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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	<p>option ixnServer.ports.health - default port 13131 - Endpoint: "/health/prometheus/all"</p> <p>option ixnNode.ports.default - default port 13133 - Endpoint: "/metrics"</p> <p>option ixnVQNode.ports.health - default port 13139 - Endpoint: "/metrics"</p> <p>Note: The above options are references to ports that match endpoints. Use these options to perform the associated query.</p>	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
ixn_health_info_current_clients Indicates the number of clients that are connected to IXN at the moment.	Unit: Amount Type: Gauge Label: None Sample value: 5	Workload
ixn_health_info_current_routers Indicates the number of 'connected to' IXN routers.	Unit: Amount Type: Gauge Label: None Sample value: 1	Workload, Operability
ixn_health_info_client_count { client_type_name="Agent application" }	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>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>Workload, Operability</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: 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</p>

Metric and description	Metric details	Indicator of
<p>ixn_health_info_router_current_capacity { router_name="URServer" }</p> <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:</p> <p>router_name - name of router.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: router_name. See the metric description for more details. Sample value: 987</p>	Workload, Operability
<p>ixn_health_info_router_currently_submitted { router_name="URServer" }</p> <p>Indicates the number of interactions that are in a specified router.</p> <p>Label descriptions:</p> <p>router_name - name of router.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: router_name. See the metric description for more details. Sample value: 13</p>	Workload, Operability
<p>ixn_health_info_current_strategies</p> <p>Indicates number of strategies which are associated with active submitters.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: None Sample value: 11</p>	Workload
<p>ixn_health_info_router_max_submitted { router_name="URServer" }</p> <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>	<p>Unit: Amount</p> <p>Type: Gauge Label: router_name. See the metric description for more details. Sample value: 1000</p>	Workload, Operability
<p>ixn_health_info_current_database_requests</p> <p>Indicates the current database requests queue length.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: None Sample value: 0</p>	Workload, Operability
<p>ixn_health_info_total_database_requests</p> <p>Indicates the number of processed database requests from IXN application start till current moment.</p>	<p>Unit: Amount</p> <p>Type: Counter Label: None Sample value: 75</p>	Workload, Operability
<p>ixn_health_info_current_database_connections</p> <p>Indicates the current number of DB connections.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: None</p>	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="AAAStrarterToAgent", strategy_tenant="1" } Indicates the Unix timestamp when last interaction has been submitted to router for specified strategy. Label descriptions: <ul style="list-style-type: none"> router_name - name of router; strategy_name - name of strategy; strategy_tenant - tenant number. 	Unit: Unix timestamp Type: Gauge Label: router_name, strategy_name, strategy_tenant. See the metric description for more details. Sample value: 1618322383	Workload, Operability
ixn_health_info_queue_media_waiting_processing { queue_name="AAAStrarterQueue", 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. 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: 0	Workload
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

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

Metric and description	Metric details	Indicator of
<p>{ queue_name="toAgent", queue_tenant="1", media_name="chat" }</p> <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 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 = ixn_health_info_queue_media_in_router + ixn_health_info_queue_media_on_agent</i></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>	
<p>ixn_health_info_router_strategy_currently_submitted { router_name="URServer", strategy_name="AAASstarterToAgent", strategy_tenant="1" }</p> <p>Indicates the number of interactions which are submitted to specified router by specified strategy at the moment.</p> <p>Label descriptions:</p> <ul 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
<p>ixn_health_info_router_strategy_current_capacity { router_name="URServer", strategy_name="AAASstarterToAgent", strategy_tenant="1" }</p> <p>Indicates the number of interactions that can be submitted more to specified router by specified strategy.</p> <p>Label descriptions:</p> <ul 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
<p>ixn_health_info_router_strategy_total_submitted { router_name="URServer", strategy_name="AAASstarterToAgent", strategy_tenant="1" }</p> <p>Indicates the number of interactions that were submitted to specified router by specified strategy since IXN app start till now.</p> <p>Label descriptions:</p> <ul 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: Counter Label: router_name, strategy_name, strategy_tenant. See the metric description for more details. Sample value: 9</p>	Workload, Operability
<p>ixnnode_interactions_pulled_total</p> <p>Indicates the total number of the interactions pulled for the specific strategy.</p> <p>Label descriptions:</p> <p>strategy - The name of the strategy for which interactions are pulled.</p>	<p>Unit: Amount</p> <p>Type: Counter Label: strategy. See the metric description for more details. Sample value:</p>	Workload, Operability
<p>ixnnode_routing_sessions_current</p> <p>Indicates the current number of the routing sessions in routing.</p>	<p>Unit: Amount</p> <p>Type: Gauge Label: None Sample value:</p>	Workload
<p>ixnnode_all_instructions_received_total</p> <p>Indicates the total number of instructions (of any type) received from ORS service.</p>	<p>Unit: Amount</p> <p>Type: Counter Label: None Sample value:</p>	Workload, Operability
<p>ixnnode_routing_instructions_received_total</p> <p>Indicates the total number of received routing instructions.</p> <p>Label descriptions:</p> <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, 	<p>Unit: Amount</p> <p>Type: Counter Label: strategy, type. See the metric description for more details. Sample value:</p>	Workload, Operability

