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Email Private Edition Guide

10/3/2022

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Genesys Multicloud CX Email is a service available with the Genesys Multicloud CX private edition offering.

Overview

Learn more about Email, its architecture, and how to support high availability and disaster recovery.

- [About Email](#)
- [Architecture](#)
- [High availability and disaster recovery](#)

Configure and deploy

Find out how to configure and deploy Email.

- [Before you begin](#)
 - [Configure Email](#)
 - [Provision Email](#)
 - [Deploy](#)
-

Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall the Email service.

- Upgrade, rollback, or uninstall Email

Observability

Learn how to monitor Email with metrics and logging.

- Email metrics and alerts
-

About Email

Contents

- [1 Supported Kubernetes platforms](#)

Learn about Email and how it works in Genesys Multicloud CX private edition.

Related documentation:

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Genesys Multicloud CX Email service builds on top of IWD. It adds Email connector for IMAP/SMTP servers, Office365 Graph, and Gmail services to retrieve and send email messages. The Email service processes emails the same way as work items by classifying them into multiple categories, prioritizing, and preparing them for routing to agents. The Email service also takes care of generating auto responses.

Supported Kubernetes platforms

Email service is supported on the following cloud platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)
- OpenShift Container Platform (OpenShift)

See the Email Release Notes for information about when support was introduced.

Architecture

Learn about Email's architecture.

Related documentation:

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The architecture diagram is common for IWD, IWD Data Mart, and Email. For illustration on a sample deployment of Email, see IWD Architecture.

For information about the overall architecture of Genesys Multicloud CX private edition, see the high-level Architecture page.

High availability and disaster recovery

Find out how this service provides disaster recovery in the event the service goes down.

Related documentation:

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Service	High Availability	Disaster Recovery	Where can you host this service?
Email	N = N (N+1)	Not supported	Primary unit only

See High Availability information for all services: [High availability and disaster recovery](#)

Before you begin

Contents

- [1 Limitations and assumptions](#)
- [2 Download the Helm charts](#)
- [3 Third-party prerequisites](#)
- [4 Storage requirements](#)
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Find out what to do before deploying Email.

Related documentation:

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Limitations and assumptions

The current version of Email supports single-region model of deployment only.

Download the Helm charts

Email in Genesys Multicloud CX private edition includes the following containers:

- iwd-email

The service also includes a Helm chart, which you must deploy to install the required containers for Email:

- iwdem

See Helm Chart and Containers for Email for the Helm chart version you must download for your release.

To download the Helm chart, navigate to the **iwdem** folder in the JFrog repository. For information about how to download the Helm charts, see [Downloading your Genesys Multicloud CX containers](#).

Third-party prerequisites

Third-party services

Name	Version	Purpose	Notes
Redis	6.x	Used for caching. Only distributions of Redis	Dedicated - one per deployment of Email

Before you begin

Name	Version	Purpose	Notes
		that support Redis cluster mode are supported, however, some services may not support cluster mode.	
A container image registry and Helm chart repository		Used for downloading Genesys containers and Helm charts into the customer's repository to support a CI/CD pipeline. You can use any Docker OCI compliant registry.	

Storage requirements

All data is stored in IWD, UCS-X, and Digital Channels which are external to the Email service.

Network requirements

External Connections: IMAP, SMTP, Gmail, GRAPH

Browser requirements

Not applicable

Genesys dependencies

The following Genesys services are required:

- Genesys authentication service (GAuth)
- Universal Contact Service (UCS)
- Interaction Server
- Digital Channels (Nexus)
- Intelligent Workload Distribution (IWD)

For the order in which the Genesys services must be deployed, refer to the Order of services deployment topic in the *Setting up Genesys Multicloud CX private edition* document.

Before you begin

GDPR support

Content coming soon

Configure Email

Contents

- [1 Override Helm chart values](#)
- [2 Configure Kubernetes](#)
 - [2.1 ConfigMaps](#)
 - [2.2 Create the pull secret](#)
- [3 Configure security](#)
 - [3.1 Arbitrary UIDs in OpenShift](#)

Learn how to configure Email.

Related documentation:

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Override Helm chart values

The following table provides information on the IWD deployment settings that can be configured in the **values.yaml** file:

Parameter	Description	Default
<code>`deploymentType`</code>	Deployment type. Only two possible values are supported: Deployment, ReplicaSet	Deployment
<code>`replicaCount`</code>	Number of pods to be created	1
<code>`image.registry`</code>	Docker registry for iWD	pureengage-docker-staging.jfrog.io
<code>`image.repository`</code>	iWD Image name	nexus/iwd
<code>`image.pullPolicy`</code>	Image pull policy	IfNotPresent
<code>`image.pullSecrets`</code>	Specify docker-registry secret names as an array	[]
<code>`affinity`</code>	Map of node/pod affinities	{}
<code>`nodeSelector`</code>	Node labels for pod assignment	{}
<code>`tolerations`</code>	Tolerations for pod assignment	nil
<code>`priorityClassName`</code>	Priority class name	
<code>`podSecurityContext`</code>	Pod security context	{}
<code>`securityContext`</code>	Security context	{}
<code>`podDisruptionBudget.enabled`</code>	Enable or disable pod disruption budget	false
<code>`podDisruptionBudget.minAvailable`</code>	Set minimal number of pods available during the disruption	1
<code>`podAnnotations`</code>	Add annotations to pods	{}

