Red Hat Advanced Cluster Management for Kubernetes 2.9

Observability

Observability
Observability
Abstract

Enable the observability component to gain insight about your managed clusters.
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CHAPTER 1. OBSERVABILITY SERVICE INTRODUCTION

The observability component is a service you can use to understand the health and utilization of clusters across your fleet. By default, multicluster observability operator is enabled during the installation of Red Hat Advanced Cluster Management.

Read the following documentation for more details about the observability component:

- Observability architecture
- Observability configuration
- Enabling the observability service
- Using observability
- Customizing observability
- Observability alerts
- Searching in the console introduction
- Using observability with Red Hat Insights

1.1. OBSERVABILITY ARCHITECTURE

The `multiclusterhub-operator` enables the `multicluster-observability-operator` pod by default. You must configure the `multicluster-observability-operator` pod.

When you enable the service, the `observability-endpoint-operator` is automatically deployed to each imported or created cluster. This controller collects the data from Red Hat OpenShift Container Platform Prometheus, then sends it to the Red Hat Advanced Cluster Management hub cluster. If the hub cluster imports itself is self-managed and imports itself as the `local-cluster`, observability is also enabled on it and metrics are collected from the hub cluster. As a reminder, when the hub cluster is self-managed the `disableHubSelfManagement` parameter is set to `false`.

The following diagram shows the components of observability:
The components of the observability architecture include the following items:

- The multicluster hub operator, also known as the `multiclusterhub-operator` pod, deploys the `multicluster-observability-operator` pod. It sends hub cluster data to your managed clusters.

- The `observability add-on controller` is the API server that automatically updates the log of the managed cluster.

- The Thanos infrastructure includes the Thanos Compactor, which is deployed by the `multicluster-observability-operator` pod. The Thanos Compactor ensures that queries are performing well by using the retention configuration, and compaction of the data in storage. To help identify when the Thanos Compactor is experiencing issues, use the four default alerts that are monitoring its health. Read the following table of default alerts:

**Table 1.1. Table of default Thanos alerts**

<table>
<thead>
<tr>
<th>Alert</th>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACMThanosCompactHaltered</td>
<td>critical</td>
<td>An alert is sent when the compactor stops.</td>
</tr>
<tr>
<td>ACMThanosCompactHighCompactionFailures</td>
<td>warning</td>
<td>An alert is sent when the compaction failure rate is greater than 5 percent.</td>
</tr>
<tr>
<td>ACMThanosCompactBucketHighOperationFailures</td>
<td>warning</td>
<td>An alert is sent when the bucket operation failure rate is greater than 5%.</td>
</tr>
<tr>
<td>ACMThanosCompactHasNotRun</td>
<td>warning</td>
<td>An alert is sent when the compactor has not uploaded anything in last 24 hours.</td>
</tr>
</tbody>
</table>
The observability component deploys an instance of Grafana to enable data visualization with dashboards (static) or data exploration. Red Hat Advanced Cluster Management supports version 8.5.20 of Grafana. You can also design your Grafana dashboard. For more information, see Designing your Grafana dashboard.

The Prometheus Alertmanager enables alerts to be forwarded with third-party applications. You can customize the observability service by creating custom recording rules or alerting rules. Red Hat Advanced Cluster Management supports version 0.25 of Prometheus Alertmanager.

1.1.1. Persistent stores used in the observability service

**Important:** Do not use the local storage operator or a storage class that uses local volumes for persistent storage. You can lose data if the pod relaunched on a different node after a restart. When this happens, the pod can no longer access the local storage on the node. Be sure that you can access the persistent volumes of the receive and rules pods to avoid data loss.

When you install Red Hat Advanced Cluster Management the following persistent volumes (PV) must be created so that Persistent Volume Claims (PVC) can attach to it automatically. As a reminder, you must define a storage class in the MultiClusterObservability custom resource when there is no default storage class specified or you want to use a non-default storage class to host the PVs. It is recommended to use Block Storage, similar to what Prometheus uses. Also each replica of alertmanager, thanos-compactor, thanos-ruler, thanos-receive-default and thanos-store-shard must have its own PV. View the following table:

Table 1.2. Table list of persistent volumes

<table>
<thead>
<tr>
<th>Persistent volume name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>alertmanager</td>
<td>Alertmanager stores the nflog data and silenced alerts in its storage. nflog is an append-only log of active and resolved notifications along with the notified receiver, and a hash digest of contents that the notification identified.</td>
</tr>
<tr>
<td>thanos-compact</td>
<td>The compactor needs local disk space to store intermediate data for its processing, as well as bucket state cache. The required space depends on the size of the underlying blocks. The compactor must have enough space to download all of the source blocks, then build the compacted blocks on the disk. On-disk data is safe to delete between restarts and should be the first attempt to get crash-looping compactors unstuck. However, it is recommended to give the compactor persistent disks in order to effectively use bucket state cache in between restarts.</td>
</tr>
<tr>
<td>thanos-rule</td>
<td>The thanos ruler evaluates Prometheus recording and alerting rules against a chosen query API by issuing queries at a fixed interval. Rule results are written back to the disk in the Prometheus 2.0 storage format. The amount of hours or days of data retained in this stateful set was fixed in the API version <code>observability.open-cluster-management.io/v1beta1</code>. It has been exposed as an API parameter in <code>observability.open-cluster-management.io/v1beta2</code>: <code>RetentionInLocal</code></td>
</tr>
<tr>
<td>thanos-receive-default</td>
<td>Thanos receiver accepts incoming data (Prometheus remote-write requests) and writes these into a local instance of the Prometheus TSDB. Periodically (every 2 hours), TSDB blocks are uploaded to the object storage for long term storage and compaction. The amount of hours or days of data retained in this stateful set, which acts a local cache was fixed in API Version <code>observability.open-cluster-management.io/v1beta1</code>. It has been exposed as an API parameter in <code>observability.open-cluster-management.io/v1beta2</code>: <code>RetentionInLocal</code></td>
</tr>
<tr>
<td>thanos-store-shard</td>
<td>It acts primarily as an API gateway and therefore does not need a significant amount of local disk space. It joins a Thanos cluster on startup and advertises the data it can access. It keeps a small amount of information about all remote blocks on local disk and keeps it in sync with the bucket. This data is generally safe to delete across restarts at the cost of increased startup times.</td>
</tr>
</tbody>
</table>

**Note:** The time series historical data is stored in object stores. Thanos uses object storage as the primary storage for metrics and metadata related to them. For more details about the object storage and downsampling, see *Enabling observability service*.

### 1.1.2. Additional resources

- See *Observability service introduction*
- See *Observability configuration*
- See *Enabling the observability service*

### 1.2. OBSERVABILITY CONFIGURATION

Continue reading to understand what metrics can be collected with the observability component, and for information about the observability pod capacity.
1.2.1. Metric types

By default, OpenShift Container Platform sends metrics to Red Hat using the Telemetry service. The `acm_managed_cluster_info` is available with Red Hat Advanced Cluster Management and is included with telemetry, but is not displayed on the Red Hat Advanced Cluster Management Observe environments overview dashboard.

View the following table of metric types that are supported by the framework:

<table>
<thead>
<tr>
<th>Metric name</th>
<th>Metric type</th>
<th>Labels/tags</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>acm_managed_cluster_info</code></td>
<td>Gauge</td>
<td><code>hub_cluster_id, managed_cluster_id, vendor, cloud, version, available, created VIA, core_worker, socket_worker</code></td>
<td>Stable</td>
</tr>
<tr>
<td><code>config_policies_evaluation_duration_seconds_bucket</code></td>
<td>Histogram</td>
<td>None</td>
<td>Stable. Read Governance metric for more details.</td>
</tr>
<tr>
<td><code>config_policies_evaluation_duration_seconds_count</code></td>
<td>Histogram</td>
<td>None</td>
<td>Stable. Refer to Governance metric for more details.</td>
</tr>
<tr>
<td><code>config_policies_evaluation_duration_seconds_sum</code></td>
<td>Histogram</td>
<td>None</td>
<td>Stable. Read Governance metric for more details.</td>
</tr>
<tr>
<td><code>policy_governance_info</code></td>
<td>Gauge</td>
<td><code>type, policy, policy_namespace, cluster_namespace</code></td>
<td>Stable. Review Governance metric for more details.</td>
</tr>
<tr>
<td><code>policyreport_info</code></td>
<td>Gauge</td>
<td><code>managed_cluster_id, category, policy, result, severity</code></td>
<td>Stable. Read Managing insight <em>PolicyReports</em> for more details.</td>
</tr>
<tr>
<td><code>search_api_db_connection_failed_total</code></td>
<td>Counter</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
<tr>
<td><code>search_api_dbquery_duration_seconds</code></td>
<td>Histogram</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
<tr>
<td>Metric name</td>
<td>Metric type</td>
<td>Labels/tags</td>
<td>Status</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------</td>
<td>-------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>search_api_requests</td>
<td>Histogram</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
<tr>
<td>search_indexer_request_count</td>
<td>Counter</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
<tr>
<td>search_indexer_request_duration</td>
<td>Histogram</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
<tr>
<td>search_indexer_requests_in_flight</td>
<td>Gauge</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
<tr>
<td>search_indexer_request_size</td>
<td>Histogram</td>
<td>None</td>
<td>Stable. See the Search components section in the Searching in the console introduction documentation.</td>
</tr>
</tbody>
</table>

1.2.2. Observability pod capacity requests

Observability components require 2701mCPU and 11972Mi memory to install the observability service. The following table is a list of the pod capacity requests for five managed clusters with observability-addons enabled:

Table 1.4. Observability pod capacity requests

<table>
<thead>
<tr>
<th>Deployment or StatefulSet</th>
<th>Container name</th>
<th>CPU (mCPU)</th>
<th>Memory (Mi)</th>
<th>Replicas</th>
<th>Pod total CPU</th>
<th>Pod total memory</th>
</tr>
</thead>
<tbody>
<tr>
<td>observability-alertmanager</td>
<td>alertmanager</td>
<td>4</td>
<td>200</td>
<td>3</td>
<td>12</td>
<td>600</td>
</tr>
<tr>
<td></td>
<td>config-reloader</td>
<td>4</td>
<td>25</td>
<td>3</td>
<td>12</td>
<td>75</td>
</tr>
<tr>
<td>Deployment or StatefulSet</td>
<td>Container name</td>
<td>CPU (mCPU)</td>
<td>Memory (Mi)</td>
<td>Replicas</td>
<td>Pod total CPU</td>
<td>Pod total memory</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------------</td>
<td>------------</td>
<td>-------------</td>
<td>-----------</td>
<td>---------------</td>
<td>------------------</td>
</tr>
<tr>
<td>observability-grafana</td>
<td>alertmanager-proxy</td>
<td>1</td>
<td>20</td>
<td>3</td>
<td>3</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>grafana</td>
<td>4</td>
<td>100</td>
<td>2</td>
<td>8</td>
<td>200</td>
</tr>
<tr>
<td></td>
<td>grafana-dashboard-loader</td>
<td>4</td>
<td>50</td>
<td>2</td>
<td>8</td>
<td>100</td>
</tr>
<tr>
<td>observability-observatorium-api</td>
<td>observatorium-api</td>
<td>20</td>
<td>128</td>
<td>2</td>
<td>40</td>
<td>256</td>
</tr>
<tr>
<td>observability-observatorium-operator</td>
<td>observatorium-operator</td>
<td>100</td>
<td>100</td>
<td>1</td>
<td>10</td>
<td>50</td>
</tr>
<tr>
<td>observability-rbac-query-proxy</td>
<td>rbac-query-proxy</td>
<td>20</td>
<td>100</td>
<td>2</td>
<td>40</td>
<td>200</td>
</tr>
<tr>
<td></td>
<td>oauth-proxy</td>
<td>1</td>
<td>20</td>
<td>2</td>
<td>2</td>
<td>40</td>
</tr>
<tr>
<td>observability-thanos-compact</td>
<td>thanos-compact</td>
<td>100</td>
<td>512</td>
<td>1</td>
<td>100</td>
<td>512</td>
</tr>
<tr>
<td>observability-thanos-query</td>
<td>thanos-query</td>
<td>300</td>
<td>1024</td>
<td>2</td>
<td>600</td>
<td>2048</td>
</tr>
<tr>
<td>observability-thanos-query-frontend</td>
<td>thanos-query-frontend</td>
<td>100</td>
<td>256</td>
<td>2</td>
<td>200</td>
<td>512</td>
</tr>
<tr>
<td>observability-thanos-query-frontend-memcached</td>
<td>memcached</td>
<td>45</td>
<td>128</td>
<td>3</td>
<td>135</td>
<td>384</td>
</tr>
<tr>
<td></td>
<td>exporter</td>
<td>5</td>
<td>50</td>
<td>3</td>
<td>15</td>
<td>150</td>
</tr>
<tr>
<td>observability-thanos-receive-controller</td>
<td>thanos-receive-controller</td>
<td>4</td>
<td>32</td>
<td>1</td>
<td>4</td>
<td>32</td>
</tr>
</tbody>
</table>
# 1.2.3. Additional resources

- For more information about enabling observability, read [Enabling the observability service](#).
- Read [Customizing observability](#) to learn how to configure the observability service, view metrics and other data.
- Read [Using Grafana dashboards](#).
- Learn from the OpenShift Container Platform documentation what types of metrics are collected and sent using telemetry. See [Information collected by Telemetry](#) for information.
- Refer to [Governance metric](#) for details.
- Read [Managing insight PolicyReports](#).
- Refer to [Prometheus recording rules](#).
- Also refer to [Prometheus alerting rules](#).
- Return to [Observability service introduction](#).