Metric and description	Metric details	Indicator of
RequestPlaceInWorkbin, RequestStopProcessing.		
<p>ixnnode_redis_client_status</p> <p>Indicates the status of Redis client.</p> <p>Label descriptions:</p> <p>redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer".</p> <p>Value:</p> <p>0 - Not Ready</p> <p>1 - Ready</p>	<p>Unit: Status</p> <p>Type: Gauge</p> <p>Label: redis_client. See the metric description for more details. er".</p> <p>Sample value:</p>	Operability
<p>ixnnode_redis_client_errors_total</p> <p>Indicates the total number of errors occurred on Redis client.</p> <p>Label descriptions:</p> <p>redis_client - The Redis client instance for which the metric is present. It takes values "reader" and "writer".</p>	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: redis_client. See the metric description for more details.</p> <p>Sample value:</p>	Error
<p>ixnnode_redis_client_node_status</p> <p>Indicates the status of connection to individual nodes of Redis server (in singleton mode matches to ixnnode_redis_client_status).</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>Value:</p> <p>0 - Ready</p> <p>1 - Not Ready</p> <p>2 - Wait (so far there have been no connection attempts)</p>	<p>Unit: Status</p> <p>Type: Gauge</p> <p>Label: redis_client, node. See the metric description for more details.</p> <p>Sample value:</p>	Operability
<p>ixnnode_redis_client_node_errors_total</p> <p>Indicates the total number of errors occurred on individual nodes of Redis client (in singleton mode matches to</p>	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: redis_client, node. See the metric description for more details.</p>	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
<p>ixnnode_rq_requests_failed_total</p> <p>Indicates the total number of failed requests to RQ Service.</p> <p>Label descriptions:</p> <p>type - The type of the failed requests. It takes values "isp_event" - interaction protocol evnts and "ixn_ping" - health check messages.</p>	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: type. See the metric description for more details.</p> <p>Sample value:</p>	Error
<p>ixnnode_instructions_processing_queue_size</p> <p>Indicates the maximum number of routing instructions that can be processed in parallel.</p>	<p>Unit: Amount</p> <p>Type: Gauge</p> <p>Label: None</p> <p>Sample value:</p>	n/a
<p>ixnnode_instructions_processing_queue_size</p> <p>Indicates the number of instructions received from ORS currently being processed.</p> <p>Label descriptions:</p> <p>type - The type of the instruction. It takes values "isp_request" - routing instruction and "ixn_ping" - reply to health check message.</p>	<p>Unit: Amount</p> <p>Type: Gauge</p> <p>Label: type. See the metric description for more details.</p> <p>Sample value:</p>	Workload, Operability
<p>ixnnode_pull_request_total</p> <p>Indicates the total number of RequestPull requests successfully completed by InteractionServer.</p> <p>Label descriptions:</p> <p>strategy - The strategy for which interactions are pulled.</p>	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: strategy. See the metric description for more details.</p> <p>Sample value:</p>	Workload, Operability
<p>ixnnode_route_request_sent_total</p> <p>Indicates the total number of route requests successfully sent to ORS.</p> <p>Label descriptions:</p> <p>strategy - The strategy to which requests are sent.</p>	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: strategy. See the metric description for more details.</p> <p>Sample value:</p>	Workload, Operability
<p>ixnnode_route_request_failed_total</p> <p>Indicates the total number of route requests failed to send to ORS.</p> <p>Label descriptions:</p> <p>strategy - The strategy to which requests are sent.</p>	<p>Unit: Amount</p> <p>Type: Counter</p> <p>Label: strategy. See the metric description for more details.</p> <p>Sample value:</p>	Error
<p>ixnnode_instructions_processed_by_strategy</p>	<p>Unit: Amount</p>	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: "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_errors_total Indicates the total number of error occurred while fetching configuration from Configuration Service.	Unit: Count Type: Counter Label: None Sample value:	Error
ixnnode_last_fetched_configuration_timestamp Indicates the last time the configuration was successfully fetched from Configuration Service as the number of seconds since January 1 1970 UTC.	Unit: Timestamp Type: Gauge Label: None Sample value:	Operability

Alerts

No alerts are defined for Interaction Server.