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Interaction Server Private Edition Guide

[Interaction Server \(IXN\) metrics and alerts](#)

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Find the metrics Interaction Server (IXN) exposes and the alerts defined for Interaction Server (IXN).

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Interaction Server (IXN)	PodMonitor	13131, 13133, 13139	option ixnServer.ports.health - default port 13131 - Endpoint: "/health/prometheus/all" option ixnNode.ports.default - default port 13133 - Endpoint: "/metrics" option ixnVQNode.ports.health - default port 13139 - Endpoint: "/metrics" Note: The above options are references to ports that match endpoints. Use these options to perform the associated query.	Default

Metrics

This table includes IXN Server metrics and IXN Node metrics. IXN Node metrics begin with the prefix `ixnnode`.

Note: There are more metrics than the ones listed in the table. However, only the metrics listed in the table are supported.

Metric and description	Metric details	Indicator of
<code>ixn_health_info_current_clients</code> Indicates the number of clients that are connected to IXN at the moment.	Unit: Amount Type: Gauge Label: None Sample value: 5	Workload
<code>ixn_health_info_current_routers</code> Indicates the number of 'connected to' IXN routers.	Unit: Amount Type: Gauge Label: None Sample value: 1	Workload, Operability
<code>ixn_health_info_client_count { client_type_name="Agent application" }</code>	Unit: Amount Type: Gauge Label: client_type_name. See the metric description for more details.	Workload

Metric and description	Metric details	Indicator of
<p>Indicates the number of clients with specified type, connected to IXN.</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> client_type_name - type of connected clients. Possible values are: <ul style="list-style-type: none"> Unknown Proxy Agent application Media server Reporting engine Routing engine Universal router Third party client. 	<p>Sample value: 101</p>	
<p>ixn_health_info_router_total_submitted { router_name="URServer" }</p> <p>Indicates the total number of interactions that have been submitted to the router.</p> <p>Label descriptions:</p> <p>router_name - the name of the router into which the interactions have been submitted.</p> <p>ixn_health_info_router_strategy_load_count { router_name="URServer", strategy_name="AAStarterStrategy", strategy_tenant="1" }</p> <p>Indicates the number of strategies with specified name loaded into a specified router.</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> router_name - the name of the router into which the interactions are loaded strategy_name - name of strategy strategy_tenant - tenant number 	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: router_name. See the metric description for more details.</p> <p>Sample value: 33</p> <p>Unit: Amount</p> <p>Type: Gauge</p> <p>Label: router_name, strategy_name, strategy_tenant. See the metric description for more details.</p> <p>Sample value: 1</p>	<p>Workload, Operability</p> <p>Workload</p>

Metric and description	Metric details	Indicator of
ixn_health_info_router_current_capacity <code>{ router_name="URServer" }</code> <p>Indicates the current capacity of a specified router - the number of interactions, not including those already submitted, that can be submitted into the router.</p> <p>Label descriptions: router_name - name of router.</p>	Unit: Amount Type: Gauge Label: router_name. See the metric description for more details. Sample value: 987	Workload, Operability
ixn_health_info_router_currently_submitted <code>{ router_name="URServer" }</code> <p>Indicates the number of interactions that are in a specified router.</p> <p>Label descriptions: router_name - name of router.</p>	Unit: Amount Type: Gauge Label: router_name. See the metric description for more details. Sample value: 13	Workload, Operability
ixn_health_info_current_strategies <p>Indicates number of strategies which are associated with active submitters.</p>	Unit: Amount Type: Gauge Label: None Sample value: 11	Workload
ixn_health_info_router_max_submitted <code>{ router_name="URServer" }</code> <p>Indicates the maximum capacity of specified router - the number of interactions, that can be submitted into the router.</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> • router_name - name of router. <p><i>ixn_health_info_router_max_submitted = ixn_health_info_router_currently_submitted + ixn_health_info_router_current_capacity</i></p>	Unit: Amount Type: Gauge Label: router_name. See the metric description for more details. Sample value: 1000	Workload, Operability
ixn_health_info_current_database_requests <p>Indicates the current database requests queue length.</p>	Unit: Amount Type: Gauge Label: None Sample value: 0	Workload, Operability
ixn_health_info_total_database_requests <p>Indicates the number of processed database requests from IXN application start till current moment.</p>	Unit: Amount Type: Counter Label: None Sample value: 75	Workload, Operability
ixn_health_info_current_database_connections <p>Indicates the current number of DB connections.</p>	Unit: Amount Type: Gauge Label: None	Workload, Operability

