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Genesys Info Mart

8.5.116.26

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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
01/25/22	Update			X			X

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What's New

This release contains the following new features and enhancements:

- **Log4j 2 support** — The Apache Log4j library included with Genesys Info Mart has been upgraded to 2.17.1. To maintain backward compatibility, Genesys Info Mart configures Log4j 2 using the existing properties created for Log4j 1, as specified in the **log4j.properties** file in the Genesys Info Mart installation package. You can modify the Log4j 1 configuration by setting options in the [\[log4j\]](#) configuration section. For information about how you can switch to using Log4j 2 configuration, see the [Upgrade Notes](#) section, below. (GIM-11245)
- **Security enhancements** — Various 3rd party libraries are updated for security reasons. (GIM-13833, GIM-13834, GIM-13898)
- **Outbound Contact reporting enhancement** — A new configuration option, ocs-dial-sched-time in the **[gim-transformation]** section, enables you to specify whether Genesys Info Mart populates the CONTACT_ATTEMPT_FACT.DIAL_SCHED_TIME column with the first or the last value OCS records in the **dial_sched_time** field during a contact attempt. The default value, which preserves legacy behavior, is to use the last value. (GIM-13728)
- **Miscellaneous updates** — Two new columns, ACTIVE_FLAG and UPDATE_AUDIT_KEY, are added to the SM_MEDIA_NEUTRAL_STATE_FACT table. These columns are reserved for future use and are not populated. (GIM-13826)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Deployment Procedure

[8.5.1 Deployment Procedure](#)

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly populates the CONTACT_ATTEMPT_FACT.MEDIA_TYPE_KEY column based on the value of the **media-type** option in the **[OCServer]** section of the Campaign Group object. Previously, CONTACT_ATTEMPT_FACT.MEDIA_TYPE_KEY was always populated as 1 (VOICE). (GIM-13585)

Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.

Migrate from Log4j 1 to Log4j 2 configuration

If a **log4j.properties** file exists in your Genesys Info Mart configuration, Genesys Info Mart uses those properties to specify the runtime configuration used by Log4j. The **log4j.properties** file in the Genesys Info Mart installation package is in Log4j 1 format. To switch to using Log4j 2 configuration:

1. Rename or delete the **log4j.properties** file.
2. Restart the Genesys Info Mart Server.

If you do nothing further, Log4j automatically configures itself to use the Log4j 2 DefaultConfiguration, causing Genesys Info Mart to log messages to the console. For a more useful Log4j 2 configuration, Genesys recommends that you create a **log4j2*** configuration file in accordance with the configuration rules described in the Log4j documentation (<https://logging.apache.org/log4j/2.x/manual/configuration.html>).

Important

- **Limitation:** After you switch to using Log4j 2 configuration, you can no longer use the **[log4j]** configuration options to modify your logging configuration.
- **Formatting change:** The date and time values in the timestamp column of the Genesys Info Mart log are now separated by the letter T. Previously, the date and time were separated by a space.

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.