Genesys Customer Experience Insights Private Edition Guide

GCXI metrics and alerts

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Contents

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval

GCXI	ServiceMonitor	8180	`selector:`
			`    matchLabels:`
			`        gcxi/deployment-`
			`code: gcxi{{ template`
			`"deploymentCode" . }}`
				15 minutes

See details about:

- GCXI metrics
- GCXI alerts

Metrics

Metric and description	Metric details	Indicator of
gcxi__projects__info General information about currently deployed GCXI projects. The labels of this metric provide important information. The metric value itself is always **1**, and does not provide any information.	**Unit:** **Type:** Gauge **Label:** *__host__ = hostname of the container - **tenant_id** = tenant ID - **gcxi_active** = is project 'CX Insights' active - **gcxi_version** = project 'CX Insights' version - **iwd_active** = is project 'CX Insights for iWD' active - **iwd_version** = project 'CX Insights for iWD' version > **Important** > This metric considers projects to be active only if deployed and	Health check

Metric and description	Metric details	Indicator of
	configured so that reports in the project are expected to return data. In scenarios where only the CX Insights project or only the CX Insights for iWD project is deployed, reports in non-active projects are not expected to work and this metric does not reflect them in monitoring results. Default xxx_active values: • **true** for gcxi • **false** for iwd **Sample value:** gcxi__projects__info{host="gcxi-1-22-30",tenant_id="22-30",gcxi_active="true",gcxi_version="9.0.018.00 1 1614350887562	
gcxi__projects__status Indicates whether all active projects are healthy. Values: • **0** = all active projects are healthy. • nonzero = at least one active project failed.	**Unit:** **Type:** Gauge **Label:** * **host** = hostname of the container • **tenant_id** = tenant ID • **gcxi_tested** = was 'CX Insights' health status accounted in the overall health value?** • **iwd_tested** = was 'CX Insights for iWD' health status accounted in the overall health value?** The xxx_tested label is logically related to the xxx_active label. Important This metric considers projects to be active only if deployed and configured so that reports in the project are expected to return data. In scenarios where only the CX Insights project or only the CX Insights for iWD project is deployed, reports in non-active projects are not expected to work and this metric does not reflect them in monitoring results. While xxx_tested and xxx_active are implemented as separate variables, for purposes of monitoring they can be considered the same. **Sample value:** gcxi__projects__status{host="gcxi-1-22-30",tenant_id="22-30",gcxi_tested="true",iwd_tested="false"} 0 1614350887562	Health check

Metric and description	Metric details	Indicator of
gcxi__projects__gcxi__status Indicates whether the CX Insights project is healthy. Values: • **0** = project ok • **1** = url not available • **2** = test login failed • **3** = test run of the report failed (unable to parse expected pattern in response)	**Unit:** **Type:** Guage **Label:** • **host** = hostname of the container • **tenant_id** = tenant ID • **pattern** = the text pattern in the test report response to parse out • **project** = project name • **report** = test report name • **tested** = whether the CX Insights project is active and tested. This value matches the xxx_tested values in the metric gcxi__projects__status. **Sample value:** gcxi__projects__gcxi__status{host="gcxi-1-22-30",tenant_id="22-30",pattern="Genesys Info Mart",project="CX Insights",report="CX Insights Schema Version",tested="true"} 0 1614350887562	Health check
gcxi__projects__iwd__status Indicates whether the CX Insights for iWD project is healthy. Values: • **0** = project ok • **1** = url not available • **2** = test login failed • **3** = test report run failed (unable to parse expected pattern in response)	**Unit:** **Type:** Gauge **Label:** • **host** = hostname of the container • **tenant_id** = tenant ID • **pattern** = the text pattern in the test report response to parse out • **project** = project name • **report** = test report name • **tested** = whether the CX Insights for iWDproject active / tested. Matches the xxx_tested values in the metric gcxi__projects__status. **Sample value:** gcxi__projects__iwd__status{host="gcxi-1-22-30",tenant_id="22-30",pattern="com/genesys/iwd/dm/etl",project="CX Insights for iWD",report="iWD DB Schema Report",tested="false"} 0 1614350887562	Health check

Metric and description	Metric details	Indicator of
gcxi__cluster__info The number of nodes in the MicroStrategy cluster. Value: Either **1** or **2**, depending on configuration.	**Unit:** **Type:** Guage **Label:** ***host** = hostname of the container • **tenant_id** = tenant id (string) • **nodes** = current members of the cluster (hostnames) **Sample value:** gcxi__cluster__info{host="gcxi-1-22-30",tenant_id="22-30",nodes="gcxi-0-22-30,gcxi-1-22-30"} 2 1614350887562	Health check
MicroStrategy Performance Counters GCXI exports some MicroStrategy performance metrics (sometimes called Performance Counters). Not served by HTTP endpoint. For more information about performance metrics, see Performance Counters for Specific MicroStrategy Features in the MicroStrategy documentation.	**Unit:** **Type:** Counter **Label:** **Sample value:**	

Alerts

The following alerts are defined for GCXI.

Alert	Severity	Description	Based on	Threshold
gcxi__projects__status		If the value of cxi__projects__status is greater than 0, this alarm is set, indicating that reporting is not functioning properly.	cxi__projects__status	
gcxi__cluster__info		This alert indicates problems with the cluster states. Applicable only if you have two or more nodes in a cluster.	gcxi__cluster__info	