Configure Email

Parameter	Description	Default
<code>`podLabels`</code>	Add custom labels to pods	<code>{}</code>
<code>`hpa.enabled`</code>	Enable or disable Horizontal Pod Autoscaler (HPA)	<code>false</code>
<code>`hpa.minReplicas`</code>	Minimal replicas count for HPA	<code>1</code>
<code>`hpa.maxReplicas`</code>	Maximal replicas count for HPA	<code>10</code>
<code>`hpa.targetCPUPercent`</code>	Specify target CPU utilization for HPA	<code>60</code>
<code>`resources.limits.cpu`</code>	Maximum amount of CPU K8s allocates for container	<code>2000m</code>
<code>`resources.limits.memory`</code>	Maximum amount of Memory K8s allocates for container	<code>2000Mi</code>
<code>`resources.requests.cpu`</code>	Guaranteed CPU allocation for container	<code>300m</code>
<code>`resources.requests.memory`</code>	Guaranteed Memory allocation for container	<code>500Mi</code>
<code>`serviceAccount.create`</code>	Specifies whether a service account should be created	<code>false</code>
<code>`serviceAccount.annotations`</code>	Annotations to add to service account	<code>{}</code>
<code>`serviceAccount.name`</code>	Service account name	<code>""</code>
<code>`existingSecret`</code>	Specify Secret name to read application secrets from	<code>nil</code>
<code>`gauth.auth.url`</code>	URL to Authentication service	<code>nil</code>
<code>`gauth.auth.redirectUrl`</code>	Redirect URL to Authentication service	<code>nil</code>
<code>`redis.nodes`</code>	Comma separate list of Redis nodes to connect	<code>nil</code>
<code>`redis.useCluster`</code>	Redis deployment mode	<code>false</code>
<code>`redis.enableTLS`</code>	Either to use TLS on Redis connection	<code>false</code>
<code>`redis.password`</code>	Access key for Redis authentication	<code>nil</code>
<code>`nexus.url`</code>	URL to Nexus	<code>nil</code>
<code>`nexus.apikey`</code>	Nexus API key	<code>nil</code>
<code>`service.type`</code>	Service type	<code>ClusterIP</code>
<code>`monitoring.enabled`</code>	Enable or disable pod monitor	<code>false</code>
<code>`monitoring.alarms`</code>	Create PrometheusRule k8s object with alarm definitions	<code>false</code>
<code>`monitoring.dashboards`</code>	Create ConfigMap with Grafana Dashboards	<code>false</code>
<code>`networkPolicies.enabled`</code>	Enable or disable network policies	<code>false</code>
<code>`dnsConfig.options`</code>	DNS Configuration options	<code>{ name: ndots, value: "3" }</code>

Configure Kubernetes

ConfigMaps

Not applicable as all required ConfigMaps are created via Helm Chart basing on the provided values.

Create the pull secret

Use the following code snippet as an example of how to create pull secret:

```
kubectrl create secret docker-registry mycred --docker-server=pureengage.jfrog.io --docker-username= --docker-password=
```

You can add *mycred* to Helm override values by setting **image.pullSecrets** to *[mycred]*.

For OpenShift, you may add the *mycred* secret in current namespace as the default pull secret:

```
oc secrets link default mycred --for=pull
```

Configure security

Arbitrary UIDs in OpenShift

To use arbitrary UIDs in your OpenShift deployment, ensure the following settings:

```
podSecurityContext:  
  runAsNonRoot: true  
  runAsUser: null  
  runAsGroup: 0  
  fsGroup: null
```

Provision Email

- Administrator

Learn how to provision Email.

Related documentation:

-
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Important

Provisioning must be done after deploying Email.

Workload Manager (UI) uses Roles. Agents must be assigned appropriate Roles.

All other provisioning is done through the tenant provisioning. As the provisioning steps are same as IWD, follow the instructions provided in Provision IWD.

Deploy

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- [2 Kubernetes](#)
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 - [2.2 Deploy](#)
- [3 OpenShift](#)
 - [3.1 Prepare](#)
 - [3.2 Deploy](#)
- [4 Google Kubernetes Engine \(GKE\)](#)
 - [4.1 Prepare](#)
 - [4.2 Deploy](#)
- [5 Azure Kubernetes Service \(AKS\)](#)
 - [5.1 Prepare](#)
 - [5.2 Deploy](#)
- [6 Validate the deployment](#)

Learn how to deploy Email into a private edition environment.

Related documentation:

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Assumptions

- The instructions on this page assume you are deploying the service in a service-specific namespace or OpenShift project, named in accordance with the requirements on [Creating namespaces](#). If you are using a single namespace for all private edition services, replace the namespace element in the commands on this page with the name of your single namespace or project.
- Similarly, the configuration and environment setup instructions assume you need to create namespace-specific (in other words, service-specific) secrets. If you are using a single namespace for all private edition services, you might not need to create separate secrets for each service, depending on your credentials management requirements. However, if you do create service-specific secrets in a single namespace, be sure to avoid naming conflicts.

Kubernetes

Prepare

1. Create a new project using the following command:

```
kubectl create namespace iwdem
```
2. Create a pull secret for accessing the JFrog registry. See [Create the pull secret](#).
3. Download the IWD helm chart from the JFrog repository. See [Download the Helm charts](#).
4. Email requires the Digital Channels API key. The key must be provisioned and shared via Digital Channels.