<table>
<thead>
<tr>
<th>Deployment or StatefulSet</th>
<th>Container name</th>
<th>CPU (mCPU)</th>
<th>Memory (Mi)</th>
<th>Replicas</th>
<th>Pod total CPU</th>
<th>Pod total memory</th>
</tr>
</thead>
<tbody>
<tr>
<td>observability-thanos-receive-default</td>
<td>thanos-receive</td>
<td>300</td>
<td>512</td>
<td>3</td>
<td>900</td>
<td>1536</td>
</tr>
<tr>
<td>observability-thanos-rule</td>
<td>thanos-rule</td>
<td>50</td>
<td>512</td>
<td>3</td>
<td>150</td>
<td>1536</td>
</tr>
<tr>
<td></td>
<td>configmap-reloader</td>
<td>4</td>
<td>25</td>
<td>3</td>
<td>12</td>
<td>75</td>
</tr>
<tr>
<td>observability-thanos-store-memcached</td>
<td>memcached</td>
<td>45</td>
<td>128</td>
<td>3</td>
<td>135</td>
<td>384</td>
</tr>
<tr>
<td></td>
<td>exporter</td>
<td>5</td>
<td>50</td>
<td>3</td>
<td>15</td>
<td>150</td>
</tr>
<tr>
<td>observability-thanos-store-shard</td>
<td>thanos-store</td>
<td>100</td>
<td>1024</td>
<td>3</td>
<td>300</td>
<td>3072</td>
</tr>
</tbody>
</table>
CHAPTER 2. ENABLING THE OBSERVABILITY SERVICE

When you enable the observability service on your hub cluster, the `multicluster-observability-operator` watches for new managed clusters and automatically deploys metric and alert collection services to the managed clusters. You can use metrics and configure Grafana dashboards to make cluster resource information visible, help you save cost, and prevent service disruptions.

Monitor the status of your managed clusters with the observability component, also known as the `multicluster-observability-operator` pod.

**Required access:** Cluster administrator, the `open-cluster-management:cluster-manager-admin` role, or S3 administrator.

- Prerequisites
- Enabling observability from the command line interface
- Creating the MultiClusterObservability custom resource
- Enabling observability from the Red Hat OpenShift Container Platform console
- Disabling observability
- Removing observability

2.1. PREREQUISITES

- You must install Red Hat Advanced Cluster Management for Kubernetes. See [Installing while connected online](#) for more information.

- You must define a storage class in the `MultiClusterObservability` custom resource, if there is no default storage class specified.

- Direct network access to the hub cluster is required. Network access to load balancers and proxies are not supported. For more information, see [Networking](#).

- You must configure an object store to create a storage solution. Red Hat Advanced Cluster Management supports the following cloud providers with stable object stores:
  - Amazon Web Services S3 (AWS S3)
  - Red Hat Ceph (S3 compatible API)
  - Google Cloud Storage
  - Azure storage
  - Red Hat OpenShift Data Foundation, formerly known as Red Hat OpenShift Container Storage
  - Red Hat OpenShift on IBM (ROKS)

**Important:** When you configure your object store, ensure that you meet the encryption requirements that are necessary when sensitive data is persisted. The observability service uses Thanos supported, stable object stores.
2.2. ENABLING OBSERVABILITY FROM THE COMMAND LINE INTERFACE

Enable the observability service by creating a MultiClusterObservability custom resource instance. Before you enable observability, see Observability pod capacity requests for more information.

Note: When observability is enabled or disabled on OpenShift Container Platform managed clusters that are managed by Red Hat Advanced Cluster Management, the observability endpoint operator updates the cluster-monitoring-config ConfigMap by adding additional alertmanager configuration that automatically restarts the local Prometheus.

Complete the following steps to enable the observability service:

1. Log in to your Red Hat Advanced Cluster Management hub cluster.
2. Create a namespace for the observability service with the following command:
   
   ```
   oc create namespace open-cluster-management-observability
   ```
3. Generate your pull-secret. If Red Hat Advanced Cluster Management is installed in the open-cluster-management namespace, run the following command:
   
   ```
   DOCKER_CONFIG_JSON=`oc extract secret/multiclusterhub-operator-pull-secret -n open-cluster-management --to=-`
   ```
   
   If the multiclusterhub-operator-pull-secret is not defined in the namespace, copy the pull-secret from the openshift-config namespace into the open-cluster-management-observability namespace. Run the following command:
   
   ```
   DOCKER_CONFIG_JSON=`oc extract secret/pull-secret -n openshift-config --to=-`
   ```
   
   Then, create the pull-secret in the open-cluster-management-observability namespace, run the following command:
   
   ```
   oc create secret generic multiclusterhub-operator-pull-secret 
   -n open-cluster-management-observability 
   --from-literal=.dockerconfigjson="$DOCKER_CONFIG_JSON" 
   --type=kubernetes.io/dockerconfigjson
   ```

   Important: If you modify the global pull secret for your cluster by using the OpenShift Container Platform documentation, be sure to also update the global pull secret in the observability namespace. See Updating the global pull secret for more details.
4. Create a secret for your object storage for your cloud provider. Your secret must contain the credentials to your storage solution. For example, run the following command:
   
   ```
   oc create -f thanos-object-storage.yaml -n open-cluster-management-observability
   ```

   View the following examples of secrets for the supported object stores:

   ● For Amazon S3 or S3 compatible, your secret might resemble the following file:

   ```yaml
   apiVersion: v1
   kind: Secret
   ```
Enter the URL without the protocol. Enter the URL for your Amazon S3 endpoint that might resemble the following URL: `s3.us-east-1.amazonaws.com`.

For more details, see the [Amazon Simple Storage Service user guide](#).

- For Google Cloud Platform, your secret might resemble the following file:

  ```yaml
  apiVersion: v1
  kind: Secret
  metadata:
    name: thanos-object-storage
    namespace: open-cluster-management-observability
  type: Opaque
  stringData:
    thanos.yaml: |
    type: GCS
    config:
      bucket: YOUR_GCS_BUCKET
      service_account: YOUR_SERVICE_ACCOUNT
  ```

  For more details, see [Google Cloud Storage](#).

- For Azure, your secret might resemble the following file:

  ```yaml
  apiVersion: v1
  kind: Secret
  metadata:
    name: thanos-object-storage
    namespace: open-cluster-management-observability
  type: Opaque
  stringData:
    thanos.yaml: |
    type: AZURE
    config:
      storage_account: YOUR_STORAGE_ACCT
      storage_account_key: YOUR_STORAGE_KEY
      container: YOUR_CONTAINER
      endpoint: blob.core.windows.net
      max_retries: 0
  ```
If you use the `msi_resource` path, the endpoint authentication is complete by using the system-assigned managed identity. Your value must resemble the following:

If you use the `user_assigned_id` path, endpoint authentication is complete by using the user-assigned managed identity. When you use the `user_assigned_id`, the `msi_resource` endpoint default value is `https:<storage_account>.<endpoint>`. For more details, see Azure Storage documentation.

**Note:** If you use Azure as an object storage for a Red Hat OpenShift Container Platform cluster, the storage account associated with the cluster is not supported. You must create a new storage account.

- For Red Hat OpenShift Data Foundation, your secret might resemble the following file:

```yaml
apiVersion: v1
kind: Secret
metadata:
  name: thanos-object-storage
  namespace: open-cluster-management-observability
  type: Opaque
stringData:
  thanos.yaml:
    type: s3
    config:
      bucket: YOUR_RH_DATA_FOUNDATION_BUCKET
      endpoint: YOUR_RH_DATA_FOUNDATION_ENDPOINT
      insecure: false
      access_key: YOUR_RH_DATA_FOUNDATION_ACCESS_KEY
      secret_key: YOUR_RH_DATA_FOUNDATION_SECRET_KEY
```

Enter the URL without the protocol. Enter the URL for your Red Hat OpenShift Data Foundation endpoint that might resemble the following URL:

```
example.redhat.com:443
```

For more details, see Red Hat OpenShift Data Foundation.

- For Red Hat OpenShift on IBM (ROKS), your secret might resemble the following file:

```yaml
apiVersion: v1
kind: Secret
metadata:
  name: thanos-object-storage
  namespace: open-cluster-management-observability
  type: Opaque
stringData:
  thanos.yaml:
    type: s3
    config:
      bucket: YOUR_ROKS_S3_BUCKET
      endpoint: YOUR_ROKS_S3_ENDPOINT
      insecure: true
      access_key: YOUR_ROKS_ACCESS_KEY
      secret_key: YOUR_ROKS_SECRET_KEY
```

For more details, see Red Hat OpenShift Data Foundation.
Enter the URL without the protocol. Enter the URL for your Red Hat OpenShift Data Foundation endpoint that might resemble the following URL:

For more details, follow the IBM Cloud documentation, Cloud Object Storage. Be sure to use the service credentials to connect with the object storage. For more details, follow the IBM Cloud documentation, Cloud Object Store and Service Credentials.

2.2.1. Configuring storage for AWS Security Token Service

For Amazon S3 or S3 compatible storage, you can also use short term, limited-privilege credentials that are generated with AWS Security Token Service (AWS STS). Refer to AWS Security Token Service documentation for more details.

Generating access keys using AWS Security Service require the following additional steps:

1. Create an IAM policy that limits access to an S3 bucket.
2. Create an IAM role with a trust policy to generate JWT tokens for OpenShift Container Platform service accounts.
3. Specify annotations for the observability service accounts that requires access to the S3 bucket. You can find an example of how observability on Red Hat OpenShift Service on AWS (ROSA) cluster can be configured to work with AWS STS tokens in the Set environment step. See Red Hat OpenShift Service on AWS (ROSA) for more details, along with ROSA with STS explained for an in-depth description of the requirements and setup to use STS tokens.

