



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Info Mart

8.5.014.19

12/20/2025

# 8.5.014.19

**9.x Genesys Info Mart** is part of 9.x starting in **8.5.014.14**.

## Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/17/19	Update		X	X	X	X

## Contents

- **1 8.5.014.19**
  - **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 contains the following new features and enhancements:

- **Reporting on agent location** — A new dimension table, AGENT\_LOCATION, records locations of agents for both voice and multimedia login sessions. A new column, AGENT\_LOCATION\_KEY, in the SM\_RES\_SESSION\_FACT table, is a surrogate key that you can use to join the SM\_RES\_SESSION\_FACT to the AGENT\_LOCATION dimension. The key is used to indicate the agent's specific location for the summarized resource session, by agent and media type.  
Interaction Concentrator release 8.1.514.27 is required to provide the location data from SIP Server and Interaction Server releases that support this functionality. (GIM-12407)
- **Configuration for secure connection to Kafka** — In deployments that rely on obtaining reporting data from Kafka, you can set native Kafka configuration options in the **kafka-`<cluster-name>`** configuration section to enable a secure client connection from Genesys Info Mart to the Kafka instance. In particular, the following security options have been verified with a Kafka cluster that uses SASL\_SSL authentication:
  - **sasl.mechanism** = SCRAM-SHA-512
  - **security.protocol** = SASL\_SSL
  - **sasl.jaas.config** = org.apache.kafka.common.security.scram.ScramLoginModule required username="`<USERNAME>`" password="`<PASSWORD>`";  
  
The following security option has been verified for SSL connections with a self-signed certificate, where the value equals the path to the trust store file that contains the self-signed certificate and that is located outside of the Genesys Info Mart installation directory:
    - **ssl.truststore.location** = `<PATH>`  
(GIM-12430)
- **Miscellaneous enhancements:**
  - A new configuration option, ixn-data-limit in the **[gim-transformation]** section, improves Genesys Info Mart handling of scenarios with excessive numbers of input records, by limiting the number of such records per INTERACTION\_FACT record. If the actual number of records exceeds the configured limit, error message 55-20106 is logged, and the interaction is discarded. The option applies only to voice interactions. Previously in such scenarios, an OutOfMemory error could occur. (GIM-12479)
  - To enhance reporting on Genesys Predictive Routing, two new columns in the GPM\_FACT table -- VQ\_GUID and VQ\_RESOURCE\_KEY -- enable you to join GPM\_FACT to MEDIATION\_SEGMENT\_FACT. Use this join to make information about virtual queues (VQs) that participate in Predictive Routing interactions available in reports. (GIM-12488)
  - Two new dimension tables, USER\_DATA\_GEN\_DIM\_1 and USER\_DATA\_GEN\_DIM\_2, have been added to the Info Mart schema to store out-of-box user data for internal use. Corresponding keys, USER\_DATA\_GEN\_DIM\_KEY\_1 and USER\_DATA\_GEN\_DIM\_KEY\_2, have been added to the

## 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](#)

IRF\_USER\_DATA\_KEYS table, accordingly. (GIM-12482)

- **Enhanced operating environment support** — See the [Genesys Info Mart](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported environments and databases. This release adds support for:

- Java SE 9, including support for all updates
- Kernel Virtual Machine (KVM), embedded as part of the Linux Kernel Package
- Microsoft SQL Server 2017
- PostgreSQL 9.4

(GIM-11999)

## Resolved Issues

This release contains the following resolved issues:

---

On Microsoft SQL Server deployments, Genesys Info Mart jobs now complete successfully when hypothetical indexes are present in the database. Previously in such scenarios, jobs could fail with an error message similar to the following:

```
SQLServerException: Index 'hypothetical-index-name' on table 'table-name' (specified in the FROM clause) does not exist
```

If you still encounter such an error, locate the hypothetical indexes in the database and drop them from the database as a workaround. Hypothetical indexes might appear in a database when Microsoft Engine Database Tuning Advisor (DTA) tool does not exit gracefully. Use the following statement to identify hypothetical indexes:

```
select * from sys.indexes where is_hypothetical=1
```

Note that the names of the indexes that the DTA tool creates start with the `dta_` prefix. (GIM-12451)

---

Genesys Info Mart no longer incorrectly moves the high-water mark (HWM) in scenarios where the extraction job fails after successfully extracting all data for a given data domain (Voice, Multimedia, Outbound Contact, or Configuration data). Previously, during recovery from the failed extraction job, Genesys Info Mart sometimes moved the HWM, causing gaps in extracted data. (GIM-12442)

---

In the GPM\_FACT table, Genesys Info Mart no longer rounds data to the nearest whole integer in the following columns: AGENT\_SCORE, GLOBAL\_SCORE, MEDIAN\_SCORE, MAX\_SCORE, MIN\_SCORE, DEFAULT\_SCORE, and ADJUSTED\_SCORE. Previously, when calculating values for these columns, Genesys Info Mart rounded the fractional part of the values to the nearest integer. (GIM-12441)

---

The Genesys Info Mart Installation Package (IP) now installs correctly in deployments that use OpenJDK. Previously in some scenarios, the installation failed with an error similar to the following:

The target computer does not meet the following mandatory requirements:

---

1. Java Development Kit (JDK), version 1.7.0\_0 or higher, must be installed.

(GIM-12436)

---

The Genesys Info Mart Installation Package (IP) now installs correctly when running on Linux in Silent mode. Previously, Silent mode installation could fail, with an error message containing a string similar to the following:

Error=Section License was not found.

(GIM-12432)

---

## 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 (ICON) release 8.1.514.27 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 Genesys Administrator Extension (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.
  - 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.