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Workforce Management Data Aggregator

Release Notes 8.5.x

12/4/2024

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Workforce Management Data Aggregator 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management Data Aggregator. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.220.10	12/05/24	Update					X
8.5.220.03	01/05/24	Update					X
8.5.219.22	05/15/23	Update					X
8.5.219.17	09/19/22	Update					X
8.5.219.15	08/30/22	Update					X
8.5.219.13	07/13/22	Update					X
8.5.219.10	04/27/22	Update					X
8.5.219.04	01/04/22	General					X
8.5.217.01	09/18/20	Update					X
8.5.217.00	09/14/20	General					X
8.5.216.10	08/20/20	Update					X
8.5.216.08	04/29/20	Update					X
8.5.216.06	04/21/20	Update					X
8.5.216.05	04/17/20	Update	Unavailable				X
8.5.216.04	03/04/20	Update					X
8.5.216.01	02/28/20	General					X
8.5.215.07	11/07/19	General					X
8.5.214.09	07/18/19	Update					X
8.5.214.06	05/08/19	General					X
8.5.212.08	02/15/19	Update					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.212.06	02/11/19	Update					X
8.5.212.05	12/28/18	Update					X
8.5.210.03	06/22/18	Update					X
8.5.210.02	03/16/18	Update					X
8.5.210.01	01/15/18	Hot Fix	Unavailable				X
8.5.210.00	12/22/17	General					X
8.5.208.01	09/22/17	General					X
8.5.203.00	07/29/16	General					X
8.5.201.00	04/29/16	General					X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.02	07/31/15	General					X
8.5.100.03	03/16/15	General					X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.003.03	06/25/15	Hot Fix					X
8.5.003.00	12/15/14	General					X
8.5.001.07	11/04/14	Hot Fix					X
8.5.001.05	10/08/14	Hot Fix					X
8.5.001.04	09/26/14	General					X
8.5.000.09	06/27/14	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management Data Aggregator, see the [8.1 Release Note](#) (Cumulative).

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more

information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- IBM database DB2, v8, v9 and v10
- Oracle database 10g
- IBM AIX platform (all versions)
- Discontinued for WFM Web server components:
 - WFM 32-bit executables
 - Windows 2008, 32-bit
 - Windows 2008, 64-bit compatibility mode
 - Windows 7

Discontinued as of

Date: **04/29/16**

Release: **8.5.201.00**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management Data Aggregator, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the [Workforce Management](#) product page.
- The *Workforce Management Administrator's Guide* introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.
- The *Workforce Management Web for Supervisors Help* explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.
- The *Workforce Management Agent Help* explains how to use the Agents web interface to check agent

schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.

- The *Workforce Management ETL Database Reference* explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.
- The *Workforce Management Options Reference* contains a complete list of WFM configuration options, descriptions, and instructions for use.
- The *Workforce Management* page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available [here](#).

Translation Support

Workforce Management Data Aggregator

This page summarizes translation support for 8.5.x releases of Workforce Management Data Aggregator for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

Release 8.5.2 Translation Support

The following table indicates translation support for particular 8.5.2 releases of Workforce Management Data Aggregator.

Language	English (US) Release	8.5.219.10	8.5.217.01	8.5.216.01	8.5.214.06	8.5.212.08	8.5.210.03	8.5.203.00	8.5.201.00
Arabic (Saudi Arabia)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.01	Not Available
Chinese (Simplified)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.211.00	8.5.202.00	Not Available
Chinese (Traditional)	8.5.219.10	Not Available	8.5.202.00	Not Available					
Czech	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.202.00	Not Available
French (Canada)	Not Available	8.5.217.01	8.5.216.02	Not Available	Not Available	8.5.210.03	8.5.210.00	8.5.202.00	Not Available
French (France)	8.5.219.10	Not Available	Not Available	8.5.214.00	8.5.212.00	Not Available	8.5.202.00	Not Available	Not Available
German (Germany)	Not Available	8.5.217.01	8.5.216.02	Not Available	8.5.212.00	Not Available	Not Available	Not Available	8.5.202.00
Italian	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.202.00

Japanese	Not Available	8.5.203.00	Not Available					
Korean	Not Available	8.5.202.00	Not Available					
Portuguese (Brazilian)	Not Available	8.5.202.00	Not Available					
Russian	Not Available	Not Available	8.5.216.02	Not Available	Not Available	8.5.210.00	8.5.202.00	Not Available
Spanish (Latin America/Mexico)	Not Available	8.5.217.01	Not Available	Not Available	Not Available	8.5.210.00	8.5.203.01	Not Available
Turkish	Not Available	8.5.202.00	Not Available					

Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Workforce Management Data Aggregator.

