Email Private Edition Guide

Email metrics and alerts

4/30/2026

Contents

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

Related documentation:
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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
iwdEmail_redis_connections_established Current number of established redis connections	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 0	
iwdEmail_redis_connections_reconnecting Current number of reconnecting redis connections	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 0	
iwdEmail_redis_connections_ready Current number of ready redis connections	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 1	
iwdEmail_redis_duration_until_ready Duration until ready state reached	**Unit:** **Type:** histogram **Label:** 'le', 'service', 'component' **Sample value:** 0, 1, 11	
iwdEmail_redis_errors_total Total number of redis connection errors	**Unit:** **Type:** counter **Label:** 'service', 'component' **Sample value:** 0	
iwdEmail_iwd_getOAuth2Tokens_total The total number of the getOAuth2Tokens	**Unit:** **Type:** counter	

Metric and description	Metric details	Indicator of
requests	**Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 972, 56	
iwdEmail_iwd_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	
iwdEmail_iwd_reportConnectionStatus_total The total number of the reportConnectionStatus requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 160, 2166	
iwdEmail_iwd_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	
iwdEmail_iwd_bulkReportConnectionStatus_total The total number of the bulkReportConnectionStatus requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 324	
iwdEmail_iwd_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	
iwdEmail_iwd_submitWorkItem_total The total number of the submitWorkItem requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 40, 21	
iwdEmail_iwd_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	
iwdEmail_iwd_reportEmailSendingStatus_total The total number of the reportEmailSendingStatus requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 58015, 96	
iwdEmail_iwd_reportEmailSendingStatus_duration_milliseconds	**Unit:**	

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	
iwdEmail_iwd_queryOutboundQueue_total The total number of the queryOutboundQueue requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 20720, 103332	
iwdEmail_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	
iwdEmail_iwd_getMailboxes_total The total number of the getMailboxes requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_iwd_getMailboxes_duration_milliseconds The duration of the getMailboxes request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_iwd_connection_status The connection to IWD status (0-OK, 1-Failed)	**Unit:** **Type:** gauge **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 0	
iwdEmail_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:**	
iwdEmail_ucs_connect_total The total number of the connect requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 59229, 117	
iwdEmail_ucs_connect_duration_milliseconds The duration of the connect request in	**Unit:** **Type:** histogram	

Metric and description	Metric details	Indicator of
milliseconds	**Label:** 'le', 'ccid', 'domain', 'service', 'component' **Sample value:** 59228, 59229, 3261, 117	
iwdEmail_ucs_getInteractionWOAttachments_total The total number of the getInteractionWOAttachments requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 111556, 120	
iwdEmail_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	
iwdEmail_ucs_findInteractionsByExternalId_total The total number of the findInteractionsByExternalId requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 1218, 21	
iwdEmail_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	
iwdEmail_ucs_getDocument_total The total number of the getDocument requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 14	
iwdEmail_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	
iwdEmail_ucs_updateInteraction_total The total number of the updateInteraction requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 21, 35	
iwdEmail_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	
iwdEmail_ucs_insertInteraction_total	**Unit:**	

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	
iwdEmail_ucs_insertInteraction_duration_milliseconds The duration of the insertInteraction request in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'service', 'component' **Sample value:** 0, 18, 38, 40	
iwdEmail_ucs_identifyContact_total The total number of the identifyContact requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 40, 21	
iwdEmail_ucs_identifyContact_duration_milliseconds The duration of the identifyContact request in milliseconds	**Unit:** 'le', 'ccid', 'domain', 'service', 'component' **Type:** histogram **Label:** **Sample value:** 0, 37, 39, 40	
iwdEmail_ucs_addDocument_total The total number of the addDocument requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 39	
iwdEmail_ucs_addDocument_duration_milliseconds The duration of the addDocument request in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'service', 'component' **Sample value:** 0, 26, 36, 38	
iwdEmail_ucs_deleteInteraction_total The total number of the deleteInteraction requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_ucs_deleteInteraction_duration_milliseconds The duration of the deleteInteraction request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_ucs_getIdentifier_total The total number of the getIdentifier requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 35, 21	
iwdEmail_ucs_getIdentifier_duration_milliseconds	**Unit:**	

