

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Customer Experience Insights Private Edition Guide

GCXI metrics and alerts

Contents

- 1 Metrics
- 2 Alerts

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

Related documentation:

.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
GCXI	ServiceMonitor	8180	<pre>selector: matchLabels: gcxi/deployment- code: gcxi{{ template "deploymentCode" . }}</pre>	15 minutes

See details about:

- GCXI metrics
- GCXI alerts

Metrics

Metric and description	Metric details	Indicator of
	<pre>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</pre> 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",te11614350887562	enant_id="22-30",gcxi_active="true",gcxi_version="9.0.018.00		
	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?** 			
gcxi_projects_status Indicates whether all active projects are	 iwd_tested = was 'CX Insights for iWD' health status accounted in the overall health value?** 			
healthy. Values:	The xxx_tested label is logically related to the xxx_active label.			
 0 = all active projects are healthy. 	Important	Health check		
 nonzero = at least one active project failed. 	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" 0 1614350887562	t,tenant_id="22-30",gcxi_tested="true",iwd_tested="false"}		

Metric and description	Metric details	Indicator of
	Unit:	
	Type: Guage Label:	
	 host = hostname of the container 	
gcxi_projects_gcxi_status	• tenant_id = tenant ID	
Indicates whether the CX Insights project is healthy. Values:	 pattern = the text pattern in the test report response to parse out 	
0 = project ok1 = url not available	• project = project name	Haalth ahaali
	• report = test report name	Health check
 2 = test login failed 3 = test run of the report failed (unable to parse expected pattern in response) 	 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-1-2 Info Mart",project="CX Insights",report="CX Insights Schema Version",tested="true"} 0 1614350887562	22-30",tenant_id="22-30",pattern="Genesys
	Unit:	
	Type: Gauge Label:	
	 host = hostname of the container 	
gcxi_projects_iwd_status	• tenant_id = tenant ID	
Indicates whether the CX Insights for iWD project is healthy. Values:	 pattern = the text pattern in the test report response to parse out 	
• 0 = project ok	• project = project name	Haalib ahaal
1 = url not available2 = test login failed	• report = test report name	Health check
 3 = test report run failed (unable to parse expected pattern in response) 	• 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-1-2 genesys/iwd/dm/etl",project="CX Insights for iWD",report="iWD DB Schema Report",tested="false"} 0 1614350887562	2-30",tenant_id="22-30",pattern="com/

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.	<pre>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",ter 2 1614350887562</pre>	Health check nant_id="22-30",nodes="gcxi-0-22-30,gcxi-1-2
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_statu	ıs	If the value of cxi_projects_status is greater than 0, this alarm is set, indicating that reporting is not functioning properly.	cxiprojectsstatus	
gcxiclusterinfo		This alert indicates problems with the cluster states. Applicable only if you have two or more nodes in a cluster.	gcxiclusterinfo	