Language	English (US) Release	
8.5.100.03	8.5.100.00	
Arabic (Saudi Arabia)	8.5.100.00	Not Available
Chinese (Simplified)	8.5.100.00	Not Available
Chinese (Traditional)	8.5.100.00	Not Available
Czech	8.5.100.00	Not Available
French (Canada)	8.5.100.00	Not Available
French (France)	8.5.100.00	Not Available
German (Germany)	Not Available	8.5.100.00
Italian	8.5.100.00	Not Available
Japanese	8.5.100.00	Not Available
Korean	8.5.100.01	Not Available
Portuguese (Brazilian)	8.5.100.00	Not Available
Russian	8.5.100.00	Not Available
Spanish (Latin America/Mexico)	8.5.100.01	Not Available
Turkish	8.5.100.00	Not Available

Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Workforce Management Data Aggregator.

Language	English (US) Release
8.5.000.09	
Arabic (Saudi Arabia)	8.5.000.00
Chinese (Simplified)	8.5.000.00
Czech	8.5.000.00
French (Canada)	8.5.000.00
French (France)	8.5.000.00
German (Germany)	8.5.000.00
Italian	8.5.000.00
Korean	8.5.000.00
Portuguese (Brazilian)	8.5.000.00
Russian	8.5.000.00
Spanish (Latin America/Mexico)	8.5.000.00
Turkish	8.5.000.00

Known Issues and Recommendations

Workforce Management Data Aggregator

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Data Aggregator. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

An error occurs when communicating to the WFM Server and Adherence Details screen is either losing or not updating schedule data. The issue occurs in any WFM Data Aggregator version when used with WFM Server versions 8.5.219.26, 8.5.219.27, or 8.5.219.33.

ID: WFM-36674, WFM-36759

Found In: 8.5.219.17

Fixed In: 8.5.219.22

Agents incorrectly show as non-adherent to predefined **Vacation** schedule states when that state is included in a **Schedule State Group**, rather than the general **Time-Off** fixed state. User-configured **Time-Off** type adherence works as expected.

ID: WFM-23249

Found In: 8.5.003.03

Fixed In: 8.5.200.00

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workforce Management Data Aggregator unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs. Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help files are displayed. For details about available Language Packs, including the languages, see the [Translation Support](#) page in this release note.

Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31421, WFM-31185	Found In: 8.5.203.00	Fixed In: 8.5.203.00
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Release 8.5.2

Workforce Management Data Aggregator Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Workforce Management Data Aggregator, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.220.03

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/05/24	Update						X

What's New

- This enhancement includes the following new features:
 - Workforce Management Data Aggregator (DA) now supports structured logging to the file containing one-line log records formatted in JSON format. This allows integration with the centralized log aggregation and viewing systems such as Grafana and Loki. The JSON log can optionally be enabled by setting up a new set of **x-json-log** configuration options in the **Log** section. For more details on JSON logging, see the [Log section](#) of WFM Data Aggregator configuration options.
 - WFM Data Aggregator now supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate the OTLP tracing headers. The corresponding request **trace_id** and **span_id** are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via **OTLP gRPC exporter**. This allows integration with the distributed tracing collection and visualization systems such as Grafana and Tempo. For more details on distributed tracing, see the [trace](#) section of WFM Data Aggregator configuration options.