2.2.2. Generating access keys using the AWS Security Service

Complete the following steps to generate access keys using the AWS Security Service:

1. Set up the AWS environment. Run the following commands:

   ```bash
   export POLICY_VERSION=$(date +"%m-%d-%y")
   export TRUST_POLICY_VERSION=$(date +"%m-%d-%y")
   export CLUSTER_NAME=<my-cluster>
   export S3_BUCKET=$CLUSTER_NAME-acm-observability
   export REGION=us-east-2
   export NAMESPACE=open-cluster-management-observability
   export SA=tbd
   export SCRATCH_DIR=/tmp/scratch
   export OIDC_PROVIDER=$(oc get authentication.config.openshift.io cluster -o json | jq -r .spec.serviceAccountIssuer| sed -e "s/^https:////")
   export AWS_ACCOUNT_ID=$(aws sts get-caller-identity --query Account --output text)
   export AWS_PAGER=""
   rm -rf $SCRATCH_DIR
   mkdir -p $SCRATCH_DIR
   aws s3 mb s3://$S3_BUCKET
   ```

2. Create an S3 bucket with the following command:

   ```bash
   aws s3 mb s3://$S3_BUCKET
   ```

3. Create a `s3-policy` JSON file for access to your S3 bucket. Run the following command:

   ```bash
   { 
   ```
4. Apply the policy with the following command:

```
S3_POLICY=$(aws iam create-policy --policy-name $CLUSTER_NAME-acm-obs --policy-document file://$SCRATCH_DIR/s3-policy.json --query 'Policy.Arn' --output text)
echo $S3_POLICY
```

5. Create a `TrustPolicy` JSON file. Run the following command:

```
{
  "Version": "$TRUST_POLICY_VERSION",
  "Statement": [
    {
      "Effect": "Allow",
      "Principal": {
        "Federated": "arn:aws:iam::${AWS_ACCOUNT_ID}:oidc-provider/${OIDC_PROVIDER}"}
    },
    "Action": "sts:AssumeRoleWithWebIdentity",
    "Condition": {
      "StringEquals": {
        "$(OIDC_PROVIDER):sub": [
          "system:serviceaccount:${NAMESPACE}:observability-thanos-query",
          "system:serviceaccount:${NAMESPACE}:observability-thanos-store-shard",
          "system:serviceaccount:${NAMESPACE}:observability-thanos-compact",
          "system:serviceaccount:${NAMESPACE}:observability-thanos-rule",
          "system:serviceaccount:${NAMESPACE}:observability-thanos-receive",
        ]
      }
    }
  ]
}
```
6. Create a role for AWS Prometheus and CloudWatch with the following command:

```bash
S3_ROLE=$(aws iam create-role
  --role-name "$CLUSTER_NAME-acm-obs-s3"
  --assume-role-policy-document file://$SCRATCH_DIR/TrustPolicy.json
  --query "Role.Arn" --output text)
echo $S3_ROLE
```

7. Attach the policies to the role. Run the following command:

```bash
aws iam attach-role-policy
  --role-name "$CLUSTER_NAME-acm-obs-s3"
  --policy-arn $S3_POLICY
```

Your secret might resemble the following file. The `config` section specifies `signature_version2: false` and does not specify `access_key` and `secret_key`:

```
apiVersion: v1
kind: Secret
metadata:
  name: thanos-object-storage
  namespace: open-cluster-management-observability
  type: Opaque
stringData:
  thanos.yaml: |
  type: s3
  config:
    bucket: $S3_BUCKET
    endpoint: s3.$REGION.amazonaws.com
    signature_version2: false
```

8. Specify service account annotations when you use the `MultiClusterObservability` custom resource as described in Creating the MultiClusterObservability custom resource section.

9. You can retrieve the S3 access key and secret key for your cloud providers with the following commands. You must decode, edit, and encode your `base64` string in the secret:

```bash
YOUR_CLOUD_PROVIDER_ACCESS_KEY=$(oc -n open-cluster-management-observability get secret <object-storage-secret> -o jsonpath="{.data.thanos\yaml}" | base64 -d | grep access_key | awk '{print $2}')
echo $ACCESS_KEY

YOUR_CLOUD_PROVIDER_SECRET_KEY=$(oc -n open-cluster-management-observability get secret <object-storage-secret> -o jsonpath="{.data.thanos\yaml}" | base64 -d | grep secret_key | awk '{print $2}')
echo $SECRET_KEY
```

10. Verify that observability is enabled by checking the pods for the following deployments and stateful sets. You might receive the following information:

```
observability-thanos-query (deployment)
observability-thanos-compact (statefulset)
```
2.2.3. Creating the MultiClusterObservability custom resource

Use the MultiClusterObservability custom resource to specify the persistent volume storage size for various components. You must set the storage size during the initial creation of the MultiClusterObservability custom resource. When you update the storage size values post-deployment, changes take effect only if the storage class supports dynamic volume expansion. For more information, see Expanding persistent volumes from the Red Hat OpenShift Container Platform documentation.

Complete the following steps to create the MultiClusterObservability custom resource on your hub cluster:

1. Create the MultiClusterObservability custom resource YAML file named multiclusterobservability_cr.yaml.

   View the following default YAML file for observability:

   ```yaml
   apiVersion: observability.open-cluster-management.io/v1beta2
   kind: MultiClusterObservability
   metadata:
     name: observability
   spec:
     observabilityAddonSpec: {}
     storageConfig:
       metricObjectStorage:
         name: thanos-object-storage
         key: thanos.yaml
       spec:
         advanced:
           compact: eks.amazonaws.com/role-arn=$S3_ROLE
           store: eks.amazonaws.com/role-arn=$S3_ROLE
           rule: eks.amazonaws.com/role-arn=$S3_ROLE
           receive: eks.amazonaws.com/role-arn=$S3_ROLE
           query: eks.amazonaws.com/role-arn=$S3_ROLE
   
   You might want to modify the value for the retentionConfig parameter in the advanced section. For more information, see Thanos Downsampling resolution and retention. Depending on the number of managed clusters, you might want to update the amount of storage for stateful sets. If your S3 bucket is configured to use STS tokens, annotate the service accounts to use STS with S3 role. View the following configuration:

   ```yaml
   spec:
     advanced:
       compact:
         eks.amazonaws.com/role-arn=$S3_ROLE
       store:
         eks.amazonaws.com/role-arn=$S3_ROLE
       rule:
         eks.amazonaws.com/role-arn=$S3_ROLE
       receive:
         eks.amazonaws.com/role-arn=$S3_ROLE
       query:
         eks.amazonaws.com/role-arn=$S3_ROLE
   
   See Observability API for more information.

2. To deploy on infrastructure machine sets, you must set a label for your set by updating the nodeSelector in the MultiClusterObservability YAML. Your YAML might resemble the following content:
3. Apply the observability YAML to your cluster by running the following command:

```
oc apply -f multiclusterobservability_cr.yaml
```

All the pods in `open-cluster-management-observability` namespace for Thanos, Grafana and Alertmanager are created. All the managed clusters connected to the Red Hat Advanced Cluster Management hub cluster are enabled to send metrics back to the Red Hat Advanced Cluster Management Observability service.

4. Validate that the observability service is enabled and the data is populated by launching the Grafana dashboards.

5. Click the Grafana link that is near the console header, from either the console Overview page or the Clusters page.

   a. Alternatively, access the OpenShift Container Platform 3.11 Grafana dashboards with the following URL: `https://$ACM_URL/grafana/dashboards`.
   
   b. To view the OpenShift Container Platform 3.11 dashboards, select the folder named OCP 3.11.

6. Access the `multicluster-observability-operator` deployment to verify that the `multicluster-observability-operator` pod is being deployed by the `multiclusterhub-operator` deployment. Run the following command:

```
oc get deploy multicluster-observability-operator -n open-cluster-management --show-labels
```

```
NAME                                  READY   UP-TO-DATE   AVAILABLE   AGE   LABELS
multicluster-observability-operator   1/1     1            1           35m
installer.name=multiclusterhub,installer.namespace=open-cluster-management
```

7. View the labels section of the `multicluster-observability-operator` deployment for labels that are associated with the resource. The labels section might contain the following details:

```
labels:
  installer.name: multiclusterhub
  installer.namespace: open-cluster-management
```

Optional: If you want to exclude specific managed clusters from collecting the observability data, add the following cluster label to your clusters: `observability: disabled`.

The observability service is enabled. After you enable the observability service, the following functions are initiated:

- All the alert managers from the managed clusters are forwarded to the Red Hat Advanced Cluster Management hub cluster.
- All the managed clusters that are connected to the Red Hat Advanced Cluster Management hub cluster are enabled to send alerts back to the Red Hat Advanced Cluster Management observability service. You can configure the Red Hat Advanced Cluster Management
Alertmanager to take care of deduplicating, grouping, and routing the alerts to the correct receiver integration such as email, PagerDuty, or OpsGenie. You can also handle silencing and inhibition of the alerts.

*Note:* Alert forwarding to the Red Hat Advanced Cluster Management hub cluster feature is only supported by managed clusters with Red Hat OpenShift Container Platform version 4.12 or later. After you install Red Hat Advanced Cluster Management with observability enabled, alerts from OpenShift Container Platform 4.12 and later are automatically forwarded to the hub cluster. See [Forwarding alerts](#) to learn more.

## 2.3. ENABLING OBSERVABILITY FROM THE RED HAT OPENSHIFT CONTAINER PLATFORM CONSOLE

Optionally, you can enable observability from the Red Hat OpenShift Container Platform console, create a project named `open-cluster-management-observability`. Be sure to create an image pull-secret named, `multiclusterhub-operator-pull-secret` in the `open-cluster-management-observability` project.

Create your object storage secret named, `thanos-object-storage` in the `open-cluster-management-observability` project. Enter the object storage secret details, then click *Create*. See step four of the Enabling observability section to view an example of a secret.

Create the `MultiClusterObservability` custom resource instance. When you receive the following message, the observability service is enabled successfully from OpenShift Container Platform:

**Observability components are deployed and running.**

### 2.3.1. Verifying the Thanos version

After Thanos is deployed on your cluster, verify the Thanos version from the command line interface (CLI).

After you log in to your hub cluster, run the following command in the observability pods to receive the Thanos version:

```bash
thanos --version
```

The Thanos version is displayed.

## 2.4. DISABLING OBSERVABILITY

You can disable observability, which stops data collection on the Red Hat Advanced Cluster Management hub cluster.

### 2.4.1. Disabling observability on all clusters

Disable observability by removing observability components on all managed clusters. Update the `multicluster-observability-operator` resource by setting `enableMetrics` to `false`. Your updated resource might resemble the following change:

```yaml
spec:
  imagePullPolicy: Always
  imagePullSecret: multiclusterhub-operator-pull-secret
```
2.4.2. Disabling observability on a single cluster

Disable observability by removing observability components on specific managed clusters. Add the `observability: disabled` label to the `managedclusters.cluster.open-cluster-management.io` custom resource. From the Red Hat Advanced Cluster Management console Clusters page, add the `observability=disabled` label to the specified cluster.

Note: When a managed cluster with the observability component is detached, the `metrics-collector` deployments are removed.

2.5. REMOVING OBSERVABILITY

When you remove the `MultiClusterObservability` custom resource, you are disabling and uninstalling the observability service. From the OpenShift Container Platform console navigation, select Operators > Installed Operators > Advanced Cluster Manager for Kubernetes. Remove the `MultiClusterObservability` custom resource.

2.6. ADDITIONAL RESOURCES

-Links to cloud provider documentation for object storage information:
  - Amazon Web Services S3 (AWS S3)
  - Red Hat Ceph (S3 compatible API)
  - Google Cloud Storage
  - Azure storage
  - Red Hat OpenShift Data Foundation (formerly known as Red Hat OpenShift Container Storage)
  - Red Hat OpenShift on IBM (ROKS)

-See Using observability.

-To learn more about customizing the observability service, see Customizing observability.

-For more related topics, return to the Observability service introduction.
CHAPTER 3. USING OBSERVABILITY

Use the observability service to view the utilization of clusters across your fleet.

- Querying metrics using the observability API
- Exporting metrics to external endpoints
- Viewing and exploring data

3.1. QUERYING METRICS USING THE OBSERVABILITY API

Observability provides an external API for metrics to be queried through the OpenShift route, `rbac-query-proxy`. See the following options to get your queries for the `rbac-query-proxy` route:

- You can get the details of the route with the following command:

  ```bash
  oc get route rbac-query-proxy -n open-cluster-management-observability
  ```

- You can also access the `rbac-query-proxy` route with your OpenShift OAuth access token. The token should be associated with a user or service account, which has permission to get namespaces. For more information, see Managing user-owned OAuth access tokens.

