

# DISTRIBUTION



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# Bursts

# After restoring an older backup to a new 3.3 Virtual Machine, Bursts are not working

## ISSUE

We are upgrading Metric Insights to a newer build of 3.3 using the *upgrade-in-place* process. We received a new 3.3 OVA file to deploy a new Metric Insights Virtual Machine. To complete the upgrade-in-place, we created a backup of the old Metric Insights, copied the backup over to the new VM, then ran a restore. This completed successfully and Metric Insights appears to be up and running. However, **bursts are not going out**.

Favorite Digests go out and Send Test Email from Status Monitor also works. Trying to send a test burst from the Burst Editor fails however, with no errors to speak of. Why are the bursts not going out?

## RESOLUTION

Bursts are not going out because the HOSTNAME variable in *Admin > more > Config Variables* does not match the actual hostname of your MI instance. Correct the HOSTNAME variable by clicking the Edit Gear, then hit the *Generate const.php* button (see image below).

Note, the reason the HOSTNAME variable only affects Bursts is because:

- Bursts are based on templates and the template engine is based on phantomjs
- Phantomjs fails if it does not see the *host* which is determined by the HOSTNAME variable

In comparison, the other MI distribution methods are not based on templates.

The screenshot shows the 'Config Variables' page in the Metric Insights web interface. The URL is <https://uma.metricinsights.com/monitor/variable>. The page has a dark header with 'Config Variables' and 'Admin' dropdowns. Below the header, there's a section for 'Key: Changed' with a dropdown set to 'All' and a search box containing 'HOSTNAME'. A table titled 'Config Variables' lists the variables. The 'HOSTNAME' variable is highlighted, showing its 'Assigned value' as 'https://uma.metricinsights.com'. Below the table, there's a 'Generate const.php' button.

Name	Assigned value	Valid values
HOSTNAME	https://uma.metricinsights.com	

# Burst is not delivered after clicking "Send Now" button

## ISSUE:

When I try to deliver the Burst using "Send Now" button, the Burst doesn't come. There is nothing in spam folder of my Email Client.

When I check Metric Insights Application Errors in Status Monitor I see this error:

*MetricInsightsError: Failed insert into email\_queue mail\_size:2015877 file: /ReportData/iv/engine/libs/Em/Entity/EmailQueue.php line: 87*

## RESOLUTION:

This Error means that Metric Insights couldn't insert email (with the size - around 2 MB) to the email queue. Email queue is organized by inserting records to the Mysql database.

First thing to do if the above error occurs is check *max\_allowed\_packet* parameter size on the Mysql server where database for Metric insights is located and if it's small enough - increase the value to at least 128MB. To know more of how to fine tune Mysql parameters please refer to the following article <http://kb.metricinsights.com/m/44498/l/412310-fine-tuning-mysql-parameters>.

It is safe to increase the value of this variable because the extra memory is allocated only when needed. For example, Mysql allocates more memory only when you issue a long query or when Mysql must return a large result row.

# Configure Notification Schedules and Data Collection Triggers Using Controls

This article provides some recommendations on how to properly configure runs of Notification Schedules and Data Collection Triggers using controls.

## 1. What to Remember

Multiple concurrent runs within a Notification Schedule or a Data Collection Trigger are not allowed as they may affect each other and their behavior is difficult to predict. Metric Insights implemented Expiration Period and Abort Run functions to help Power Users and Admins ensure each previous run within a [Notification Schedule](#) or a [Data Collection Trigger](#) is completed and allow a new run to be started properly.

 Learn also how to [create and modify Notification Schedules](#) and [automate collection of data](#) with Data Collection Triggers.

## 2. Using Controls for Notification Schedules

### 2.1. Expiration Period

Expiration Period allows setting a period within which a run is expected to be completed.