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	
iwdEmail_ucs_getContactAttributes_total The total number of the getContactAttributes requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 40, 21	
iwdEmail_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	
iwdEmail_ucs_connection_status The connection to UCS status (0-OK, 1-Failed)	**Unit:** **Type:** gauge **Label:** 'ccid', 'domain', 'service', 'component' **Sample value:** 0	
iwdEmail_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	
iwdEmail_inbound_emails_failed_total The total number of failed inbound emails	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_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	
iwdEmail_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	
iwdEmail_inbound_emails_blocked_total The total number of blocked inbound emails	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_imap_openBox_duration_milliseconds The duration of the openBox request in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 19545, 19567, 19673, 13683	
iwdEmail_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	
iwdEmail_imap_closeBox_duration_milliseconds The duration of the closeBox request in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 19519, 19559, 19567, 24299	
iwdEmail_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	
iwdEmail_imap_search_duration_milliseconds The duration of the search request in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 0, 19369, 19560, 19567	
iwdEmail_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	
iwdEmail_imap_getPartData_duration_milliseconds The duration of the getPartData request in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 0, 8, 357, 21	
iwdEmail_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	**Unit:** **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	
iwdEmail_graph_getUserMessagesAttachments_total The total number of the getUserMessagesAttachments requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 26	
iwdEmail_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	
iwdEmail_graph_deleteUserMessages_total The total number of the deleteUserMessages requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_graph_deleteUserMessages_duration_milliseconds The duration of the deleteUserMessages request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_graph_patchUserMessages_total The total number of the patchUserMessages requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 28	
iwdEmail_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	
iwdEmail_graph_getUserMessages_total The total number of the getUserMessages requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 53526	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_graph_postUserMessagesCreateReply_total The total number of the postUserMessagesCreateReply requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 14	
iwdEmail_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	
iwdEmail_graph_postUserMessagesAttachments_total The total number of the postUserMessagesAttachments requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_graph_postUserMessagesAttachments_duration_milliseconds The duration of the postUserMessagesAttachments request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_graph_postUserMessagesSend_total The total number of the postUserMessagesSend requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 53526	
iwdEmail_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	
iwdEmail_graph_getUserMailFoldersMessagesCount_total The total number of the getUserMailFoldersMessagesCount requests	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 13501, 11903	
iwdEmail_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	
iwdEmail_gmail_labelsList_total The total number of the labelsList requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_labelsList_duration_milliseconds The duration of the labelsList request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_gmail_messagesList_total The total number of the messagesList requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_messagesList_duration_milliseconds The duration of the messagesList request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_gmail_messagesGet_total The total number of the messagesGet requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_messagesGet_duration_milliseconds The duration of the messagesGet request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_gmail_messagesAttachmentsGet_total The total number of the messagesAttachmentsGet requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_messagesAttachmentsGet_duration_milliseconds The duration of the messagesAttachmentsGet request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_gmail_messagesDelete_total The total number of the messagesDelete requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_messagesDelete_duration_milliseconds The duration of the messagesDelete	**Unit:** **Type:** histogram	

Metric and description	Metric details	Indicator of
request in milliseconds	**Label:** **Sample value:**	
iwdEmail_gmail_messagesModify_total The total number of the messagesModify requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_messagesModify_duration_milliseconds The duration of the messagesModify request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_gmail_messagesSend_total The total number of the messagesSend requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_gmail_messagesSend_duration_milliseconds The duration of the messagesSend request in milliseconds	**Unit:** **Type:** histogram **Label:** **Sample value:**	
iwdEmail_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	
iwdEmail_outbound_emails_failed_total The total number of failed outbound emails	**Unit:** **Type:** counter **Label:** 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' **Sample value:** 75	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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
iwdEmail_mailbox_processing_duration_milliseconds The duration of mailbox processing in milliseconds	**Unit:** **Type:** histogram **Label:** 'le', 'ccid', 'domain', 'mailbox', 'service', 'component' **Sample value:** 17768, 19436, 19448, 19549	
iwdEmail_inbound_server_connection_status The connection to mail server status (0-OK, 1-Failed)	**Unit:** **Type:** gauge **Label:** 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' **Sample value:** 0, 1	
iwdEmail_outbound_server_connection_status The connection to mail server status (0-OK, 1-Failed)	**Unit:** **Type:** gauge **Label:** 'ccid', 'domain', 'mailbox', 'protocol', 'service', 'component' **Sample value:** 0, 1	
iwdEmail_sleeping_threads The number of threads that are sleeping or slept right before	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 5	
iwdEmail_process_cpu_user_seconds_total Total user CPU time spent in seconds.	**Unit:** **Type:** counter **Label:** 'service', 'component' **Sample value:** 8933.324701	
iwdEmail_process_cpu_system_seconds_total Total system CPU time spent in seconds.	**Unit:** **Type:** counter **Label:** 'service', 'component' **Sample value:** 1393.75965	
iwdEmail_process_cpu_seconds_total Total user and system CPU time spent in seconds.	**Unit:** **Type:** counter **Label:** 'service', 'component' **Sample value:** 10327.08435	
iwdEmail_process_start_time_seconds Start time of the process since unix epoch in seconds.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 1634341667	
iwdEmail_process_resident_memory_bytes Resident memory size in bytes.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 164675584	
iwdEmail_process_virtual_memory_bytes Virtual memory size in bytes.	**Unit:** **Type:** gauge **Label:** 'service', 'component'	