Complete the following steps to create `proxy-byo-cert` secrets for observability:

1. Get the default CA certificate and store the content of the key `tls.crt` in a local file. Run the following command:

   ```bash
   oc -n openshift-ingress get secret router-certs-default -o jsonpath="{.data.tls.crt}" | base64 -d > ca.crt
   ```

2. Run the following command to query metrics:

   ```bash
   curl --cacert ./ca.crt -H "Authorization: Bearer {TOKEN}" https://{PROXY_ROUTE_URL}/api/v1/query?query={QUERY_EXPRESSION}
   ```

   **Note:** The `QUERY_EXPRESSION` is the standard Prometheus query expression. For example, query the metrics `cluster_infrastructure_provider` by replacing the URL in the previously mentioned command with the following URL: `https://{PROXY_ROUTE_URL}/api/v1/query?query=cluster_infrastructure_provider`. For more details, see Querying Prometheus.

3. Run the following command to create `proxy-byo-ca` secrets using the generated certificates:

   ```bash
   oc -n open-cluster-management-observability create secret tls proxy-byo-ca --cert ./ca.crt --key ./ca.key
   ```

4. Create `proxy-byo-cert` secrets using the generated certificates by using the following command:

   ```bash
   oc -n open-cluster-management-observability create secret tls proxy-byo-cert --cert ./ingress.crt --key ./ingress.key
   ```

3.2. EXPORTING METRICS TO EXTERNAL ENDPOINTS

```bash
oc -n open-cluster-management-observability create secret tls proxy-byo-ca --cert ./ca.crt --key ./ca.key
```

```bash
oc -n open-cluster-management-observability create secret tls proxy-byo-cert --cert ./ingress.crt --key ./ingress.key
```
Export metrics to external endpoints, which support the Prometheus Remote-Write specification in real time. Complete the following steps to export metrics to external endpoints:

1. Create the Kubernetes secret for an external endpoint with the access information of the external endpoint in the `open-cluster-management-observability` namespace. View the following example secret:

```yaml
apiVersion: v1
type: Opaque
metadata:
  name: victoriametrics
  namespace: open-cluster-management-observability
stringData:
  ep.yaml: |
    url: http://victoriametrics:8428/api/v1/write
    http_client_config:
      basic_auth:
        username: test
        password: test
```

The `ep.yaml` is the key of the content and is used in the `MultiClusterObservability` custom resource in next step. Currently, observability supports exporting metrics to endpoints without any security checks, with basic authentication or with `tls` enablement. View the following tables for a full list of supported parameters:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Schema</th>
</tr>
</thead>
<tbody>
<tr>
<td>url</td>
<td>URL for the external endpoint.</td>
<td>string</td>
</tr>
<tr>
<td>http_client_config</td>
<td>Advanced configuration for the HTTP client.</td>
<td>HttpClientConfig</td>
</tr>
</tbody>
</table>

**HttpClientConfig**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Schema</th>
</tr>
</thead>
<tbody>
<tr>
<td>basic_auth</td>
<td>HTTP client configuration for basic authentication.</td>
<td>BasicAuth</td>
</tr>
<tr>
<td>tls_config</td>
<td>HTTP client configuration for TLS.</td>
<td>TLSConfig</td>
</tr>
</tbody>
</table>

**BasicAuth**
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Schema</th>
</tr>
</thead>
<tbody>
<tr>
<td>username</td>
<td>User name for basic authorization.</td>
<td>string</td>
</tr>
<tr>
<td>password</td>
<td>Password for basic authorization.</td>
<td>string</td>
</tr>
</tbody>
</table>

**TLSConfig**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Schema</th>
</tr>
</thead>
<tbody>
<tr>
<td>secret_name</td>
<td>Name of the secret that contains certificates.</td>
<td>string</td>
</tr>
<tr>
<td>ca_file_key</td>
<td>Key of the CA certificate in the secret (only optional if insecure_skip_verify is set to true).</td>
<td>string</td>
</tr>
<tr>
<td>cert_file_key</td>
<td>Key of the client certificate in the secret.</td>
<td>string</td>
</tr>
<tr>
<td>key_file_key</td>
<td>Key of the client key in the secret.</td>
<td>string</td>
</tr>
<tr>
<td>insecure_skip_verify</td>
<td>Parameter to skip the verification for target certificate.</td>
<td>bool</td>
</tr>
</tbody>
</table>

2. Add the `writeStorage` parameter to the `MultiClusterObservability` custom resource for adding a list of external endpoints that you want to export. View the following example:

```yaml
spec:
  storageConfig:
    writeStorage:
      - key: ep.yaml
        name: victoriametrics
```

Each item contains two attributes: `name` and `key`. `Name` is the name of the Kubernetes secret that contains endpoint access information, and `key` is the key of the content in the secret. If you add more than one item to the list, then the metrics are exported to multiple external endpoints.

3. View the status of metric export after the metrics export is enabled by checking the `acm_remote_write_requests_total` metric.
a. From the OpenShift Container Platform console of your hub cluster, navigate to the Metrics page by clicking Metrics in the Observe section.

b. Then query the acm_remote_write_requests_total metric. The value of that metric is the total number of requests with a specific response for one external endpoint, on one observatorium API instance. The name label is the name for the external endpoint. The code label is the return code of the HTTP request for the metrics export.

3.3. VIEWING AND EXPLORING DATA BY USING DASHBOARDS

View the data from your managed clusters by accessing Grafana from the hub cluster. You can query specific alerts and add filters for the query.

For example, to explore the cluster_infrastructure_provider alert from a single-node OpenShift cluster, use the following query expression: cluster_infrastructure_provider{clusterType="SNO"}

Note: Do not set the ObservabilitySpec.resources.CPU.limits parameter if observability is enabled on single node managed clusters. When you set the CPU limits, it causes the observability pod to be counted against the capacity for your managed cluster. See the reference for Management Workload Partitioning in the Additional resources section.

3.3.1. Viewing historical data

When you query historical data, manually set your query parameter options to control how much data is displayed from the dashboard. Complete the following steps:

1. From your hub cluster, select the Grafana link that is in the console header.
2. Edit your cluster dashboard by selecting Edit Panel.
3. From the Query front-end data source in Grafana, click the Query tab.
4. Select $datasource.
5. If you want to see more data, increase the value of the Step parameter section. If the Step parameter section is empty, it is automatically calculated.
6. Find the Custom query parameters field and select max_source_resolution=auto.
7. To verify that the data is displayed, refresh your Grafana page.

Your query data appears from the Grafana dashboard.

3.3.2. Viewing Red Hat Advanced Cluster Management dashboards

When you enable the Red Hat Advanced Cluster Management observability service, three dashboards become available. the following dashboard descriptions:

- **Alert Analysis**: Overview dashboard of the alerts being generated within the managed cluster fleet.
- **Clusters by Alert**: Alert dashboard where you can filter by the alert name.
- **Alerts by Cluster**: Alert dashboard where you can filter by cluster, and view real-time data for alerts that are initiated or pending within the cluster environment.
3.3.3. Viewing the etcd table
You can also view the etcd table from the hub cluster dashboard in Grafana to learn the stability of the etcd as a data store. Select the Grafana link from your hub cluster to view the etcd table data, which is collected from your hub cluster. The Leader election changes across managed clusters are displayed.

3.3.4. Viewing the Kubernetes API server dashboard
View the following options to view the Kubernetes API server dashboards:

- View the cluster fleet Kubernetes API service-level overview from the hub cluster dashboard in Grafana.
  1. Navigate to the Grafana dashboard.
  2. Access the managed dashboard menu by selecting Kubernetes > Service-Level Overview > API Server. The Fleet Overview and Top Cluster details are displayed. The total number of clusters that are exceeding or meeting the targeted service-level objective (SLO) value for the past seven or 30-day period, offending and non-offending clusters, and API Server Request Duration is displayed.

- View the Kubernetes API service-level overview table from the hub cluster dashboard in Grafana.
  1. Navigate to the Grafana dashboard from your hub cluster.
  2. Access the managed dashboard menu by selecting Kubernetes > Service-Level Overview > API Server. The Fleet Overview and Top Cluster details are displayed. The error budget for the past seven or 30-day period, the remaining downtime, and trend are displayed.

3.4. ADDITIONAL RESOURCES

- For more information, see Prometheus Remote-Write specification.
- Read Enabling the observability service.
- For more topics, return to Observability service introduction.

3.5. USING GRAFANA DASHBOARDS
Use Grafana dashboards to view hub cluster and managed cluster metrics.

- Setting up the Grafana developer instance
- Designing your Grafana dashboard
- Uninstalling the Grafana developer instance

3.5.1. Setting up the Grafana developer instance
You can design your Grafana dashboard by creating a grafana-dev instance. Be sure to use the most current grafana-dev instance.

Complete the following steps to set up the Grafana developer instance:
1. Clone the **open-cluster-management/multicluster-observability-operator** repository, so that you are able to run the scripts that are in the **tools** folder.

2. Run the **setup-grafana-dev.sh** to setup your Grafana instance. When you run the script the following resources are created: **secret/grafana-dev-config**, **deployment.apps/grafana-dev**, **service/grafana-dev**, **ingress.extensions/grafana-dev**, **persistentvolumeclaim/grafana-dev**:

   ```sh
   ./setup-grafana-dev.sh --deploy
   secret/grafana-dev-config created
   deployment.apps/grafana-dev created
   service/grafana-dev created
   serviceaccount/grafana-dev created
   clusterrolebinding.rbac.authorization.k8s.io/open-cluster-management:grafana-crb-dev created
   route.route.openshift.io/grafana-dev created
   persistentvolumeclaim/grafana-dev created
   oauthclient.oauth.openshift.io/grafana-proxy-client-dev created
   deployment.apps/grafana-dev patched
   service/grafana-dev patched
   route.route.openshift.io/grafana-dev patched
   oauthclient.oauth.openshift.io/grafana-proxy-client-dev patched
   clusterrolebinding.rbac.authorization.k8s.io/open-cluster-management:grafana-crb-dev patched
   ```

3. Switch the user role to Grafana administrator with the **switch-to-grafana-admin.sh** script.

   a. Select the Grafana URL, **https://grafana-dev-open-cluster-management-observability. {OPENSHIFT_INGRESS_DOMAIN}**, and log in.

   b. Then run the following command to add the switched user as Grafana administrator. For example, after you log in using **kubeadmin**, run following command:

   ```sh
   ./switch-to-grafana-admin.sh kube:admin
   User <kube:admin> switched to be grafana admin
   ```

The Grafana developer instance is set up.

### 3.5.1.1. Verifying Grafana version

Verify the Grafana version from the command line interface (CLI) or from the Grafana user interface.

After you log in to your hub cluster, access the **observability-grafana** pod terminal. Run the following command:

```
grafana-cli
```

The Grafana version that is currently deployed within the cluster environment is displayed.

Alternatively, you can navigate to the Manage tab in the Grafana dashboard. Scroll to the end of the page, where the version is listed.

### 3.5.2. Designing your Grafana dashboard

After you set up the Grafana instance, you can design the dashboard. Complete the following steps to refresh the Grafana console and design your dashboard:
1. From the Grafana console, create a dashboard by selecting the Create icon from the navigation panel. Select **Dashboard**, and then click **Add new panel**.