Notification Schedules / Immediate Distribution Schedule

Search

10 Docs + New... Content Admin Julia

Schedule Current Run Bursts Run Scripts Send History Advanced + Q Abort Collection Notification Schedule Running Now Save Permissions

1 Frequency on certain days of the week

Mon Tue Wed Thu Fri Sat Sun

Select All

2 8 : 00

+ Add another time

Wait for data to be collected ☐ yes ☒ no

Data dependency None

This Schedule is ☒ public ☐ private (only visible to me)

Schedule name Immediate Distribution Schedule

[Revert to default name?](#)

Keep history ☐ yes ☒ no

Notification Schedule is ☒ enabled ☐ disabled

Notification Schedules / On Mon at 8:00

Search

10 Docs + New... Content Admin Julia

Schedule Current Run Bursts Run Scripts Send History Advanced + Q Send Now Save

3 Expire run after 600 minute(s)

Abort processing if expired ☒ yes ☐ no

Email if run expired and/or aborted ☒ yes ☐ no

Email(s) demo@metricinsights.com

Separate multiple addresses with a comma

In the [Schedule] tab, set:

1. Frequency of a run
2. Time when a run is expected to start

In the [Advanced] tab:

3. Expiration Period within which a run is expected to be completed

By default, Expiration Period is set to 600 min for Notification Schedule.

💡 If a run frequency is set to be performed once a day, set Expiration Period to less than 23 h and Abort Run to "yes". Alternatively, try to offload the run to fit the desired Expiration Period (e.g. move a part of the run content to another Notification Schedule).

## 2.2. Abort Run

Abort Run allows automatically abort all active threads within a run once Expiration Period is completed, so that a current run does not block the following runs.


The screenshot shows the 'Advanced' settings tab for a notification schedule. The interface includes a top navigation bar with a home icon, the text 'Notification Schedules / On Mon at 8:00', a search bar, and user profile information. Below the navigation bar, there are tabs for 'Schedule', 'Current Run', 'Bursts', 'Run Scripts', 'Send History', and 'Advanced'. The 'Advanced' tab is selected. The settings include:
 

- 'Expire run after' set to '600' minutes.
- 'Abort processing if expired' with a radio button set to 'yes' (labeled with a circled '1').
- 'Email if run expired and/or aborted' with a radio button set to 'yes' (labeled with a circled '2').
- 'Email(s)' field containing 'demo@metricinsights.com'.
- A note: 'Separate multiple addresses with a comma'.
- 'Send Now' and 'Save' buttons.

[Advanced] setting allows to:

1. Set Abort Run to "yes"
2. Determine email where to send a notification

By default, Abort Run is set to "yes".

 When a run expires and some users are still being processed or remain active while others are in the queue, active jobs are completed and no new jobs are started. As a result, the run is aborted and processed and active users receive their content, while those in the queue do not. The next run starts as scheduled.

### 3. Using Controls for Data Collection Triggers

All above is also applicable to Data Collection Triggers: Expiration Period and Abort Run functions allow completing active runs of data collection within the period set and start new runs as scheduled.



**Data Collection Triggers / Daily**

Search

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Configuration Dependencies Current Run Included Objects Recent Runs + Q Permissions Refresh Historical Data Trigger Now Saved

Trigger is ☒ enabled | ☐ disabled

Name

Description

Data collection based on ☒ scheduled | ☐ external Trigger

Collect data every

Run data collection ☒ as early as possible | ☐ after specified time

1 Expire data collection after  minute(s)

2 Abort processing if expired ☒ yes | ☐ no

Abort processing on error ☐ yes | ☒ no

Max. concurrent threads

Email error report ☐ yes | ☒ no

Email if max run time is exceeded ☐ yes | ☒ no

Send email if data collection does not start ☐ yes | ☒ no

In [Configuration] tab, set:

1. Expiration Period
2. Abort Run to "yes"

By default, Expiration Period is set to 60 min and Abort Run to "yes".

# Digests

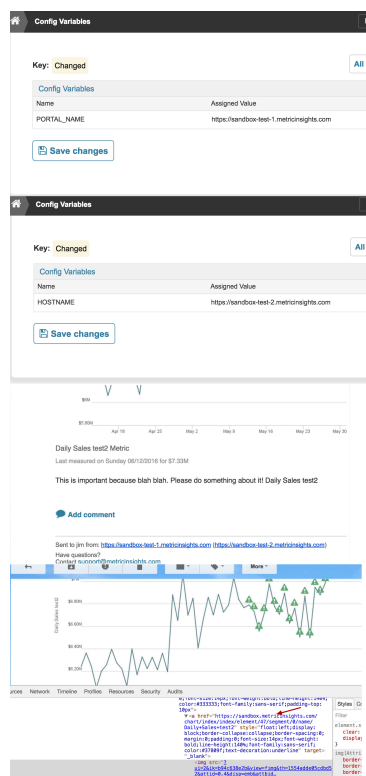
# How are element URLs in email notifications constructed?

