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Genesys Info Mart

8.5.016.01

12/20/2025

8.5.016.01

Genesys Info Mart Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/12/21	Update			X			X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The extraction job now processes Interaction Database (IDB) data in some scenarios where ICON no longer monitors a data source. Previously in such scenarios, the extraction job sometimes skipped data. (GIM-13257)

The export job no longer unnecessarily encloses first-column values in the output CSV files in double quotes ("). (GIM-13113)

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](#)

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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 8.1.514.47 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.