Deploy

1. Extract parameters from chart to see multiple (default) values used to fine tune the installation.

```
$ helm show values iwdem-.tgz > values.yaml
```

For information on parameters and values in the **values.yaml** file, see Override Helm chart values. Sample override file:

```
replicaCount: 1

image:
  registry: pureengage-docker-staging.jfrog.io
  repository: nexus/iwd-email
  pullSecrets:
    - name: pullsecret

gauth:
  auth:
    url: http://gauth-auth.${GAUTH_NAMESPACE}:80

redis:
  nodes: redis://${REDIS_ADDR}:${REDIS_PORT}
  useCluster: true
  enableTLS: false
  #password: xxx #in secrets

nexus:
  url: http://nexus.${NEXUS_NAMESPACE}
  #apikey: xxx #in secrets

monitoring:
  # Deploy PodMonitor
  enabled: true
  # Create PrometheusRule k8s object with alarm definitions
  alarms: true
  # Create ConfigMap with Grafana Dashboards
  dashboards: true
  # URL to Runbook
  # runbookUrl:
```

2. Install Email using the following command (replace with applicable values):

```
helm install iwdem ./iwdem-.tgz -f override_values.yaml \
  --set redis.password= \
  --set nexus.apikey= \
  --namespace=iwdem
```

OpenShift

Prepare

1. Create a new project using the following command:

Deploy

```
oc get clusterversion
oc new-project iwdem
```

2. Create a pull secret for accessing the JFrog registry. See [Create the pull secret](#).
3. Download the IWD helm chart from the JFrog repository. See [Download the Helm charts](#).
4. Email requires the Digital Channels API key. The key must be provisioned and shared via Digital Channels.

Deploy

1. Extract parameters from chart to see multiple (default) values used to fine tune the installation.

```
$ helm show values iwdem-.tgz > values.yaml
```

For information on parameters and values in the **values.yaml** file, see [Override Helm chart values](#).
Sample override file:

```
replicaCount: 1

image:
  registry: pureengage-docker-staging.jfrog.io
  repository: nexus/iwd-email
  pullSecrets:
    - name: pullsecret

gauth:
  auth:
    url: http://gauth-auth.${GAUTH_NAMESPACE}:80

redis:
  nodes: redis://${REDIS_ADDR}:${REDIS_PORT}
  useCluster: true
  enableTLS: false
  #password: xxx #in secrets

nexus:
  url: http://nexus.${NEXUS_NAMESPACE}
  #apikey: xxx #in secrets

monitoring:
  # Deploy PodMonitor
  enabled: true
  # Create PrometheusRule k8s object with alarm definitions
  alarms: true
  # Create ConfigMap with Grafana Dashboards
  dashboards: true
  # URL to Runbook
  # runbookUrl:
```

2. Install Email using the following command (replace with applicable values):

```
helm install iwdem ./iwdem-.tgz -f override_values.yaml \
  --set redis.password= \
  --set nexus.apikey= \
  --namespace=iwdem
```

Google Kubernetes Engine (GKE)

Prepare

1. Log in to the GKE cluster.

```
gcloud container clusters get-credentials
```

2. Create a new project:

1. Create a *create-iwdem-namespace.json* :

```
{
  "apiVersion": "v1",
  "kind": "Namespace",
  "metadata": {
    "name": "iwdem",
    "labels": {
      "name": "iwdem"
    }
  }
}
```

2. Create a namespace using the above JSON:

```
kubectl apply -f create-iwdem-namespace.json
```

3. Confirm the namespace creation:

```
kubectl describe namespace iwdem
```

3. Create a pull secret for accessing the JFrog registry.

```
kubectl create secret docker-registry jfrog-stage-credentials \
--docker-server=pureengage-docker-staging.jfrog.io \
--docker-username= \
--docker-password= \
--docker-email=
```

4. Download the IWD helm chart from the JFrog repository. See [Download the Helm charts](#).
5. Email requires the Digital Channels API key. The key must be provisioned and shared via Digital Channels.

Deploy

1. Extract parameters from chart to see multiple (default) values used to fine tune the installation.

```
$ helm show values iwdem-.tgz > values.yaml
```

For information on parameters and values in the **values.yaml** file, see [Override Helm chart values](#).
Sample override file:

```
replicaCount: 1

image:
  registry: pureengage-docker-staging.jfrog.io
  repository: nexus/iwd-email
```

Deploy

```
pullSecrets:
  - name: pullsecret

gauth:
  auth:
    url: http://gauth-auth.${GAUTH_NAMESPACE}:80

redis:
  nodes: redis://${REDIS_ADDR}:${REDIS_PORT}
  useCluster: true
  enableTLS: false
  #password: xxx #in secrets

nexus:
  url: http://nexus.${NEXUS_NAMESPACE}
  #apikey: xxx #in secrets

monitoring:
  # Deploy PodMonitor
  enabled: true
  # Create PrometheusRule k8s object with alarm definitions
  alarms: true
  # Create ConfigMap with Grafana Dashboards
  dashboards: true
  # URL to Runbook
  # runbookUrl:
```

2. Install Email using the following command (replace with applicable values):

```
helm install iwdem ./iwdem-.tgz -f override_values.yaml \
  --set redis.password= \
  --set nexus.apikey= \
  --namespace=iwdem
```

Azure Kubernetes Service (AKS)

Prepare

1. Log in to the AKS cluster.

```
az aks get-credentials --resource-group --name --admin
```

2. Create a new project:

1. Create a *create-iwdem-namespace.json* :

```
{
  "apiVersion": "v1",
  "kind": "Namespace",
  "metadata": {
    "name": "iwdem",
    "labels": {
      "name": "iwdem"
    }
  }
}
```


Deploy

```
}
```

2. Create a namespace using the above JSON:

```
kubectl apply -f create-iwdem-namespace.json
```

3. Confirm the namespace creation:

```
kubectl describe namespace iwdem
```

3. Create a pull secret for accessing the JFrog registry.

```
kubectl create secret docker-registry pullsecret \
--docker-server=pureengageuse1-docker-multicloud.jfrog.io \
--docker-username= \
--docker-password= \
--docker-email=
```

4. Download the IWD helm chart from the JFrog repository. See Download the Helm charts.
5. Email requires the Digital Channels API key. The key must be provisioned and shared via Digital Channels.

