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Genesys Info Mart

8.5.011.09

12/20/2025

8.5.011.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/18	Update		X	X	X	X

Contents

- **1 8.5.011.09**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes
 - 1.5 Dependencies

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly populates the MEDIA_SERVER_I_XN_GUID, MEDIA_SERVER_I_XN_ID, SOURCE_ADDRESS, and TARGET_ADDRESS columns in the INTERACTION_FACT table in Active Switching Matrix (ASM) scenarios in which the agent and customer are successfully connected. Previously in such scenarios, these columns might have contained values associated with the engaging call instead of the outbound call. (GIM-12013)

When the export job processes the first data chunk, the job now exports all facts older than the start of the CTL_AUDIT_LOG.

Tip

This change impacts scenarios in which the retention time for facts (days-to-keep-gim-facts) is significantly greater than the retention time for the CTL_AUDIT_LOG table (days-to-keep-discards-and-job-history). In such scenarios, there might be a large amount of fact data that is older than the start of the CTL_AUDIT_LOG. Previously, these facts were not exported, but now they are exported in one (first) chunk. If the chunk is very large, the export might take a significant amount of time and require extra disk space, and it might be difficult to transmit or import the exported chunk. If you encounter issues with a very large first chunk, contact Genesys Customer Care.

(GIM-12012)

The User Data Assistant tool now correctly creates the make_gim_UDE.sql script for PostgreSQL. (GIM-11989)

The transformation job now correctly attaches user data to INTERACTION_RESOURCE_FACT (IRF)

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](#)

records in scenarios where the PARTY propagation rule is used and attached data is changed by the recipient of a consultation call prior to the consultation ending due to a transfer or conference.(GIM-11988)

Genesys Info Mart now correctly populates CUSTOMER_* metrics in the IRF table in scenarios where an agent:

- Makes an outbound call using a dialing prefix .
- Later transfers the call to a resource on the same switch.

Previously in such scenarios, CUSTOMER_* metrics might have been incorrectly populated with values of 0 for the IRF record representing the agent who initiated the interaction. (GIM-11971)

On PostgreSQL deployments, Genesys Info Mart no longer fails when the export job and the maintenance job run simultaneously. Previously in such scenarios, Genesys Info Mart sometimes failed, generating a log message similar to the following:

ERROR: duplicate key value violates unique constraint "pg_type_typname_nsp_index"
(GIM-11944)

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 8.1.514.06 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.
 - Genesys Info Mart Manager release 8.5.010 requires Genesys Info Mart release 8.5.009 or higher. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.
 - Genesys Info Mart Manager and GAX interoperability requirements are reciprocal:
 - Genesys Info Mart Manager release 8.5.010.02 and later requires GAX release 8.5.270.06, and vice versa.
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- Genesys Info Mart Manager 8.5 releases earlier than 8.5.010 require GAX 8.5 releases earlier than GAX 8.5.270.06, and vice versa.