## ISSUE

How are element URLs in email notifications constructed?

I received an alert where the chart URL points back to my Test instance instead of Production. As far as I can tell, the alert did in fact come from my Production instance. So why is it pointing to Test?

As an example, I have *sandbox-test-1.metricinsights.com* and *sandbox.metricinsights.com*. The alert was generated in sandbox-test-1, but upon receiving the alert, the chart image points back to <https://sandbox.metricinsights.com> (see below):



## RESOLUTION

When MI generates email notifications, the links back to MI are generated based on the **last hostname** that the recipient visited. This can pose a challenge in the following situations:

- a backup copy of a test instance was restored on a production instance and a user has yet to log in to production after the update.
- a test server is renamed to production and a user does not log in to the production after the name change.

The restore of the backup copy will have maintained a *last hostname visited* record for that user that still shows the test server. Thus if an alert goes out, the links will reflect the test instance instead of production. The same holds true for when the hostname changes.

In other words, if you last visited [sandbox.metricinsights.com](https://sandbox.metricinsights.com), then that's what will be used to generate the links in your email (example above).

# Alerts and Digests are not going out at all

## ISSUE

Alerts are not being sent out immediately even though the alerts can be seen in the Viewer and Editor. The alert rule is set to send *immediately, by email, everytime* so it should be going out. In fact, I can see the alerts queued up to be sent out in the Metric Editor > Alerts tab, but is never sent (no timestamp of delivery). It's definitely not an issue with the Notification Schedule because we have a 3 minute schedule setup to pool alerts immediately for delivery.

What's more, digests have also not gone out lately. I can definitely manually send a Digest, and sending a Test Email from the Status Monitor page is not a problem. Also, the Status Monitor shows a zero for the Email Queue so it's not an issue with the queue.

This appears to have started around when Metric Insights was upgraded to 3.2.833. What's going on?

## RESOLUTION

There appears to be no smoking gun in this case. Everything is as it should be. The issue appears to be with alerts and digests being sent out *automatically by the system* - it's not pooling the alerts to deliver. For example, manually sending out alerts by running *notes\_check.sh* works. So what gives?

Turns out that in **/etc/cron.d/metricinsights** *notes\_check.sh* and *send\_following.sh* were both commented out! This was due to a mixup for the **3.2.833** build as we move to check\_notification scripts for version 3.3.

Re-enabling the two scripts (delete # sign) allows for alerts and digests to go out. You can also update to **3.2.834** which corrects this issue.

```

-
# dynamically generated. Do not edit.
MAILTO=cron@metricinsights.com

# adds new reports and metric generation to the queue based on schedule and runs both scheduled and on-re
* * * * * root /var/www/iv/data/bin/queue_check.sh && /var/www/iv/data/bin/queue_check.sh && /var/www/iv.

# Rebuild Sort for Collaborative View
1 2 * * * root /var/www/iv/data/bin/last_activity_rebuild.sh

# queue and starts notification schedules
* * * * * root /var/www/iv/data/bin/check_ns_queue.sh && /var/www/iv/data/bin/check_ns_queue.sh && /var/w

# check for new alerts
> ##/3 * * * * root /var/www/iv/data/bin/notes_check.sh

# check for new alerts
> ##/3 * * * * root /var/www/iv/data/bin/send_following.sh

# check for data dependencies
* * * * * root /var/www/iv/data/bin/datadepts_check.sh

# send out email queue
*/3 * * * * root /var/www/iv/data/bin/check_email_queue.sh

# check remote data collectors (#4007)
*/10 * * * * root /var/www/iv/data/bin/remote_collectors_check.sh

# check and restart dead trigger runs
*/15 * * * * root /var/www/iv/data/bin/restart_dead_runs.sh

# check disk status (#4597)
*/30 * * * * root /var/www/iv/data/bin/check_disk_status.sh

# Most Popular Favorites
4 4 * * * root /var/www/iv/data/bin/most_popular_favorites.sh

```