Deploy

1. Extract parameters from chart to see multiple (default) values used to fine tune the installation.

```
$ helm show values iwdem-.tgz > values.yaml
```

For information on parameters and values in the **values.yaml** file, see Override Helm chart values. Sample override file:

```
replicaCount: 1

image:
  registry: pureengageuse1-docker-multicloud.jfrog.io
  repository: nexus/iwd-email
  pullSecrets:
    - name: pullsecret

gauth:
  auth:
    url: http://gauth-auth.${GAUTH_NAMESPACE}:80

redis:
  nodes: redis://${REDIS_ADDR}:${REDIS_PORT}
  useCluster: true
  enableTLS: false
  #password: xxx #in secrets

nexus:
  url: http://nexus.${NEXUS_NAMESPACE}
  #apikey: xxx #in secrets

monitoring:
  # Deploy PodMonitor
  enabled: true
  # Create PrometheusRule k8s object with alarm definitions
  alarms: true
  # Create ConfigMap with Grafana Dashboards
  dashboards: true
```

Deploy

```
# URL to Runbook
# runbookUrl:
```

2. Install Email using the following command (replace with applicable values):

```
helm install iwdem ./iwdem-.tgz -f override_values.yaml \
  --set redis.password= \
  --set nexus.apikey= \
  --namespace=iwdem
```

Validate the deployment

Watch the helm output at the end of installation. Pods must be in a *Running* state and they must pass all *READY* checks.

See the following sample output:

```
Release "iwdem" has been upgraded. Happy Helming!
NAME: iwdem
LAST DEPLOYED: Tue Jul 13 10:18:07 2021
NAMESPACE: iwd
STATUS: deployed
REVISION: 1
TEST SUITE: None
NOTES:
Please be patient while iwd 100.0.0741322 is being deployed
```

Upgrade, rollback, or uninstall Email

Contents

- [1 Upgrade Email](#)
- [2 Rollback Email](#)
- [3 Uninstall Email](#)

Learn how to upgrade, rollback or uninstall Email.

Related documentation:

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-

RSS:

- [For private edition](#)

Upgrade Email

Use the following sample command to upgrade:

```
$ helm upgrade -f ./values.yaml iwdem iwdem-900.50.165.tgz -n iwdem
```

Rollback Email

Use **helm rollback** to rollback to the previous revision.

Uninstall Email

Use the following command to uninstall Email:

```
$ helm uninstall iwdem -n iwdem
```

Observability in Email

Contents

- **1 Monitoring**
 - 1.1 Enable monitoring
 - 1.2 Configure metrics
- **2 Alerting**
 - 2.1 Configure alerts
- **3 Logging**

Learn about the logs, metrics, and alerts you should monitor for Email.

Related documentation:

-
-
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Monitoring

Private edition services expose metrics that can be scraped by Prometheus, to support monitoring operations and alerting.

- As described on [Monitoring overview and approach](#), you can use a tool like Grafana to create dashboards that query the Prometheus metrics to visualize operational status.
- As described on [Customizing Alertmanager configuration](#), you can configure Alertmanager to send notifications to notification providers such as PagerDuty, to notify you when an alert is triggered because a metric has exceeded a defined threshold.

The services expose a number of Genesys-defined and third-party metrics. The metrics that are defined in third-party software used by private edition services are available for you to use as long as the third-party provider still supports them. For descriptions of available Email metrics, see:

- [Email Service metrics](#)

See also [System metrics](#).

Enable monitoring

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Email Service	Both or either, depends on harvester	Default is 4024 (overridden by values)	/iwd-email/v3/metrics	15 sec recommended, depends on harvester

Configure metrics

Metrics are available when requested. No additional configuration is required.

Alerting

Private edition services define a number of alerts based on Prometheus metrics thresholds.

Important

You can use general third-party functionality to create rules to trigger alerts based on metrics values you specify. Genesys does not provide support for custom alerts that you create in your environment.

For descriptions of available Email alerts, see:

- Email Service alerts

Configure alerts

Private edition services define a number of alerts by default (for Email, see the pages linked to above). No further configuration is required.

The alerts are defined as **PrometheusRule** objects in a **prometheus-rule.yaml** file in the Helm charts. As described above, Email does not support customizing the alerts or defining additional **PrometheusRule** objects to create alerts based on the service-provided metrics.

Logging

Logging is done to *stdout*.

Email metrics and alerts

Contents

- [1 Metrics](#)
- [2 Alerts](#)

Find the metrics Email exposes and the alerts defined for Email.

Related documentation:

-

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Email	Both or either, depends on harvester	Default is 4024 (overridden by values)	/iwd-email/v3/metrics	15 sec recommended, depends on harvester

Metrics

Metric and description	Metric details	Indicator of
<p>iwdEmail_redis_connections_established</p> <p>Current number of established redis connections</p>	<p>Unit:</p> <p>Type: gauge Label: 'service', 'component' Sample value: 0</p>	
<p>iwdEmail_redis_connections_reconnecting</p> <p>Current number of reconnecting redis connections</p>	<p>Unit:</p> <p>Type: gauge Label: 'service', 'component' Sample value: 0</p>	
<p>iwdEmail_redis_connections_ready</p> <p>Current number of ready redis connections</p>	<p>Unit:</p> <p>Type: gauge Label: 'service', 'component' Sample value: 1</p>	
<p>iwdEmail_redis_duration_until_ready</p> <p>Duration until ready state reached</p>	<p>Unit:</p> <p>Type: histogram Label: 'le', 'service', 'component' Sample value: 0, 1, 11</p>	
<p>iwdEmail_redis_errors_total</p> <p>Total number of redis connection errors</p>	<p>Unit:</p> <p>Type: counter Label: 'service', 'component' Sample value: 0</p>	
<p>iwdEmail_iwd_getOAuth2Tokens_total</p> <p>The total number of the getOAuth2Tokens</p>	<p>Unit:</p> <p>Type: counter</p>	