Metric and description	Metric details	Indicator of
	Sample value: 5	
ixn_health_info_total_database_deadlocks Indicates the total number of database queries that end up with a deadlock for all the time since IXN started.	Type: Counter Label: None Sample value: 0	Workload, Operability
ixn_health_info_router_strategy_last_submitted_at { router_name="URServer", strategy_name="AAASarterToAgent", strategy_tenant="1" } Indicates the Unix timestamp when last interaction has been submitted to router for specified strategy.	Unit: Unix timestamp Type: Gauge Label: router_name, strategy_name, strategy_tenant. See the metric description for more details. Sample value: 1618322383	Workload, Operability
Label descriptions: <ul style="list-style-type: none"> • router_name - name of router; • strategy_name - name of strategy; • strategy_tenant - tenant number. 		
ixn_health_info_queue_media_waiting_processing { queue_name="AAASarterQueue", queue_tenant="1", media_name="chat" } Indicates the current number of interactions with specified media type that are waiting for processing in a specified queue.	Unit: Amount Type: Gauge Label: queue_name, queue_tenant, media_name. See the metric description for more details. Sample value: 0	Workload
Label descriptions: <ul style="list-style-type: none"> • queue_name - name of queue; • queue_tenant - tenant number; • media_name - media type. <p>Note: This value is provided in Pulse as well.</p>		
ixn_health_info_agent_logged_in_count { agent_tenant="1" } Indicates the current number of logged in agents.	Unit: Amount Type: Gauge Label: agent_tenant. See the metric description for more details. Sample value: 565	Workload
Label descriptions:		

Metric and description	Metric details	Indicator of
agent_tenant - tenant number.		
ixn_health_info_queue_media_in_router <code>{ queue_name="toAgent", queue_tenant="1", media_name="chat" }</code> Indicates the number of the interactions with specified media type from a specified queue being routed. Label descriptions: <ul style="list-style-type: none"> queue_name - name of queue queue_tenant - tenant number media_name - media type 	Unit: Amount Type: Gauge Label: queue_name, queue_tenant, media_name. See the metric description for more details. Sample value: 10	Workload, Operability
ixn_health_info_queue_media_on_agent <code>{ queue_name="toAgent", queue_tenant="1", media_name="chat" }</code> Indicates the number of the interactions with specified media type from specified queue being handled by agents. Label descriptions: <ul style="list-style-type: none"> queue_name - name of queue queue_tenant - tenant number media_name - media type 	Unit: Amount Type: Gauge Label: queue_name, queue_tenant, media_name. See the metric description for more details. Sample value: 5	Workload, Operability
ixn_health_info_queue_media_current_length <code>{ queue_name="toAgent", queue_tenant="1", media_name="chat" }</code> Indicates the number of interactions with specified media type that are waiting processing in specified queue and were never delivered to agent. Label descriptions: <ul style="list-style-type: none"> queue_name - name of queue queue_tenant - tenant number media_name - media type Note: This value is provided in Pulse as well.	Unit: Amount Type: Gauge Label: queue_name, queue_tenant, media_name. See the metric description for more details. Sample value: 2	Workload, Operability
ixn_health_info_queue_media_in_processing		Workload, Operability

Metric and description	Metric details	Indicator of
<pre data-bbox="169 291 535 375">{ queue_name="toAgent", queue_tenant="1", media_name="chat" }</pre> <p>Indicates the sum of the interactions with specified media type from specified queue being routed by routers and being handled by agents.</p> <p>Label descriptions:</p> <ul data-bbox="181 557 577 699" style="list-style-type: none"> queue_name - name of queue queue_tenant - tenant number media_name - media type <p><i>ixn_health_info_queue_media_in_processing</i> $= ixn_health_info_queue_media_in_processing$ $= ixn_health_info_queue_media_in_router$ $+ ixn_health_info_queue_media_on_agent$</p> <p>Note: This value is provided in Pulse as well.</p>	<p>Type: Gauge Label: queue_name, queue_tenant, media_name. See the metric description for more details. Sample value: 15</p>	
<pre data-bbox="169 895 887 1001">ixn_health_info_router_strategy_currently_submitted { router_name="URServer", strategy_name="AAAStarterToAgent", strategy_tenant="1" }</pre> <p>Indicates the number of interactions which are submitted to specified router by specified strategy at the moment.</p> <p>Label descriptions:</p> <ul data-bbox="181 1170 577 1332" style="list-style-type: none"> router_name - name of router strategy_name - name of strategy strategy_tenant - tenant number 	<p>Unit: Amount</p> <p>Type: Gauge Label: router_name, strategy_name, strategy_tenant. See the metric description for more details. Sample value: 3</p>	Workload, Operability
<pre data-bbox="169 1389 838 1495">ixn_health_info_router_strategy_current_capacity { router_name="URServer", strategy_name="AAAStarterToAgent", strategy_tenant="1" }</pre> <p>Indicates the number of interactions that can be submitted more to specified router by specified strategy.</p> <p>Label descriptions:</p> <ul data-bbox="181 1655 577 1818" style="list-style-type: none"> router_name - name of router strategy_name - name of strategy strategy_tenant - tenant number 	<p>Unit: Amount</p> <p>Type: Gauge Label: router_name, strategy_name, strategy_tenant. See the metric description for more details. Sample value: 197</p>	Workload, Operability