2. From the **New Dashboard/Edit Panel** view, navigate to the Query tab.

3. Configure your query by selecting **Observatorium** from the data source selector and enter a PromQL query.

4. From the Grafana dashboard header, click the **Save** icon that is in the dashboard header.

5. Add a descriptive name and click **Save**.

### 3.5.2.1. Designing your Grafana dashboard with a ConfigMap

Design your Grafana dashboard with a ConfigMap. You can use the `generate-dashboard-configmap-yaml.sh` script to generate the dashboard ConfigMap, and to save the ConfigMap locally:

```
./generate-dashboard-configmap-yaml.sh "Your Dashboard Name"
```

Save dashboard `<your-dashboard-name>` to `./your-dashboard-name.yaml`

If you do not have permissions to run the previously mentioned script, complete the following steps:

1. Select a dashboard and click the **Dashboard settings** icon.

2. Click the **JSON Model** icon from the navigation panel.

3. Copy the dashboard JSON data and paste it in the **data** section.

4. Modify the **name** and replace `$your-dashboard-name`. Enter a universally unique identifier (UUID) in the **uid** field in `$your-dashboard-name.json.$$your_dashboard_json`. You can use a program such as `uuidgen` to create a UUID. Your ConfigMap might resemble the following file:

```yaml
kind: ConfigMap
apiVersion: v1
metadata:
  name: $your-dashboard-name
  namespace: open-cluster-management-observability
labels:
  grafana-custom-dashboard: "true"
data:
$your-dashboard-name.json: |-
  $your_dashboard_json
```

**Notes:**

- If your dashboard is created within the **grafana-dev** instance, you can take the name of the dashboard and pass it as an argument in the script. For example, a dashboard named **Demo Dashboard** is created in the **grafana-dev** instance. From the CLI, you can run the following script:

```
./generate-dashboard-configmap-yaml.sh "Demo Dashboard"
```

After running the script, you might receive the following message:
Save dashboard `<demo-dashboard>` to `./demo-dashboard.yaml`

- If your dashboard is not in the *General* folder, you can specify the folder name in the *annotations* section of this ConfigMap:

```yaml
annotations:
  observability.open-cluster-management.io/dashboard-folder: Custom
```

After you complete your updates for the ConfigMap, you can install it to import the dashboard to the Grafana instance.

Verify that the YAML file is created by applying the YAML from the CLI or OpenShift Container Platform console. A ConfigMap within the `open-cluster-management-observability` namespace is created. Run the following command from the CLI:

```bash
oc apply -f demo-dashboard.yaml
```

From the OpenShift Container Platform console, create the ConfigMap using the `demo-dashboard.yaml` file. The dashboard is located in the *Custom* folder.

### 3.5.3. Uninstalling the Grafana developer instance

When you uninstall the instance, the related resources are also deleted. Run the following command:

```bash
./setup-grafana-dev.sh --clean
```

secret "grafana-dev-config" deleted
deployment.apps "grafana-dev" deleted
serviceaccount "grafana-dev" deleted
route.route.openshift.io "grafana-dev" deleted
persistentvolumeclaim "grafana-dev" deleted
oauthclient.oauth.openshift.io "grafana-proxy-client-dev" deleted
clusterrolebinding.rbac.authorization.k8s.io "open-cluster-management:grafana-crb-dev" deleted

### 3.5.4. Additional resources

- See [Exporting metrics to external endpoints](#).
- See [uuidgen](#) for instructions to create a UUID.
- See [Using managed cluster labels in Grafana](#) for more details.
- Return to the beginning of the page [Using Grafana dashboard](#).
- For topics, see the [Observing environments introduction](#).
CHAPTER 4. CUSTOMIZING OBSERVABILITY CONFIGURATION

Customize the observability configuration to the specific needs of your environment, after you enable observability.

Read the following sections to learn more about how you want to manage and view cluster fleet data that is collected by the observability service:

**Required access:** Cluster administrator

- Creating custom rules
- Adding custom metrics
- Adding advanced configuration
- Updating the MultiClusterObservability custom resource replicas from the console
- Customizing route certification
- Customizing certificates for accessing the object store
- Configuring proxy settings for observability add-ons
- Disabling proxy settings for observability add-ons

4.1. CREATING CUSTOM RULES

Create custom rules for the observability installation by adding Prometheus recording rules and alerting rules to the observability resource.

- Recording rules provide you the ability to precalculate, or compute expensive expressions as needed. The results are saved as a new set of time series.

- Alerting rules provide you the ability to specify the alert conditions based on how an alert should be sent to an external service. Define custom rules with Prometheus to create alert conditions, and send notifications to an external messaging service.

  **Note:** When you update your custom rules, observability-thanos-rule pods are restarted automatically.

Create a ConfigMap named thanos-ruler-custom-rules in the open-cluster-management-observability namespace. The key must be named, custom_rules.yaml, as shown in the following example. You can create multiple rules in the configuration.

- By default, the out-of-the-box alert rules are defined in the thanos-ruler-default-rules ConfigMap in the open-cluster-management-observability namespace. For example, you can create a custom alert rule that notifies you when your CPU usage passes your defined value. Your YAML might resemble the following content:

```
data:
custom_rules.yaml:
  groups:
```
- name: cluster-health
  rules:
  - alert: ClusterCPUHealth-jb
    annotations:
      summary: Notify when CPU utilization on a cluster is greater than the defined utilization limit
      description: "The cluster has a high CPU usage: {{ $value }} core for {{ $labels.cluster }} {{ $labels.clusterID }}."
    expr:
      max(cluster:cpu_usage_cores:sum) by (clusterID, cluster, prometheus) > 0
    for: 5s
    labels:
      cluster: "{{ $labels.cluster }}"
      prometheus: "{{ $labels.prometheus }}"
    severity: critical

You can also create a custom recording rule within the `thanos-ruler-custom-rules` ConfigMap. For example, you can create a recording rule that provides you the ability to get the sum of the container memory cache of a pod. Your YAML might resemble the following content:

```yaml
data:
custom_rules.yaml: |
groups:  
  - name: container-memory
    recording_rules: 
      - record: pod:container_memory_cache:sum
        expr: sum(container_memory_cache{pod!=""}) BY (pod, container)
```

**Note:** If this is the first new custom rule, it is created immediately. For changes to the ConfigMap, the configuration is automatically reloaded. The configuration is reloaded because of the `config-reload` within the `observability-thanos-ruler` sidecar.

To verify that the alert rules are functioning correctly, launch the Grafana dashboard, navigate to the `Explore` page, and query `ALERTS`. The alert is only available in Grafana if the alert is initiated.

### 4.2. ADDING CUSTOM METRICS

Add metrics to the `metrics_list.yaml` file, to be collected from managed clusters. Complete the following steps:

1. Before you add a custom metric, verify that `mco observability` is enabled with the following command:

   ```bash
   oc get mco observability -o yaml
   ```

2. Check for the following message in the `status.conditions.message` section reads:

   ```bash
   Observability components are deployed and running
   ```

3. Create the `observability-metrics-custom-allowlist` ConfigMap in the `open-cluster-management-observability` namespace with the following command:
oc apply -n open-cluster-management-observability -f observability-metrics-custom-allowlist.yaml

4. Add the name of the custom metric to the `metrics_list.yaml` parameter. Your YAML for the ConfigMap might resemble the following content:

```yaml
kind: ConfigMap
apiVersion: v1
metadata:
  name: observability-metrics-custom-allowlist
data:
  metrics_list.yaml:
    names:
      - node_memory_MemTotal_bytes
    rules:
      - record: apiserver_request_duration_seconds:histogram_quantile_90
        expr:
          histogram_quantile(0.90, sum(rate(apiserver_request_duration_seconds_bucket{job="apiserver", verb!="WATCH"}[5m])) by (verb,le))
```

1. **Optional**: Add the name of the custom metrics that are to be collected from the managed cluster.

2. **Optional**: Enter only one value for the `expr` and `record` parameter pair to define the query expression. The metrics are collected as the name that is defined in the `record` parameter from your managed cluster. The metric value returned are the results after you run the query expression.

You can use either one or both of the sections.

For user workload metrics, see the Adding user workload metrics section.

5. Verify that data from your custom metric is being collected by querying the metric from the Explore page, from the Grafana dashboard. You can also use the custom metrics in your own dashboard.

### 4.2.1. Adding user workload metrics

You can collect OpenShift Container Platform user-defined metrics from workloads in OpenShift Container Platform. You must enable monitoring on your OpenShift Container Platform cluster. See Enabling monitoring for user-defined projects.

If you have a managed cluster with monitoring for user-defined workloads enabled, the user workloads are located in the `test` namespace and generate metrics. These metrics are collected by Prometheus from the OpenShift Container Platform user workload.

Add user workload metrics to the `observability-metrics-custom-allowlist` ConfigMap to collect the metrics in the `test` namespace. View the following example:

```yaml
kind: ConfigMap
apiVersion: v1
metadata:
  name: observability-metrics-custom-allowlist
```
Enter the key for the ConfigMap data.

Enter the value of the ConfigMap data in YAML format. The **names** section includes the list of metric names, which you want to collect from the **test** namespace. After you create the ConfigMap, the specified metrics from the target namespace is collected by the observability collector and pushed to the hub cluster.

### 4.2.2. Removing default metrics

If you want data to not be collected in your managed cluster for a specific metric, remove the metric from the **observability-metrics-custom-allowlist.yaml** file. When you remove a metric, the metric data is not collected in your managed clusters. As mentioned previously, first verify that **mco observability** is enabled.

Complete the following steps to remove a default metric:

1. Add the name of the default metric to the **metrics_list.yaml** parameter with a hyphen `-` at the start of the metric name. For example, `-cluster_infrastructure_provider`.

2. Create the **observability-metrics-custom-allowlist** ConfigMap in the **open-cluster-management-observability** namespace with the following command:

   ```shell
   oc apply -n open-cluster-management-observability -f observability-metrics-custom-allowlist.yaml
   ```

3. Verify that the specific metric is not being collected from your managed clusters. When you query the metric from the Grafana dashboard, the metric is not displayed.

### 4.3. ADDING ADVANCED CONFIGURATION FOR RETENTION

Add the **advanced** configuration section to update the retention for each observability component, according to your needs.

Edit the **MultiClusterObservability** custom resource and add the **advanced** section with the following command:

```shell
oc edit mco observability -o yaml
```

Your YAML file might resemble the following contents:

```yaml
spec:
  advanced:
    retentionConfig:
      blockDuration: 2h
      deleteDelay: 48h
      retentionInLocal: 24h
      retentionResolutionRaw: 30d
```
4.4. DYNAMIC METRICS FOR SINGLE-NODE OPENSHIFT CLUSTERS

Dynamic metrics collection supports automatic metric collection based on certain conditions. By default, a single-node OpenShift cluster does not collect pod and container resource metrics. Once a single-node OpenShift cluster reaches a specific level of resource consumption, the defined granular metrics are collected dynamically. When the cluster resource consumption is consistently less than the threshold for a period of time, granular metric collection stops.

The metrics are collected dynamically based on the conditions on the managed cluster specified by a collection rule. Because these metrics are collected dynamically, the following Red Hat Advanced Cluster Management Grafana dashboards do not display any data. When a collection rule is activated and the corresponding metrics are collected, the following panels display data for the duration of the time that the collection rule is initiated:

- Kubernetes/Compute Resources/Namespace (Pods)
- Kubernetes/Compute Resources/Namespace (Workloads)
- Kubernetes/Compute Resources/Nodes (Pods)
- Kubernetes/Compute Resources/Pod
- Kubernetes/Compute Resources/Workload

A collection rule includes the following conditions:

- A set of metrics to collect dynamically.
- Conditions written as a PromQL expression.
- A time interval for the collection, which must be set to true.
- A match expression to select clusters where the collect rule must be evaluated.

By default, collection rules are evaluated continuously on managed clusters every 30 seconds, or at a specific time interval. The lowest value between the collection interval and time interval takes precedence. Once the collection rule condition persists for the duration specified by the for attribute, the collection rule starts and the metrics specified by the rule are automatically collected on the managed cluster. Metrics collection stops automatically after the collection rule condition no longer exists on the managed cluster, at least 15 minutes after it starts.

The collection rules are grouped together as a parameter section named collect_rules, where it can be enabled or disabled as a group. Red Hat Advanced Cluster Management installation includes the collection rule group, SNOResourceUsage with two default collection rules: HighCPUUsage and HighMemoryUsage. The HighCPUUsage collection rule begins when the node CPU usage exceeds 70%. The HighMemoryUsage collection rule begins if the overall memory utilization of the single-node OpenShift cluster exceeds 70% of the available node memory. Currently, the previously mentioned

```
retentionResolution5m: 180d
retentionResolution1h: 0d
receive:
resources:
  limits:
    memory: 4096Gi
replicas: 3
```
thresholds are fixed and cannot be changed. When a collection rule begins for more than the interval specified by the for attribute, the system automatically starts collecting the metrics that are specified in the dynamic_metrics section.