Metric and description	Metric details	Indicator of
requests	Label: 'ccid', 'domain', 'service', 'component' Sample value: 972, 56	
ibdEmail_ibd_getOAuth2Tokens_duration_milliseconds The duration of the getOAuth2Tokens request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 599, 934, 972	
ibdEmail_ibd_reportConnectionStatus_total The total number of the reportConnectionStatus requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 160, 2166	
ibdEmail_ibd_reportConnectionStatus_duration_milliseconds The duration of the reportConnectionStatus request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 47, 124, 159, 160	
ibdEmail_ibd_bulkReportConnectionStatus_total The total number of the bulkReportConnectionStatus requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 324	
ibdEmail_ibd_bulkReportConnectionStatus_duration_milliseconds The duration of the bulkReportConnectionStatus request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 28, 314, 323, 324	
ibdEmail_ibd_submitWorkItem_total The total number of the submitWorkItem requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 40, 21	
ibdEmail_ibd_submitWorkItem_duration_milliseconds The duration of the submitWorkItem request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 3, 26, 40	
ibdEmail_ibd_reportEmailSendingStatus_total The total number of the reportEmailSendingStatus requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 58015, 96	
ibdEmail_ibd_reportEmailSendingStatus_duration_milliseconds		

Metric and description	Metric details	Indicator of
The duration of the reportEmailSendingStatus request in milliseconds	Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 55661, 57730, 58008	
iwdeEmail_iwd_queryOutboundQueue_total The total number of the queryOutboundQueue requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 20720, 103332	
iwdeEmail_iwd_queryOutboundQueue_duration_milliseconds The duration of the queryOutboundQueue request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 13959, 20106, 20635, 20719	
iwdeEmail_iwd_getMailboxes_total The total number of the getMailboxes requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_iwd_getMailboxes_duration_milliseconds The duration of the getMailboxes request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_iwd_connection_status The connection to IWD status (0-OK, 1-Failed)	Unit: Type: gauge Label: 'ccid', 'domain', 'service', 'component' Sample value: 0	
iwdeEmail_nexus_connection_status The connection to Nexus status (0-OK, 1-Failed)	Unit: Type: gauge Label: 'service', 'component' Sample value: 0	
datamasking_rule_timeout_total Number of the timeouted datamasking rules	Unit: Type: counter Label: Sample value:	
iwdeEmail_ucs_connect_total The total number of the connect requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 59229, 117	
iwdeEmail_ucs_connect_duration_milliseconds The duration of the connect request in	Type: histogram	

Metric and description	Metric details	Indicator of
milliseconds	Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 59228, 59229, 3261, 117	
iwdeEmail_ucs_getInteractionWOAttachments_total The total number of the getInteractionWOAttachments requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 111556, 120	
iwdeEmail_ucs_getInteractionWOAttachments_duration_milliseconds The duration of the getInteractionWOAttachments request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 95262, 110152, 111530	
iwdeEmail_ucs_findInteractionsByExternalId_total The total number of the findInteractionsByExternalId requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 1218, 21	
iwdeEmail_ucs_findInteractionsByExternalId_duration_milliseconds The duration of the findInteractionsByExternalId request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 1087, 1200, 1218	
iwdeEmail_ucs_getDocument_total The total number of the getDocument requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 14	
iwdeEmail_ucs_getDocument_duration_milliseconds The duration of the getDocument request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 4, 8, 13	
iwdeEmail_ucs_updateInteraction_total The total number of the updateInteraction requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 21, 35	
iwdeEmail_ucs_updateInteraction_duration_milliseconds The duration of the updateInteraction request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 21, 6310, 5	
iwdeEmail_ucs_insertInteraction_total		

Metric and description	Metric details	Indicator of
The total number of the insertInteraction requests	Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 40, 21	
iwdeEmail_ucs_insertInteraction_duration_milliseconds The duration of the insertInteraction request in milliseconds	Unit: milliseconds Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 18, 38, 40	
iwdeEmail_ucs_identifyContact_total The total number of the identifyContact requests	Unit: counter Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 40, 21	
iwdeEmail_ucs_identifyContact_duration_milliseconds The duration of the identifyContact request in milliseconds	Unit: 'le', 'ccid', 'domain', 'service', 'component' Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 37, 39, 40	
iwdeEmail_ucs_addDocument_total The total number of the addDocument requests	Unit: counter Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 39	
iwdeEmail_ucs_addDocument_duration_milliseconds The duration of the addDocument request in milliseconds	Unit: milliseconds Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 26, 36, 38	
iwdeEmail_ucs_deleteInteraction_total The total number of the deleteInteraction requests	Unit: counter Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value:	
iwdeEmail_ucs_deleteInteraction_duration_milliseconds The duration of the deleteInteraction request in milliseconds	Unit: milliseconds Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value:	
iwdeEmail_ucs_getIdentifier_total The total number of the getIdentifier requests	Unit: counter Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 35, 21	
iwdeEmail_ucs_getIdentifier_duration_milliseconds	Unit: milliseconds	

Metric and description	Metric details	Indicator of
The duration of the getIdentifier request in milliseconds	Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 30, 35, 1281	
iwdeEmail_ucs_getContactAttributes_total The total number of the getContactAttributes requests	Unit: Type: counter Label: 'ccid', 'domain', 'service', 'component' Sample value: 40, 21	
iwdeEmail_ucs_getContactAttributes_duration_milliseconds The duration of the getContactAttributes request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'service', 'component' Sample value: 0, 37, 40, 1585	
iwdeEmail_ucs_connection_status The connection to UCS status (0-OK, 1-Failed)	Unit: Type: gauge Label: 'ccid', 'domain', 'service', 'component' Sample value: 0	
iwdeEmail_inbound_emails_processed_total The total number of processed inbound emails	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 8, 21, 1, 14	
iwdeEmail_inbound_emails_failed_total The total number of failed inbound emails	Unit: Type: counter Label: Sample value:	
iwdeEmail_inbound_emails_to_retry_total The total number of inbound emails scheduled for trying again	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 737	
iwdeEmail_inbound_emails_blocked_attachments_total The total number of blocked attachments of inbound emails	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 2, 3	
iwdeEmail_inbound_emails_blocked_total The total number of blocked inbound emails	Unit: Type: counter Label: Sample value:	
iwdeEmail_inbound_emails_size_kb_total	Unit:	