Metric and description	Metric details	Indicator of
ixn_health_info_router_strategy_total_submitted <code>{ router_name="URServer", strategy_name="AAASarterToAgent", strategy_tenant="1" }</code>	Unit: Amount Type: Counter Label: router_name, strategy_name, strategy_tenant. See the metric description for more details. Sample value: 9	Workload, Operability
Label descriptions: <ul style="list-style-type: none"> • router_name - name of router • strategy_name - name of strategy • strategy_tenant - tenant number 		
ixnnode_interactions_pulled_total Indicates the total number of the interactions pulled for the specific strategy. Label descriptions: strategy - The name of the strategy for which interactions are pulled.	Unit: Amount Type: Counter Label: strategy. See the metric description for more details. Sample value:	Workload, Operability
ixnnode_routing_sessions_current Indicates the current number of the routing sessions in routing.	Unit: Amount Type: Gauge Label: None Sample value:	Workload
ixnnode_all_instructions_received_total Indicates the total number of instructions (of any type) received from ORS service.	Unit: Amount Type: Counter Label: None Sample value:	Workload, Operability
ixnnode_routing_instructions_received_total Indicates the total number of received routing instructions. Label descriptions: <ul style="list-style-type: none"> • strategy - The name of the strategy for which routing instructions is received. • type - The type of the instruction. It takes values "terminal" and "non-terminal". Terminal instructions are RequestDeliver, RequestPlaceInQueue, 	Unit: Amount Type: Counter Label: strategy, type. See the metric description for more details. Sample value:	Workload, Operability

Metric and description	Metric details	Indicator of
RequestPlaceInWorkbin, RequestStopProcessing.		
ixnnode_redis_client_status Indicates the status of Redis client. Label descriptions: redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer". Value: 0 - Not Ready 1 - Ready	Unit: Status Type: Gauge Label: redis_client. See the metric description for more details. er". Sample value:	Operability
ixnnode_redis_client_errors_total Indicates the total number of errors occurred on Redis client. Label descriptions: redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer".	Unit: Amount Type: Counter Label: redis_client. See the metric description for more details. Sample value:	Error
ixnnode_redis_client_node_status Indicates the status of connection to individual nodes of Redis server (in singleton mode matches to ixnnode_redis_client_status). Label descriptions: <ul style="list-style-type: none">redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer".node - The node of Redis server for which the metric is present as "host:port". Value: 0 - Ready 1 - Not Ready 2 - Wait (so far there have been no connection attempts)	Unit: Status Type: Gauge Label: redis_client, node. See the metric description for more details. Sample value:	Operability
ixnnode_redis_client_node_errors_total Indicates the total number of errors occurred on individual nodes of Redis client (in singleton mode matches to	Unit: Amount Type: Counter Label: redis_client, node. See the metric description for more details.	Error

Metric and description	Metric details	Indicator of
<p>ixnnode_redis_client_errors_total).</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer". node - The node of Redis server for which the metric is present as "host:port". 	<p>Sample value:</p>	
<p>ixnnode_redis_commands_completed_total</p> <p>Indicates the total number of successfully completed redis commands.</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer". command - The Redis command for which the metric is present. It takes values "xadd", "xread", "xdel". 	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: redis_client, command. See the metric description for more details.</p> <p>Sample value:</p>	<p>Workload, Operability</p>
<p>ixnnode_redis_commands_failed_total</p> <p>Indicates the total number of failed redis commands.</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer". command - The Redis command for which the metric is present. It takes values "xadd", "xread", "xdel". 	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: redis_client, command. See the metric description for more details.</p> <p>Sample value:</p>	<p>Error</p>
<p>ixnnode_rq_client_status</p> <p>Indicates the status of connection to RQ Service nodes.</p> <p>Label descriptions:</p> <p>rq_node - RQ Service node for which the metric is present.</p>	<p>Unit: Status</p> <p>Type: Gauge</p> <p>Label: rq_node. See the metric description for more details.</p> <p>Sample value:</p>	<p>Operability</p>