Metric and description	Metric details	Indicator of
	Sample value: 1065988096	
iwdEmail_process_heap_bytes Process heap size in bytes.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 256315392	
iwdEmail_process_open_fds Number of open file descriptors.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 27	
iwdEmail_process_max_fds Maximum number of open file descriptors.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 197178	
iwdEmail_nodejs_eventloop_lag_seconds Lag of event loop in seconds.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 0.000274698	
iwdEmail_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	
iwdEmail_nodejs_active_handles_total Total number of active handles.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 10	
iwdEmail_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	
iwdEmail_nodejs_active_requests_total Total number of active requests.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 5	
iwdEmail_nodejs_heap_size_total_bytes Process heap size from node.js in bytes.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 86228992	
iwdEmail_nodejs_heap_size_used_bytes Process heap size used from node.js in bytes.	**Unit:** **Type:** gauge **Label:** 'service', 'component'	

Metric and description	Metric details	Indicator of
	Sample value: 73524752	
iwdEmail_nodejs_external_memory_bytes Nodejs external memory size in bytes.	**Unit:** **Type:** gauge **Label:** 'service', 'component' **Sample value:** 3414379	
iwdEmail_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	
iwdEmail_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	
iwdEmail_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	
iwdEmail_nodejs_version_info Node.js version info.	**Unit:** **Type:** gauge **Label:** 'version', 'major', 'minor', 'patch', 'service', 'component' **Sample value:** 1	
iwdEmail_request_total The total number of all API requests received	**Unit:** **Type:** counter **Label:** 'service', 'component' **Sample value:** 2	
iwdEmail_success_total The total number of all API requests with success response	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_errors_total The total number of all API requests with error response	**Unit:** **Type:** counter **Label:** 'ccid', 'service', 'component' **Sample value:** 1	
iwdEmail_client_error_total The total number of all API requests with client error response	**Unit:** **Type:** counter **Label:** 'ccid', 'service', 'component' **Sample value:** 1	
iwdEmail_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:**	
iwdEmail_api_request_total The total number of all API requests	**Unit:** **Type:** counter **Label:** 'method', 'path', 'code', 'ccid', 'service', 'component' **Sample value:** 1	
iwdEmail_api_request_long Number of API requests that took long time to execute	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_api_request_closed Number of API requests that expired before response was sent	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_api_request_duration_milliseconds API requests duration	**Unit:** **Type:** histogram **Label:** 'le', 'method', 'path', 'code', 'ccid', 'service', 'component' **Sample value:** 1, 6	
iwdEmail_api_blacklist Total number of blacklisted requests	**Unit:** **Type:** counter **Label:** **Sample value:**	
iwdEmail_cometd_connections_total The current number of client cometd connections to GWS	**Unit:** **Type:** gauge **Label:** 'type', 'ccid', 'domain', 'service', 'component' **Sample value:** 2	
iwdEmail_cometd_errors_total The total number of client cometd errors	**Unit:** **Type:** counter **Label:** 'type', 'ccid', 'domain', 'service', 'component' **Sample value:** 3	
iwdEmail_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	
iwdEmail_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:** **Type:** histogram **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:** **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.