View the list of dynamic metrics that from the collect_rules section, in the following YAML file:

```yaml
collect_rules:
  - group: SNOResourceUsage
    annotations:
      description: >
        By default, a {sno} cluster does not collect pod and container resource metrics. Once a {sno} cluster reaches a level of resource consumption, these granular metrics are collected dynamically. When the cluster resource consumption is consistently less than the threshold for a period of time, collection of the granular metrics stops.
    selector:
      matchExpressions:
        - key: clusterType
          operator: In
          values: ["{sno}"]
    rules:
      - collect: SNOHighCPUUsage
        annotations:
          description: >
            Collects the dynamic metrics specified if the cluster cpu usage is constantly more than 70% for 2 minutes
        expr: (1 - avg(rate(node_cpu_seconds_total{mode="idle"}[5m])) * 100 > 70
        for: 2m
        dynamic_metrics:
          names:
            - container_cpu_cfs_periods_total
            - container_cpu_cfs_throttled_periods_total
            - kube_pod_container_resource_limits
            - kube_pod_container_resource_requests
            - namespace_workload_pod:kube_pod_owner:relabel
            - node_namespace_pod_container:container_cpu_usage_seconds_total:sum_irate
            - node_namespace_pod_container:container_cpu_usage_seconds_total:sum_rate
      - collect: SNOHighMemoryUsage
        annotations:
          description: >
            Collects the dynamic metrics specified if the cluster memory usage is constantly more than 70% for 2 minutes
        expr: (1 - sum(:node_memory_MemAvailable_bytes:sum) / sum(kube_node_status_allocatable{resource="memory"})) * 100 > 70
        for: 2m
        dynamic_metrics:
          names:
            - kube_pod_container_resource_limits
            - kube_pod_container_resource_requests
            - namespace_workload_pod:kube_pod_owner:relabel
          matches:
            - __name__="container_memory_cache",container!=""
            - __name__="container_memory_rss",container!=""
            - __name__="container_memory_swap",container!=""
            - __name__="container_memory_working_set_bytes",container!=""
```
A `collect_rules.group` can be disabled in the `custom-allowlist` as shown in the following example. When a `collect_rules.group` is disabled, metrics collection reverts to the previous behavior. These metrics are collected at regularly, specified intervals:

```yaml
collect_rules:
  - group: -SNOResourceUsage
```

The data is only displayed in Grafana when the rule is initiated.

### 4.5. UPDATING THE MULTICLUSTEROBSERVABILITY CUSTOM RESOURCE REPLICAS FROM THE CONSOLE

If your workload increases, increase the number of replicas of your observability pods. Navigate to the Red Hat OpenShift Container Platform console from your hub cluster. Locate the `MultiClusterObservability` custom resource, and update the `replicas` parameter value for the component where you want to change the replicas. Your updated YAML might resemble the following content:

```yaml
spec:
  advanced:
    receive:
      replicas: 6
```

For more information about the parameters within the `mco observability` custom resource, see the `Observability API` documentation.

### 4.6. CUSTOMIZING ROUTE CERTIFICATE

If you want to customize the OpenShift Container Platform route certification, you must add the routes in the `alt_names` section. To ensure your OpenShift Container Platform routes are accessible, add the following information: `alertmanager.apps.<domainname>`, `observatorium-api.apps.<domainname>`, `rbac-query-proxy.apps.<domainname>`.

For more details, see `Replacing certificates for alertmanager route` in the Governance documentation.

**Note:** Users are responsible for certificate rotations and updates.

### 4.7. CUSTOMIZING CERTIFICATES FOR ACCESSING THE OBJECT STORE

You can customize certificates for accessing the object store. Edit the `http_config` section by adding the certificate in the object store secret. View the following example:

```yaml
thanos.yaml: |
  type: s3
  config:
    bucket: "thanos"
    endpoint: "minio:9000"
    insecure: false
    access_key: "minio"
    secret_key: "minio123"
  http_config:
```
You must provide a secret in the `open-cluster-management-observability` namespace. The secret must contain the `ca.crt` that you defined in the previous secret example. If you want to enable Mutual TLS, you need to provide `public.crt` and `private.key` in the previous secret. View the following example:

```yaml
tls_config:
  ca_file: /etc/minio/certs/ca.crt
  insecure_skip_verify: false
```

You can also configure the secret name, the `TLSSecretName` parameter in the `MultiClusterObservability` custom resource. View the following example where the secret name is `tls-certs-secret`:

```yaml
metricObjectStorage:
  key: thanos.yaml
  name: thanos-object-storage
  tlsSecretName: tls-certs-secret
```

This secret can be mounted into all components that need to access the object store, and it includes the following components: `receiver`, `store`, `ruler`, `compact`.

### 4.8. CONFIGURING PROXY SETTINGS FOR OBSERVABILITY ADD-ONS

Configure the proxy settings to allow the communications from the managed cluster to access the hub cluster through a HTTP and HTTPS proxy server. Typically, add-ons do not need any special configuration to support HTTP and HTTPS proxy servers between a hub cluster and a managed cluster. But if you enabled the observability add-on, you must complete the proxy configuration.

### 4.9. PREREQUISITE

- You have a hub cluster.
- You have enabled the proxy settings between the hub cluster and managed cluster.

Complete the following steps to configure the proxy settings for the observability add-on:

1. Go to the cluster namespace on your hub cluster.
2. Create an `AddOnDeploymentConfig` resource with the proxy settings by adding a `spec.proxyConfig` parameter. View the following YAML example:

```yaml
apiVersion: addon.open-cluster-management.io/v1alpha1
kind: AddOnDeploymentConfig
metadata:
```
For this field, you can specify either a HTTP proxy or a HTTPS proxy.

Include the IP address of the `kube-apiserver`.

3. To get the IP address, run following command on your managed cluster:

```
oc -n default describe svc kubernetes | grep IP:
```

4. Go to the `ManagedClusterAddOn` resource and update it by referencing the `AddonDeploymentConfig` resource that you made. View the following YAML example:

```yaml
apiVersion: addon.open-cluster-management.io/v1alpha1
kind: ManagedClusterAddOn
metadata:
  name: observability-controller
  namespace: <managed-cluster-name>
spec:
  installNamespace: open-cluster-management-addon-observability
  configs:
  - group: addon.open-cluster-management.io
    resource: AddonDeploymentConfig
    name: <addon-deploy-config-name>
    namespace: <managed-cluster-name>
```

5. Verify the proxy settings. If you successfully configured the proxy settings, the metric collector deployed by the observability add-on agent on the managed cluster sends the data to the hub cluster. Complete the following steps:

   a. Go to the hub cluster then the managed cluster on the Grafana dashboard.

   b. View the metrics for the proxy settings.

### 4.10. DISABLING PROXY SETTINGS FOR OBSERVABILITY ADD-ONS

If your development needs change, you might need to disable the proxy setting for the observability add-ons you configured for the hub cluster and managed cluster. You can disable the proxy settings for the observability add-on at any time. Complete the following steps:

1. Go to the `ManagedClusterAddOn` resource.

2. Remove the referenced `AddonDeploymentConfig` resource.

### 4.11. ADDITIONAL RESOURCES
- Refer to Prometheus configuration for more information. For more information about recording rules and alerting rules, refer to the recording rules and alerting rules from the Prometheus documentation.

- For more information about viewing the dashboard, see Using Grafana dashboards.

- See Exporting metrics to external endpoints.

- See Enabling monitoring for user-defined projects.

- See the Observability API.

- For information about updating the certificate for the alertmanager route, see Replacing certificates for alertmanager.

- For more details about observability alerts, see Observability alerts

- To learn more about alert forwarding, see the Prometheus Alertmanager documentation.

- See Observability alerts for more information.

- For more topics about the observability service, see Observability service introduction.

- See Management Workload Partitioning for more information.

- Return to the beginning of this topic, Customizing observability.
CHAPTER 5. MANAGING OBSERVABILITY ALERTS

Receive and define alerts for the observability service to be notified of hub cluster and managed cluster changes.

- Configuring Alertmanager
- Forwarding alerts
- Silencing alerts
- Suppressing alerts

5.1. CONFIGURING ALERTMANAGER

Integrate external messaging tools such as email, Slack, and PagerDuty to receive notifications from Alertmanager. You must override the `alertmanager-config` secret in the `open-cluster-management-observability` namespace to add integrations, and configure routes for Alertmanager. Complete the following steps to update the custom receiver rules:

1. Extract the data from the `alertmanager-config` secret. Run the following command:

   ```bash
   oc -n open-cluster-management-observability get secret alertmanager-config --template='{{ index .data "alertmanager.yaml" }}' |base64 -d > alertmanager.yaml
   ```

2. Edit and save the `alertmanager.yaml` file configuration by running the following command:

   ```bash
   oc -n open-cluster-management-observability create secret generic alertmanager-config --from-file=alertmanager.yaml --dry-run -o=yaml | oc -n open-cluster-management-observability replace secret --filename=-
   ```

   Your updated secret might resemble the following content:

   ```yaml
   global
   smtp_smarthost: 'localhost:25'
   smtp_from: 'alertmanager@example.org'
   smtp_auth_username: 'alertmanager'
   smtp_auth_password: 'password'
   templates:
   - /etc/alertmanager/template/*.tmpl
   route:
     group_by: ['alertname', 'cluster', 'service']
     group_wait: 30s
     group_interval: 5m
     repeat_interval: 3h
     receiver: team-X-mails
     routes:
     - match_re:
       service: ^(foo1|foo2|baz)$
       receiver: team-X-mails
   ```

   Your changes are applied immediately after it is modified. For an example of Alertmanager, see `prometheus/alertmanager`.
5.2. FORWARDING ALERTS

After you enable observability, alerts from your OpenShift Container Platform managed clusters are automatically sent to the hub cluster. You can use the `alertmanager-config` YAML file to configure alerts with an external notification system.

View the following example of the `alertmanager-config` YAML file:

```yaml
global:
  slack_api_url: '<slack_webhook_url>'

route:
  receiver: 'slack-notifications'
  group_by: [alertname, datacenter, app]

receivers:
- name: 'slack-notifications'
  slack_configs:
  - channel: '#alerts'

If you want to configure a proxy for alert forwarding, add the following `global` entry to the `alertmanager-config` YAML file:

```yaml
global:
  slack_api_url: '<slack_webhook_url>'

http_config:
  proxy_url: http://****
```

5.2.1. Disabling alert forwarding for managed clusters

To disable alert forwarding for managed clusters, add the following annotation to the `MultiClusterObservability` custom resource:

```yaml
metadata:
  annotations:
    mco-disable-alerting: true
```

When you set the annotation, the alert forwarding configuration on the managed clusters is reverted. Any changes made to the `ocp-monitoring-config` ConfigMap in the `openshift-monitoring` namespace are also reverted. Setting the annotation ensures that the `ocp-monitoring-config` ConfigMap is no longer managed or updated by the observability operator endpoint. After you update the configuration, the Prometheus instance on your managed cluster restarts.

Important: Metrics on your managed cluster are lost if you have a Prometheus instance with a persistent volume for metrics, and the Prometheus instance restarts. Metrics from the hub cluster are not affected.

When the changes are reverted, a ConfigMap named `cluster-monitoring-reverted` is created in the `open-cluster-management-addon-observability` namespace. Any new, manually added alert forward configurations are not reverted from the ConfigMap.

Verify that the hub cluster alert manager is no longer propagating managed cluster alerts to third-party messaging tools. See the previous section, Configuring Alertmanager.
5.3. SILENCING ALERTS

Add alerts that you do not want to receive. You can silence alerts by the alert name, match label, or time duration. After you add the alert that you want to silence, an ID is created. Your ID for your silenced alert might resemble the following string, d839aca9-ed46-40be-84c4-dca8773671da.

Continue reading for ways to silence alerts:

- To silence a Red Hat Advanced Cluster Management alert, you must have access to the alertmanager-main pod in the open-cluster-management-observability namespace. For example, enter the following command in the pod terminal to silence SampleAlert:

```shell
amtool silence add --alertmanager.url="http://localhost:9093" --author="user" --comment="Silencing sample alert" alertname="SampleAlert"
```

- Silence an alert by using multiple match labels. The following command uses match-label-1 and match-label-2:

```shell
```

- If you want to silence an alert for a specific period of time, use the --duration flag. Run the following command to silence the SampleAlert for an hour:

```shell
amtool silence add --alertmanager.url="http://localhost:9093" --author="user" --comment="Silencing sample alert" --duration="1h" alertname="SampleAlert"
```

You can also specify a start or end time for the silenced alert. Enter the following command to silence the SampleAlert at a specific start time:

```shell
amtool silence add --alertmanager.url="http://localhost:9093" --author="user" --comment="Silencing sample alert" --start="2023-04-14T15:04:05-07:00" alertname="SampleAlert"
```

- To view all silenced alerts that are created, run the following command:

```shell
amtool silence --alertmanager.url="http://localhost:9093"
```

- If you no longer want an alert to be silenced, end the silencing of the alert by running the following command:

```shell
amtool silence expire --alertmanager.url="http://localhost:9093" "d839aca9-ed46-40be-84c4-dca8773671da"
```

- To end the silencing of all alerts, run the following command:

```shell
```

5.4. SUPPRESSING ALERTS
Suppress Red Hat Advanced Cluster Management alerts across your clusters globally that are less severe. Suppress alerts by defining an inhibition rule in the `alertmanager-config` in the `open-cluster-management-observability` namespace.

An inhibition rule mutes an alert when there is a set of parameter matches that match another set of existing matchers. In order for the rule to take effect, both the target and source alerts must have the same label values for the label names in the `equal` list. Your `inhibit_rules` might resemble the following:

```yaml
global:
  resolve_timeout: 1h
inhibit_rules: 1
  - equal:
    - namespace
      source_match: 2
      severity: critical
target_match_re:
    severity: warning|info
```

1. The `inhibit_rules` parameter section is defined to look for alerts in the same namespace. When a `critical` alert is initiated within a namespace and if there are any other alerts that contain the severity level `warning` or `info` in that namespace, only the `critical` alerts are routed to the Alertmanager receiver. The following alerts might be displayed when there are matches:

   ```text
   ALERTS{alertname="foo", namespace="ns-1", severity="critical"}
   ALERTS{alertname="foo", namespace="ns-1", severity="warning"}
   ```

2. If the value of the `source_match` and `target_match_re` parameters do not match, the alert is routed to the receiver:

   ```text
   ALERTS{alertname="foo", namespace="ns-1", severity="critical"}
   ALERTS{alertname="foo", namespace="ns-2", severity="warning"}
   ```

   - To view suppressed alerts in Red Hat Advanced Cluster Management, enter the following command:

     ```bash
     amtool alert --alertmanager.url="http://localhost:9093" --inhibited
     ```

5.5. ADDITIONAL RESOURCES

- See [Customizing observability](#) for more details.

- For more observability topics, see [Observability service introduction](#).
CHAPTER 6. USING MANAGED CLUSTER LABELS IN GRAFANA

Enable managed cluster labels to use them with Grafana dashboards. When observability is enabled in the hub cluster, the observability-managed-cluster-label-allowlist ConfigMap is created in the open-cluster-management-observability namespace. The ConfigMap contains a list of managed cluster labels maintained by the observability-rbac-query-proxy pod, to populate a list of label names to filter from within the ACM - Cluster Overview Grafana dashboard. By default, observability ignores a subset of labels in the observability-managed-cluster-label-allowlist ConfigMap.

When a cluster is imported into the managed cluster fleet or modified, the observability-rbac-query-proxy pod watches for any changes in reference to the managed cluster labels and automatically updates the observability-managed-cluster-label-allowlist ConfigMap to reflect the changes. The ConfigMap contains only unique label names, which are either included in the ignore_labels or labels list. Your observability-managed-cluster-label-allowlist ConfigMap might resemble the following YAML file:

```
data:
  managed_cluster.yaml:
    ignore_labels:
      - clusterID
      - cluster.open-cluster-management.io/clusterset
      - feature.open-cluster-management.io/addon-application-manager
      - feature.open-cluster-management.io/addon-cert-policy-controller
      - feature.open-cluster-management.io/addon-cluster-proxy
      - feature.open-cluster-management.io/addon-config-policy-controller
      - feature.open-cluster-management.io/addon-governance-policy-framework
      - feature.open-cluster-management.io/addon-iam-policy-controller
      - feature.open-cluster-management.io/addon-observability-controller
      - feature.open-cluster-management.io/addon-search-collector
      - feature.open-cluster-management.io/addon-work-manager
      - installer.name
      - installer.namespace
      - local-cluster
      - name
    labels:
      - cloud
      - vendor

++ Any label that is listed in the ignore_labels keylist of the ConfigMap is removed from the drop-down filter on the ACM - Clusters Overview Grafana dashboard. <2> The labels that are enabled are displayed in the drop-down filter on the ACM - Clusters Overview Grafana dashboard. The values are from the acm_managed_cluster_labels metric, depending on the label key value that is selected.

Continue reading how to use managed cluster labels in Grafana:

- Adding managed cluster labels
- Enabling managed cluster labels
- Disabling managed cluster labels

6.1. ADDING MANAGED CLUSTER LABELS

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When you add a managed cluster label to the `observability-managed-cluster-label-allowlist` ConfigMap, the label becomes available as a filter option in Grafana. Add a unique label to the hub cluster, or managed cluster object that is associated with the managed cluster fleet. For example, if you add the label, `department=finance` to a managed cluster, the ConfigMap is updated and might resemble the following changes:

```
data:
  managed_cluster.yaml:
    ignore_labels:
    - clusterID
    - cluster.open-cluster-management.io/clusterset
    - feature.open-cluster-management.io/addon-application-manager
    - feature.open-cluster-management.io/addon-cert-policy-controller
    - feature.open-cluster-management.io/addon-cluster-proxy
    - feature.open-cluster-management.io/addon-config-policy-controller
    - feature.open-cluster-management.io/addon-governance-policy-framework
    - feature.open-cluster-management.io/addon-iam-policy-controller
    - feature.open-cluster-management.io/addon-observability-controller
    - feature.open-cluster-management.io/addon-search-collector
    - feature.open-cluster-management.io/addon-work-manager
    - installer.name
    - installer.namespace
    - local-cluster
    - name
    labels:
    - cloud
    - department
    - vendor
```

### 6.2. Enabling Managed Cluster Labels

Enable a managed cluster label that is already disabled by removing the label from the `ignore_labels` list in the `observability-managed-cluster-label-allowlist` ConfigMap.

For example, enable the `local-cluster` and `name` labels. Your `observability-managed-cluster-label-allowlist` ConfigMap might resemble the following content:

```
data:
  managed_cluster.yaml:
    ignore_labels:
    - clusterID
    - installer.name
    - installer.namespace
    labels:
    - cloud
    - vendor
    - local-cluster
    - name
```

The ConfigMap resyncs after 30 seconds to ensure that the cluster labels are updated. After you update the ConfigMap, check the `observability-rbac-query-proxy` pod logs in the `open-cluster-management-observability` namespace to verify where the label is listed. The following information might be displayed in the pod log:
enabled managedcluster labels: <label>

From the Grafana dashboard, verify that the label is listed as a value in the Label drop-down menu.

6.3. DISABLING MANAGED CLUSTER LABELS

Exclude a managed cluster label from being listed in the Label drop-down filter. Add the label name to the ignore_labels list. For example, your YAML might resemble the following file if you add local-cluster and name back into the ignore_labels list:

```yaml
data:
  managed_cluster.yaml: |
    ignore_labels:
      - clusterID
      - installer.name
      - installer.namespace
      - local-cluster
      - name
    labels:
      - cloud
      - vendor
```

Check the observability-rbac-query-proxy pod logs in the open-cluster-management-observability namespace to verify where the label is listed. The following information might be displayed in the pod log:

```
disabled managedcluster label: <label>
```

6.4. ADDITIONAL RESOURCES

- See Using Grafana dashboards.
- Return to the beginning of the page, Using managed cluster labels in Grafana.
CHAPTER 7. SEARCHING IN THE CONSOLE INTRODUCTION

For Red Hat Advanced Cluster Management for Kubernetes, search provides visibility into your Kubernetes resources across all of your clusters. Search also indexes the Kubernetes resources and the relationships to other resources.

- Search components
- Search customization and configurations
- Additional resources

7.1. SEARCH COMPONENTS

The search architecture is composed of the following components:

Table 7.1. Search component table

<table>
<thead>
<tr>
<th>Component name</th>
<th>Metrics</th>
<th>Metric type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>search-collector</td>
<td></td>
<td></td>
<td>Watches the Kubernetes resources, collects the resource metadata,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>computes relationships for resources across all of your managed clusters,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>and sends the collected data to the search-indexer. The search-collector</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>on your managed cluster runs as a pod named, klusterlet-addon-search.</td>
</tr>
<tr>
<td>search-indexer</td>
<td>search_indexer_request_duration</td>
<td>Histogram</td>
<td>Time (seconds) the search indexer takes to process a request (from managed</td>
</tr>
<tr>
<td></td>
<td>search_indexer_request_size</td>
<td>Histogram</td>
<td>requests (add, update, delete) in the search indexer request (from managed</td>
</tr>
<tr>
<td></td>
<td>search_indexer_request_count</td>
<td>Counter</td>
<td>Total requests received by the search indexer (from managed clusters).</td>
</tr>
</tbody>
</table>

The search-indexer receives resource metadata from the collectors and writes to PostgreSQL database. The search-indexer also watches resources in the hub cluster to keep track of active managed clusters.
### Component name | Metrics | Metric type | Description
--- | --- | --- | ---
| search-indexer_requests_in_flight | Gauge | Total requests the search indexer is processing at a given time.
| search-api | search_api_requests | Histogram | Histogram of HTTP requests duration in seconds.
|  | search_dbquery_duration_seconds | Histogram | Latency of database requests in seconds.
|  | search_api_db_connection_failed_total | Counter | The total number of database connection attempts that failed.
| search-postgres |  |  | Stores collected data from all managed clusters in an instance of the PostgreSQL database.

Search is configured by default on the hub cluster. When you provision or manually import a managed cluster, the `klusterlet-addon-search` is enabled. If you want to disable search on your managed cluster, see [Modifying the klusterlet add-ons settings of your cluster](#) for more information.

## 7.2. Search Customization and Configurations

You can modify the default values in the `search-v2-operator` custom resource. To view details of the custom resource, run the following command:

```bash
oc get search search-v2-operator -o yaml
```

The search operator watches the `search-v2-operator` custom resource, reconciles the changes and updates active pods. View the following descriptions of the configurations:

- **PostgreSQL database storage:**
  When you install Red Hat Advanced Cluster Management, the PostgreSQL database is configured to save the PostgreSQL data in an empty directory (`emptyDir`) volume. If the empty directory size is limited, you can save the PostgreSQL data on a Persistent Volume Claim (PVC) to improve search performance. You can select a storageclass from your Red Hat Advanced Cluster Management hub cluster to back up your search data. For example, if you select the `gp2` storageclass your configuration might resemble the following example:

```yaml
apiVersion: search.open-cluster-management.io/v1alpha1
kind: Search
metadata:
  name: search-v2-operator
  namespace: open-cluster-management
```
This configuration creates a PVC named `gp2-search` and is mounted to the `search-postgres` pod. By default, the storage size is `10Gi`. You can modify the storage size. For example, `20Gi` might be sufficient for about 200 managed clusters.

