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Genesys Info Mart Private Edition Guide

GIM metrics and alerts

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
GIM	PodMonitor	8249	Endpoint: /metrics Selector: selector: matchLabels: app: {{ template "fullname" . }} where the value of fullname depends on .Values.tenant_id.	30 seconds

Metrics

The following metrics are defined for the GIM service.

Metric and description	Metric details	Indicator of
<p>gim_server_state</p> <p>The state of the GIM server. Valid values are:</p> <ul style="list-style-type: none"> • 0 — starting • 1 — running • -1 — failing once • -2 — failing twice • -3 — failing three or more times in a row 	<p>Unit:</p> <p>Type: Gauge</p> <p>Label:</p> <ul style="list-style-type: none"> • applicationName • gim_version • built • schema_version <p>Sample value:</p>	Error
<p>gim_failed_jobsteps</p> <p>Number of failed job steps.</p>	<p>Unit:</p> <p>Type: Gauge</p> <p>Label:</p> <p>Sample value:</p>	Error
<p>gim_number_failed_kafkajob</p>	<p>Unit:</p>	Error

Metric and description	Metric details	Indicator of
Number of times the KAFKA step in the transform job failed.	Type: Gauge Label: <ul style="list-style-type: none"> applicationName Sample value:	
gim_issues_total Number of encountered issues.	Unit: Type: Counter Label: <ul style="list-style-type: none"> applicationName issue Sample value:	Error
gim_kafka_timestamp_millis Maximum Kafka timestamp per topic per partition, in milliseconds since the Unix Epoch.	Unit: milliseconds Type: Gauge Label: Sample value:	Latency
gim_kafka_timestamp_behind Kafka latency per topic per partition, in milliseconds. Latency is calculated as (current system time) minus (maximum timestamp received). Therefore, this metric can grow if a topic or partition is idle and no records are received.	Unit: milliseconds Type: Gauge Label: <ul style="list-style-type: none"> applicationName topic partition Sample value:	Latency

Alerts

No alerts are defined for Genesys Info Mart.