Metric and description	Metric details	Indicator of
ixnnode_rq_requests_failed_total Indicates the total number of failed requests to RQ Service. Label descriptions: type - The type of the failed requests. It takes values "isp_event" - interaction protocol evnts and "ixn_ping" - health check messages.	Unit: Amount Type: Counter Label: type. See the metric description for more details. Sample value:	Error
ixnnode_instructions_processing_limit Indicates the maximum number of routing instructions that can be processed in parallel.	Unit: Amount Type: Gauge Label: None Sample value:	n/a
ixnnode_instructions_processing_queue_size Indicates the number of instructions received from ORS currently being processed. Label descriptions: type - The type of the instruction. It takes values "isp_request" - routing instruction and "ixn_ping" - reply to health check message.	Unit: Amount Type: Gauge Label: type. See the metric description for more details. Sample value:	Workload, Operability
ixnnode_pull_request_total Indicates the total number of RequestPull requests successfully completed by InteractionServer. Label descriptions: strategy - The strategy for which interactions are pulled.	Unit: Amount Type: Counter Label: strategy. See the metric description for more details. Sample value:	Workload, Operability
ixnnode_route_request_sent_total Indicates the total number of route requests successfully sent to ORS. Label descriptions: strategy - The strategy to which requests are sent.	Unit: Amount Type: Counter Label: strategy. See the metric description for more details. Sample value:	Workload, Operability
ixnnode_route_request_failed_total Indicates the total number of route requests failed to send to ORS. Label descriptions: strategy - The strategy to which requests are sent.	Unit: Amount Type: Counter Label: strategy. See the metric description for more details. Sample value:	Error
ixnnode_instructions_processed	Unit: Amount	Workload

Metric and description	Metric details	Indicator of
<p>Indicates the number of routing instructions currently being processed by IXN Server.</p>	<p>Type: Gauge Label: None Sample value:</p>	
<p>ixnnode_interactions_placed_back_total</p> <p>Indicates the total number of times an interaction was placed back in queue.</p> <p>Label descriptions:</p> <ul style="list-style-type: none"> • reason - The reason of placing back in queue. It takes values: <ul style="list-style-type: none"> "StrategyOldQueueRequest" - Strategy explicitly requested to place to valid queue with name (not "BACK") matching the name of queue interaction was pulled from. Set by ORS. "StrategyBackRequest" - Strategy requested placing interaction "BACK" explicitly. Set by ORS. "Implicit" - Strategy did nothing and ORS places interaction back cause there are no instructions for it. Set by ORS. "Error" - ORS places interaction back into queue due to some error regardless of the error source be it strategy itself or any other reason. Set by ORS. "SubmitError" - IXN Node failed to send interaction to ORS and places it back into queue. "Unknown" - The reason was not specified by ORS. • strategy - The strategy which routed interactions. 	<p>Unit: Amount</p> <p>Type: Counter Label: reason, strategy. See the metric description for more details. Sample value:</p>	<p>Workload, Error, ORS Error</p>
<p>ixnnode_running_strategies_current</p> <p>Indicates the number of the strategies for which interactions currently are being pulled.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: None Sample value:</p>	<p>Operability</p>
<p>ixnnode_configured_strategies_current</p> <p>Indicates the number of the strategies read from configuration for which interactions should be pulled.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: None Sample value:</p>	<p>Operability</p>

Metric and description	Metric details	Indicator of
ixnnode_configuration_fetch_error This metric tracks the total number of errors that occurred while fetching configuration from the Configuration Service.	Unit: Counter Type: Counter Label: None Sample value: 0	Error
ixnnode_last_fetched_configuration This metric tracks the timestamp of the last successful configuration fetch from the Configuration Service, expressed as the number of seconds since January 1, 1970 UTC.	Unit: timestamp Type: Gauge Label: None Sample value: 0	Operability

Alerts

No alerts are defined for Interaction Server.