Metric and description	Metric details	Indicator of
The total size of inbound emails in KB (approx.)	Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 0.609375, 0.65625, 0.009765625, 0.0595703125	
iwdeEmail_inbound_unread_emails_in_mailbox The number of unread emails in mailbox	Unit: Type: gauge Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 0	
iwdeEmail_inbound_email_processing_duration_milliseconds The duration of a single inbound email processing in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 0, 6, 8, 3577	
iwdeEmail_inbound_email_waiting_time_seconds The time of inbound email waiting in mailbox before processing in seconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 8, 51, 21, 294	
iwdeEmail_imap_connect_total The total number of the connect requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13704, 8741, 13693	
iwdeEmail_imap_connect_duration_milliseconds The duration of the connect request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 17961, 19512, 19549, 19564	
iwdeEmail_imap_disconnect_total The total number of the disconnect requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13704, 13693, 9843	
iwdeEmail_imap_disconnect_duration_milliseconds The duration of the disconnect request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19566, 19567, 4208, 13698	
iwdeEmail_imap_openBox_total The total number of the openBox	Unit: Type: counter	

Metric and description	Metric details	Indicator of
requests	Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13704, 13693, 9843	
iwdeEmail_imap_openBox_duration The duration of the openBox request in milliseconds	Unit: iwdeEmail_imap_openBox_duration Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19545, 19567, 19673, 13683	
iwdeEmail_imap_closeBox_total The total number of the closeBox requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13704, 13693, 9843	
iwdeEmail_imap_closeBox_duration The duration of the closeBox request in milliseconds	Unit: iwdeEmail_imap_closeBox_duration Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19519, 19559, 19567, 24299	
iwdeEmail_imap_search_total The total number of the search requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13704, 13693, 9843	
iwdeEmail_imap_search_duration The duration of the search request in milliseconds	Unit: iwdeEmail_imap_search_duration Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 19369, 19560, 19567	
iwdeEmail_imap_getPartData_total The total number of the getPartData requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 8, 21, 1, 34	
iwdeEmail_imap_getPartData_duration The duration of the getPartData request in milliseconds	Unit: iwdeEmail_imap_getPartData_duration Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 8, 357, 21	
iwdeEmail_imap_deleteMessage_total The total number of the deleteMessage requests	Unit: Type: counter Label:	

Metric and description	Metric details	Indicator of
	Sample value:	
iwdEmail_imap_deleteMessage_duration_milliseconds The duration of the deleteMessage request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdEmail_imap_addFlags_total The total number of the addFlags requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 8, 21, 1, 13	
iwdEmail_imap_addFlags_duration_milliseconds The duration of the addFlags request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 8, 27, 21, 44	
iwdEmail_graph_getUserMailFolders_total The total number of the getUserMailFolders requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 26911, 23070	
iwdEmail_graph_getUserMailFolders_duration_milliseconds The duration of the getUserMailFolders request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 221, 6144, 26712	
iwdEmail_graph_getUserMailFoldersMessages_total The total number of the getUserMailFoldersMessages requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 13501, 11903	
iwdEmail_graph_getUserMailFoldersMessages_duration_milliseconds The duration of the getUserMailFoldersMessages request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 114, 2130, 13437	
iwdEmail_graph_getUserMessagesAttachmentsInfo_total The total number of the getUserMessagesAttachmentsInfo requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 1502	
iwdEmail_graph_getUserMessagesAttachmentsInfo_duration_milliseconds The duration of the getUserMessagesAttachmentsInfo	Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox',	

Metric and description	Metric details	Indicator of
request in milliseconds	'service', 'component' Sample value: 0, 1210, 1410, 1501	
iwdeEmail_graph_getUserMessagesAttachments_total The total number of the getUserMessagesAttachments requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 26	
iwdeEmail_graph_getUserMessagesAttachments_duration_milliseconds The duration of the getUserMessagesAttachments request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 1, 22, 26	
iwdeEmail_graph_deleteUserMessages_total The total number of the deleteUserMessages requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_graph_deleteUserMessages_duration_milliseconds The duration of the deleteUserMessages request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_graph_patchUserMessages_total The total number of the patchUserMessages requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 28	
iwdeEmail_graph_patchUserMessages_duration_milliseconds The duration of the patchUserMessages request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 26, 27, 28	
iwdeEmail_graph_getUserMessages_total The total number of the getUserMessages requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 53526	
iwdeEmail_graph_getUserMessages_duration_milliseconds The duration of the getUserMessages request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 43690, 50108, 53415	
iwdeEmail_graph_postUserMessages_total The total number of the postUserMessages requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox',	

Metric and description	Metric details	Indicator of
	'service', 'component' Sample value: 53512	
iwdeEmail_graph_postUserMessages_duration_milliseconds The duration of the postUserMessages request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 52807, 53431, 53507	
iwdeEmail_graph_postUserMessagesCreateReply_total The total number of the postUserMessagesCreateReply requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 14	
iwdeEmail_graph_postUserMessagesCreateReply_duration_milliseconds The duration of the postUserMessagesCreateReply request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 12, 13, 14	
iwdeEmail_graph_postUserMessagesAttachments_total The total number of the postUserMessagesAttachments requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_graph_postUserMessagesAttachments_duration_milliseconds The duration of the postUserMessagesAttachments request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_graph_postUserMessagesSend_total The total number of the postUserMessagesSend requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 53526	
iwdeEmail_graph_postUserMessagesSend_duration_milliseconds The duration of the postUserMessagesSend request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 52995, 53469, 53523	
iwdeEmail_graph_getUserMailFoldersMessagesCount_total The total number of the getUserMailFoldersMessagesCount requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 13501, 11903	
iwdeEmail_graph_getUserMailFoldersMessagesCount_duration_milliseconds The duration of the getUserMailFoldersMessagesCount	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox',	

