GENESYS

Genesys Info Mart

8.5.005.17

12/20/2025

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Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/03/16	Hot Fix		X	X	X	X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When upgrading Genesys Info Mart, the upgrade script (**update_gim8.5.002.10.sql**) now correctly populates the MEDIA_TYPE_KEY in the STG_ACTIVE_CALL table. Previously, starting with Genesys Info Mart 8.5.003.12, some 3rd Party Media interactions, if they were active and had been previously handled by agents at the time of the upgrade, might have had the MEDIA_TYPE_KEY incorrectly populated with a value of 1000. As a result, the affected interactions might not have been transformed due to a `NullPointerException`.

(GIM-10852)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Deployment Procedure

8.5.0 Deployment Procedure

Product Documentation

Genesys Info Mart

Genesys Products

List of Release Notes

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

Dependencies

- To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.509.07 or higher. At a minimum, Genesys Info Mart release 8.5 requires Interaction Concentrator 8.1.100.36. For additional recommendations, see ICON Recommendations in the Known Issues and Recommendations section.

- Genesys recommends that you manage jobs using Genesys Info Mart Manager, but if you continue to use Genesys Info Mart Administration Console, Genesys recommends that you use Genesys Info Mart Administration Console release 8.1.3 or higher.

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- Genesys Info Mart Manager release 8.5 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.