

## **GENESYS**

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## **GVP** Documentation Supplement

CCP Metric 1013 not logged or sent to Reporting Server

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**SUMMARY:** Explain why the CCP Metric (event 1013) is not logged nor sent to Reporting Server.

The next publication of the GVP 8.5 User's Guide will contain this correction:

**CHAPTER:** Chapter 3: Configuring Common Features

**SECTION:** Configuring Reporting

**ADD THIS NOTE** to the end of Table 6: Default Log and Metrics Filters on page 60-61:

**Note concerning the CCP metric 1013:** In general, all events must associate with a session ID. But this CCP metric 1013 occurs before a session ID is created, and at that moment the session ID is NULL. Generating an event report fails when any session ID value is NULL; for that reason, CCP metric 1013 is not logged and is not sent to Reporting Server.