Metric and description	Metric details	Indicator of
request in milliseconds	'service', 'component' Sample value: 0, 114, 2615, 13430	
iwdeEmail_gmail_labelsList_total The total number of the labelsList requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_labelsList_duration_milliseconds The duration of the labelsList request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_gmail_messagesList_total The total number of the messagesList requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_messagesList_duration_milliseconds The duration of the messagesList request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_gmail_messagesGet_total The total number of the messagesGet requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_messagesGet_duration_milliseconds The duration of the messagesGet request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_gmail_messagesAttachmentsGet_total The total number of the messagesAttachmentsGet requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_messagesAttachmentsGet_duration_milliseconds The duration of the messagesAttachmentsGet request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_gmail_messagesDelete_total The total number of the messagesDelete requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_messagesDelete_duration_milliseconds The duration of the messagesDelete	Type: histogram	

Metric and description	Metric details	Indicator of
request in milliseconds	Label: Sample value:	
iwdeEmail_gmail_messagesModify_total The total number of the messagesModify requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_messagesModify_duration_milliseconds The duration of the messagesModify request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_gmail_messagesSend_total The total number of the messagesSend requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_gmail_messagesSend_duration_milliseconds The duration of the messagesSend request in milliseconds	Unit: Type: histogram Label: Sample value:	
iwdeEmail_outbound_emails_sent_total The total number of sent outbound emails	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 21, 4, 1, 14	
iwdeEmail_outbound_emails_failed_total The total number of failed outbound emails	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 75	
iwdeEmail_outbound_emails_to_retry_total The total number of outbound emails scheduled for trying again	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 57987	
iwdeEmail_outbound_emails_size_kb_total The total size of outbound emails in KB (approx.)	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 4.9833984375, 1.0009765625, 0.2275390625	
iwdeEmail_outbound_email_processing_duration_milliseconds The duration of a single outbound email processing in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component'	

Metric and description	Metric details	Indicator of
	Sample value: 0, 888, 4345, 10582	
iwdeEmail_outbound_emails_in_queue The number of outbound emails in queue for sending	Unit: Type: gauge Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 0, 8, 1	
iwdeEmail_outbound_email_waiting_time_seconds The time of outbound email waiting in queue before processing in seconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 14, 58002, 117676182008, 24	
iwdeEmail_smtp_connect_total The total number of the connect requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13703, 13693, 9809	
iwdeEmail_smtp_connect_duration_milliseconds The duration of the connect request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 18066, 19543, 19560, 19566	
iwdeEmail_smtp_disconnect_total The total number of the disconnect requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 13702, 13692, 9824	
iwdeEmail_smtp_disconnect_duration_milliseconds The duration of the disconnect request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 19567, 403, 13702, 284	
iwdeEmail_smtp_sendMail_total The total number of the sendMail requests	Unit: Type: counter Label: 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 21, 4, 1, 9	
iwdeEmail_smtp_sendMail_duration_milliseconds The duration of the sendMail request in milliseconds	Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 0, 21, 4706, 4	

Metric and description	Metric details	Indicator of
<p>ibdEmail_mailbox_processing_duration_milliseconds</p> <p>The duration of mailbox processing in milliseconds</p>	<p>Unit: Type: histogram Label: 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' Sample value: 17768, 19436, 19448, 19549</p>	
<p>ibdEmail_inbound_server_connection_status</p> <p>The connection to mail server status (0-OK, 1-Failed)</p>	<p>Unit: Type: gauge Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 0, 1</p>	
<p>ibdEmail_outbound_server_connection_status</p> <p>The connection to mail server status (0-OK, 1-Failed)</p>	<p>Unit: Type: gauge Label: 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' Sample value: 0, 1</p>	
<p>ibdEmail_sleeping_threads</p> <p>The number of threads that are sleeping or slept right before</p>	<p>Unit: Type: gauge Label: 'service', 'component' Sample value: 5</p>	
<p>ibdEmail_process_cpu_user_seconds_total</p> <p>Total user CPU time spent in seconds.</p>	<p>Unit: Type: counter Label: 'service', 'component' Sample value: 8933.324701</p>	
<p>ibdEmail_process_cpu_system_seconds_total</p> <p>Total system CPU time spent in seconds.</p>	<p>Unit: Type: counter Label: 'service', 'component' Sample value: 1393.75965</p>	
<p>ibdEmail_process_cpu_seconds_total</p> <p>Total user and system CPU time spent in seconds.</p>	<p>Unit: Type: counter Label: 'service', 'component' Sample value: 10327.08435</p>	
<p>ibdEmail_process_start_time_seconds</p> <p>Start time of the process since unix epoch in seconds.</p>	<p>Unit: Type: gauge Label: 'service', 'component' Sample value: 1634341667</p>	
<p>ibdEmail_process_resident_memory_bytes</p> <p>Resident memory size in bytes.</p>	<p>Unit: Type: gauge Label: 'service', 'component' Sample value: 164675584</p>	
<p>ibdEmail_process_virtual_memory_bytes</p> <p>Virtual memory size in bytes.</p>	<p>Unit: Type: gauge Label: 'service', 'component'</p>	

