes operator is an application-specific controller that extends the K8s API to create/configure/manage instances of complex applications(like Prometheus!)

https://github.com/prometheus-operator/prometheus-operator

### Prometheus Operator

The Prometheus operator has several custom resources to aid the deployment and management of a Prometheus instance

Alertmanager

Prometheus Rule Alertmanager Config

ServiceMonitor

**PodMonitor** 

## $_{-}$ prometheus.yml

```
apiVersion: monitoring.coreos.com/v1
kind: Prometheus
metadata:
  annotations:
    meta.helm.sh/release-name: prometheus
    meta.helm.sh/release-namespace: default
  creationTimestamp: "2022-11-18T01:19:29Z"
  generation: 1
  labels:
    app: kube-prometheus-stack-prometheus
  name: prometheus-kube-prometheus-prometheus
spec:
  alerting:
    alertmanagers:
    - apiVersion: v2
      name: prometheus-kube-prometheus-alertmanager
      namespace: default
      pathPrefix: /
      port: http-web
```