- Optimize cost by tuning the pod memory or CPU requirements, replica count, and update log levels for any of the four search pods (indexer, database, queryapi, or collector pod). Update the deployment section of the `search-v2-operator` custom resource. There are four deployments managed by the `search-v2-operator`, which can be updated individually. Your `search-v2-operator` custom resource might resemble the following file:

```yaml
apiVersion: search.open-cluster-management.io/v1alpha1
kind: Search
metadata:
  name: search-v2-operator
  namespace: open-cluster-management
spec:
deployments:
  collector:
    resources: 1
    limits:
      cpu: 500m
      memory: 128Mi
    requests:
      cpu: 250m
      memory: 64Mi
  indexer:
    replicaCount: 3
  database:
    envVar: 2
    - name: POSTGRES_EFFECTIVE_CACHE_SIZE
      value: 1024MB
    - name: POSTGRES_SHARED_BUFFERS
      value: 512MB
    - name: WORK_MEM
      value: 128MB
  queryapi:
    arguments: 3
    - -v=3
```

1. You can apply resources to an indexer, database, queryapi, or collector pod.
2. You can add multiple environment variables in the envVar section to specify a value for each variable that you name.
3. You can control the log level verbosity for any of the previous four pods by adding the `-v=3` argument.

See the following example where memory resources are applied to the indexer pod:
Node placement for search pods:

You can update the Placement of search pods by using the nodeSelector parameter, or the tolerations parameter. View the following example configuration:

```yaml
spec:
dbStorage:
size: 10Gi
deployments:
collector: {}
database: {}
indexer: {}
queryapi: {}
nodeSelector:
  node-role.kubernetes.io/infra: ""
tolerations:
  - effect: NoSchedule
    key: node-role.kubernetes.io/infra
    operator: Exists

resources:
limits:
  memory: 5Gi
requests:
  memory: 1Gi
```

7.3. ADDITIONAL RESOURCES

- For instruction about how to manage search, see Managing search.
- For more topics about the Red Hat Advanced Cluster Management for Kubernetes console, see Web console.

7.4. MANAGING SEARCH

Use search to query resource data from your clusters.

**Required access:** Cluster administrator

Continue reading the following topics:

- Creating search configurable collection
- Customizing the search console
- Querying in the console
- Updating klusterlet-addon-search deployments on managed clusters

7.4.1. Creating search configurable collection

Create the `search-collector-config` ConfigMap to define which Kubernetes resources get collected from the cluster by listing the resources in the allow and deny list section. List the resources in the `data.AllowedResources` and `data.DeniedResources` sections within the ConfigMap. Run the following
command to create the resource:

```
oc apply -f yourconfigMapFile.yaml
```

Your ConfigMap might resemble the following YAML file:

```yaml
apiVersion: v1
kind: ConfigMap
metadata:
  name: search-collector-config
  namespace: <namespace where search-collector add-on is deployed>
data:
  AllowedResources: |
    - apiGroups:
      - "*
        resources:
          - services
          - pods
      - admission.k8s.io
        - authentication.k8s.io
        resources:
          - "*

  DeniedResources: |
    - apiGroups:
      - "*
        resources:
          - secrets
      - admission.k8s.io
        resources:
          - policies
          - iampolicies
          - certificatepolicies
```

The previous ConfigMap example allows services and pods to be collected from all apiGroups, while allowing all resources to be collected from the admission.k8s.io and authentication.k8s.io apiGroups. At the same time, the ConfigMap example also prevents the central collection of secrets from all apiGroups while preventing the collection of policies, iampolicies, and certificatepolicies from the apiGroup admission.k8s.io.

**Note:** If you do not provide a ConfigMap, all resources are collected by default. If you only provide AllowedResources, all resources not listed in AllowedResources are automatically excluded. Resources listed in AllowedResources and DeniedResources at the same time are also excluded.

### 7.4.2. Customizing the search console

You can customize the search result limit from the OpenShift Container Platform console. Update the console-mce-config in the multicluster-engine namespace. These settings apply to all users and might affect performance. View the following performance parameter descriptions:

- **SAVED_SEARCH_LIMIT** - The maximum amount of saved searches per user. By default, there is a limit of ten saved searches for each user. The default value is 10. To update the limit, add the following key value to the console-config ConfigMap: SAVED_SEARCH_LIMIT: x.
- **SEARCH_RESULT_LIMIT** - The maximum amount of search results displayed in the console. Default value is 1000. To remove this limit set to -1.

- **SEARCH_AUTOCOMPLETE_LIMIT** - The maximum number of suggestions retrieved for the search bar typeahead. Default value is 10,000. To remove this limit set to -1.

Run the following `patch` command from the OpenShift Container Platform console to change the search result to 100 items:

```
oc patch configmap console-mce-config -n multicluster-engine --type merge -p '{"data": {"SEARCH_RESULT_LIMIT": "100"}}'
```

### 7.4.3. Querying in the console

You can type any text value in the *Search box* and results include anything with that value from any property, such as a name or namespace. Users are unable to search for values that contain an empty space.

For more specific search results, include the property selector in your search. You can combine related values for the property for a more precise scope of your search. For example, search for `cluster:dev red` to receive results that match the string "red" in the *dev* cluster.

Complete the following steps to make queries with search:

1. Click *Search* in the navigation menu.

2. Type a word in the *Search box*, then Search finds your resources that contain that value.
   - As you search for resources, you receive other resources that are related to your original search result, which help you visualize how the resources interact with other resources in the system.
   - Search returns and lists each cluster with the resource that you search. For resources in the *hub* cluster, the cluster name is displayed as *local-cluster*.
   - Your search results are grouped by *kind*, and each resource *kind* is grouped in a table.
   - Your search options depend on your cluster objects.
   - You can refine your results with specific labels. Search is case-sensitive when you query labels. See the following examples that you can select for filtering: *name*, *namespace*, *status*, and other resource fields. Auto-complete provides suggestions to refine your search. See the following example:
   - Search for a single field, such as `kind:pod` to find all pod resources.
   - Search for multiple fields, such as `kind:pod namespace:default` to find the pods in the default namespace.

**Notes:**

- You can also search with conditions by using characters, such as >>, >=, <, <=, !=.

- When you search for more than one property selector with multiple values, the search returns either of the values that were queried. View the following examples:
  - When you search for *kind:pod name:a*, any pod named *a* is returned.
- When you search for `kind:pod name:a,b`, any pod named `a` or `b` are returned.

- Search for `kind:pod status:!Running` to find all pod resources where the status is not `Running`.

- Search for `kind:pod restarts:>1` to find all pods that restarted at least twice.

3. If you want to save your search, click the `Save search` icon.

### 7.4.4. Updating klusterlet-addon-search deployments on managed clusters

To collect the Kubernetes objects from the managed clusters, the `klusterlet-addon-search` pod is run on all the managed clusters where search is enabled. This deployment is run in the `open-cluster-management-agent-addon` namespace. A managed cluster with a high number of resources might require more memory for the `klusterlet-addon-search` deployment to function.

Resource requirements for the `klusterlet-addon-search` pod in a managed cluster can be specified in the `ManagedClusterAddOn` custom resource in your Red Hat Advanced Cluster Management hub cluster. There is a namespace for each managed cluster with the managed cluster name. Edit the `ManagedClusterAddOn` custom resource from the namespace matching the managed cluster name. Run the following command to update the resource requirement in `xyz` managed cluster:

```
oc edit managedclusteraddon search-collector -n xyz
```

Append the resource requirements as annotations. View the following example:

```
apiVersion: addon.open-cluster-management.io/v1alpha1
kind: ManagedClusterAddOn
metadata:
  annotations:
    addon.open-cluster-management.io/search_memory_limit: 2048Mi
    addon.open-cluster-management.io/search_memory_request: 512Mi
```

The annotation overrides the resource requirements on the managed clusters and automatically restarts the pod with new resource requirements.

Return to [Observing environments introduction](#).
CHAPTER 8. USING OBSERVABILITY WITH RED HAT INSIGHTS

Red Hat Insights is integrated with Red Hat Advanced Cluster Management observability, and is enabled to help identify existing or potential problems in your clusters. Red Hat Insights helps you to identify, prioritize, and resolve stability, performance, network, and security risks. Red Hat OpenShift Container Platform offers cluster health monitoring through OpenShift Cluster Manager. OpenShift Cluster Manager collects anonymized, aggregated information about the health, usage, and size of the clusters. For more information, see Red Hat Insights product documentation.

When you create or import an OpenShift cluster, anonymized data from your managed cluster is automatically sent to Red Hat. This information is used to create insights, which provide cluster health information. Red Hat Advanced Cluster Management administrator can use this health information to create alerts based on severity.

**Required access:** Cluster administrator

### 8.1. PREREQUISITES

- Ensure that Red Hat Insights is enabled. For more information, see Modifying the global cluster pull secret to disable remote health reporting.
- Install OpenShift Container Platform version 4.0 or later.
- Hub cluster user, who is registered to OpenShift Cluster Manager, must be able to manage all the Red Hat Advanced Cluster Management managed clusters in OpenShift Cluster Manager.

### 8.2. RED HAT INSIGHTS FROM THE RED HAT ADVANCED CLUSTER MANAGEMENT CONSOLE

Continue reading to view functionality descriptions of the integration:

- When you select a cluster from the Clusters page, you can select the Number of identified issues from the Status card. The Status card displays information about Nodes, Applications, Policy violations, and Identified issues. The Identified issues card represents the information from Red Hat insights. The Identified issues status displays the number of issues by severity. The triage levels used for the issues are the following severity categories: Critical, Major, Low, and Warning.

- After you click the number, the Potential issue side panel is displayed. A summary and chart of the total issues are displayed in the panel. You can also use the search feature to search for recommended remediations. The remediation option displays the Description of the vulnerability, Category that vulnerability is associated with, and the Total risk.

- From the Description section, you can select the link to the vulnerability. View steps to resolve your vulnerability by selecting the How to remediate tab. You can also view why the vulnerability occurred by clicking the Reason tab.

See Managing insight PolicyReports for more information.

### 8.3. MANAGING INSIGHT POLICYREPORTS

Red Hat Advanced Cluster Management for Kubernetes PolicyReports are violations that are generated by the insights-client. The PolicyReports are used to define and configure alerts that are
sent to incident management systems. When there is a violation, alerts from a PolicyReport are sent to incident management system.

8.3.1. Searching for insight policy reports

You can search for a specific insight PolicyReport that has a violation, across your managed clusters. Complete the following steps:

1. Log in to your Red Hat Advanced Cluster Management hub cluster.

2. Click the Search icon in the console header to navigate to the Search page.

3. Enter the following query: `kind:policyreport`
   
   **Note:** The PolicyReport name matches the name of the cluster.

4. You can specify your query with the insight policy violation and categories. When you select a PolicyReport name, you are redirected to the Details page of the associated cluster. The Insights sidebar is automatically displayed.

5. If the search service is disabled and you want to search for an insight, run the following command from your hub cluster:

   ```bash
   oc get policyreport --all-namespaces
   ```

8.3.2. Viewing identified issues from the console

You can view the identified issues on a specific cluster. Complete the following steps:

1. Log in to your Red Hat Advanced Cluster Management cluster.

2. Select Overview from the navigation menu.

3. Select a severity to view the PolicyReports that are associated with that severity. Details of the cluster issues and the severities are displayed from the Cluster issues summary card.
   
   a. Alternatively, you can select Clusters from the navigation menu.

   b. Select a managed cluster from the table to view more details.

   c. From the Status card, view the number of identified issues.

4. Select the number of potential issues to view the severity chart and recommended remediations for the issues.

5. Click the link to the vulnerability to view steps on How to remediate and the Reason for the vulnerability.

   **Note:** After the issue is resolved, the Red Hat Insights are received by Red Hat Advanced Cluster Management every 30 minutes, and Red Hat Insights is updated every two hours.

6. Be sure to verify which component sent the alert message from the PolicyReport.


   b. Select the Status tab and click the View details link to view the PolicyReport YAML file.
c. Locate the **source** parameter, which informs you of the component that sent the violation. The value options are **grc** and **insights**.

### 8.3.3. Additional resources

- Learn how to create custom alert rules for the **PolicyReports**, see [Configuring Alertmanager](#) for more information.