Metric and description	Metric details	Indicator of
	Sample value: 1065988096	
iwdeEmail_process_heap_bytes Process heap size in bytes.	Unit: Type: gauge Label: 'service', 'component' Sample value: 256315392	
iwdeEmail_process_open_fds Number of open file descriptors.	Unit: Type: gauge Label: 'service', 'component' Sample value: 27	
iwdeEmail_process_max_fds Maximum number of open file descriptors.	Unit: Type: gauge Label: 'service', 'component' Sample value: 197178	
iwdeEmail_nodejs_eventloop_lag Lag of event loop in seconds.	Unit: seconds Type: gauge Label: 'service', 'component' Sample value: 0.000274698	
iwdeEmail_nodejs_active_handles Number of active libuv handles grouped by handle type. Every handle type is C++ class name.	Unit: Type: gauge Label: 'type', 'service', 'component' Sample value: 5, 1, 4	
iwdeEmail_nodejs_active_handles_total Total number of active handles.	Unit: Type: gauge Label: 'service', 'component' Sample value: 10	
iwdeEmail_nodejs_active_requests Number of active libuv requests grouped by request type. Every request type is C++ class name.	Unit: Type: gauge Label: 'type', 'service', 'component' Sample value: 3, 2	
iwdeEmail_nodejs_active_requests_total Total number of active requests.	Unit: Type: gauge Label: 'service', 'component' Sample value: 5	
iwdeEmail_nodejs_heap_size_total Process heap size from node.js in bytes.	Unit: bytes Type: gauge Label: 'service', 'component' Sample value: 86228992	
iwdeEmail_nodejs_heap_size_used Process heap size used from node.js in bytes.	Unit: bytes Type: gauge Label: 'service', 'component'	

Metric and description	Metric details	Indicator of
	Sample value: 73524752	
iwdeEmail_nodejs_external_memory_bytes Nodejs external memory size in bytes.	Unit: Type: gauge Label: 'service', 'component' Sample value: 3414379	
iwdeEmail_nodejs_heap_space_size_total_bytes Process heap space size total from node.js in bytes.	Unit: Type: gauge Label: 'space', 'service', 'component' Sample value: 262144, 16777216, 51785728, 3837952	
iwdeEmail_nodejs_heap_space_size_used_bytes Process heap space size used from node.js in bytes.	Unit: Type: gauge Label: 'space', 'service', 'component' Sample value: 32808, 7674904, 50405512, 2661248	
iwdeEmail_nodejs_heap_space_size_available_bytes Process heap space size available from node.js in bytes.	Unit: Type: gauge Label: 'space', 'service', 'component' Sample value: 0, 704744, 1067952, 814912	
iwdeEmail_nodejs_version_info Node.js version info.	Unit: Type: gauge Label: 'version', 'major', 'minor', 'patch', 'service', 'component' Sample value: 1	
iwdeEmail_request_total The total number of all API requests received	Unit: Type: counter Label: 'service', 'component' Sample value: 2	
iwdeEmail_success_total The total number of all API requests with success response	Unit: Type: counter Label: Sample value:	
iwdeEmail_errors_total The total number of all API requests with error response	Unit: Type: counter Label: 'ccid', 'service', 'component' Sample value: 1	
iwdeEmail_client_error_total The total number of all API requests with client error response	Unit: Type: counter Label: 'ccid', 'service', 'component' Sample value: 1	
iwdeEmail_server_error_total	Unit:	

Metric and description	Metric details	Indicator of
The total number of all API requests with server error response	Type: counter Label: Sample value:	
iwdeEmail_api_request_total The total number of all API requests	Unit: Type: counter Label: 'method', 'path', 'code', 'ccid', 'service', 'component' Sample value: 1	
iwdeEmail_api_request_long Number of API requests that took long time to execute	Unit: Type: counter Label: Sample value:	
iwdeEmail_api_request_closed Number of API requests that expired before response was sent	Unit: Type: counter Label: Sample value:	
iwdeEmail_api_request_duration_milliseconds API requests duration	Unit: Type: histogram Label: 'le', 'method', 'path', 'code', 'ccid', 'service', 'component' Sample value: 1, 6	
iwdeEmail_api_blacklist Total number of blacklisted requests	Unit: Type: counter Label: Sample value:	
iwdeEmail_cometd_connections_total The current number of client cometd connections to GWS	Unit: Type: gauge Label: 'type', 'ccid', 'domain', 'service', 'component' Sample value: 2	
iwdeEmail_cometd_errors_total The total number of client cometd errors	Unit: Type: counter Label: 'type', 'ccid', 'domain', 'service', 'component' Sample value: 3	
iwdeEmail_cometd_request_errors_total The total number of client cometd error response from GWS	Unit: Type: counter Label: 'type', 'name', 'ccid', 'domain', 'service', 'component' Sample value: 4476, 72, 1173	
iwdeEmail_cometd_request_current The current number of client cometd requests to GWS	Unit: Type: gauge Label: 'type', 'name', 'ccid', 'domain',	

Metric and description	Metric details	Indicator of
	'service', 'component' Sample value: 0	
iwdEmail_cometd_request_duration_milliseconds The cometd request duration (to GWS)	Unit: milliseconds Label: 'le', 'type', 'name', 'ccid', 'domain', 'service', 'component' Sample value: 0, 95578, 110154, 111530	
iwdEmail_cometd_request_duration_milliseconds_summary The cometd request duration (to GWS): summary	Unit: milliseconds Type: summary Label: 'quantile', 'type', 'name', 'ccid', 'domain', 'service', 'component' Sample value: 35, 35.56, 42.63636363636363, 52.85	
iwdEmail_cometd_events_total The total number of client cometd events from GWS	Unit: Type: counter Label: Sample value:	

Alerts

No alerts are defined for Email.