(WFM-36411)

Helpful Links

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

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Resolved Issues

This release contains the following resolved issues:

The health check algorithm now detects authentication issues (for example, a valid current token

became invalid before its expiration) and shows **red** auth and overall health status in such cases. (WFM-37120)

WFM Data Aggregator (DA) now automatically obtains a new access token if the earlier issued access token used by Data Aggregator to access the WFM Server was invalidated by the authentication method before its expiration. (WFM-37119)

WFM Data Aggregator no longer terminates unexpectedly right after starting due to the internal race condition. (WFM-37058)

WFM Data Aggregator now correctly handles those situations where a specific Multi-Site Activity (MSA) is deleted in the WFM UI while Data Aggregator is running. Previously, deleting MSA would trigger database errors in the Data Aggregator log causing no actual data to be collected for all MSAs of the Business Unit. (WFM-36975)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.03.

8.5.219.22

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/15/23	Update						X

What's New

- Support for Microsoft Windows Server 2022. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Manual](#) for more detailed information and a list of all supported operating systems. (WFM-36298)

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

An error doesn't occur anymore when communicating to the WFM Server and Adherence Details screen doesn't lose and updates schedule data correctly. (WFM-36759, WFM-36674)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.22.

8.5.219.17

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/19/22	Update						X

What's New

This release contains the following new features and enhancements:

- WFM Data Aggregator is updated to include improvements to the health check functionality.

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.17.

8.5.219.15

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/22	Update						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An issue is corrected that caused Data Aggregator to manage memory allocations incorrectly. (WFM-36149)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.15.

8.5.219.13

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/13/22	Update						X

What's New

This release includes only resolved issues.

Helpful Links

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- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

A soft restart of Data Aggregator from the WFM Web for Supervisors UI now works correctly. Previously, the restart failed if the **auth** section was absent in the configuration options of all WFM applications. (WFM-35831)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.13.

8.5.219.10

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/22	Update						X

What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Data Aggregator. (WFM-35438)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.10.

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8.5.219.04

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/04/22	General						X

What's New

This release contains the following new features and enhancements:

- Workforce Management now supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-34955)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

This release requires WFM Server 8.5.219.01.

Helpful Links

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- [8.5.x Known Issues](#)

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8.5.217.01

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/18/20	Update					X

What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2019 operating system. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. **See also, Upgrade Notes below. (WFM-33682)**
- As of September 30, 2021, WFM Language Packs are supported on Windows Server 2019. (WFM-33682)

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Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now saves performance records for deferred activities when both the Interaction Volume and Backlog statistics are defined. Previously, under certain conditions, Data Aggregator failed to write the performance records for this activity type. (WFM-33359)

Upgrade Notes

On August 12, 2021, a new software build WFM Data Aggregator 8.5.217.01 b2 was made available which includes support for Windows Server 2019. If you previously downloaded 8.5.217.01 b1 (September 18, 2020) and want Windows 2019 support, be sure to download the latest build.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.217.00

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	General					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now successfully opens a secure listening port when configured as follows:

- SSL/TLS is enabled
- The authentication provider is specified (**[auth]** provider)
- Data Aggregator's Host settings contains an explicit IP address

Previously when configured as such, WFM Data Aggregator failed to open a secure listening port. (WFM-33361)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.217.00.

8.5.216.10

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/20/20	Update					X

What's New

This release includes only resolved issues.

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- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now optimizes the schedule-loading requests sent to WFM Server, thereby avoiding occasional grayed-out agent information in real-time Adherence view. Previously, grayed-out lines appeared in this view when Data Aggregator failed to load agent schedule information fast enough. (WFM-33272)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.10.

8.5.216.08

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/20	Update					X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now continues to process data when users delete Sites in WFM Web. Previously in this scenario, WFM Data Aggregator terminated unexpectedly. (WFM-33140)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.08.

8.5.216.06

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/21/20	Update					X

What's New

This release includes the following new features and enhancements:

- WFM Data Aggregator now works with third-party integrations that feed WFM with actual Interaction Volume (IV) and Backlog queue data. Before this implementation, if both Data Aggregator and third-party integrations were set up to collect data for the same activity, Data Aggregator might have overwritten that data, even if it was not setup to collect it. Now, if Data Aggregator is not configured to collect statistics, such as IV and Backlog, it does not overwrite that information. (WFM-33099)

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Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now successfully connects to WFM Server over secure SSL/TLS connections. Previously, WFM Data Aggregator failed to connect when the **[auth]** provider configuration option was configured and a self-signed certificate was used for WFM Server.

Also, WFM Data Aggregator now fully supports TLS mutual authentication. Previously, WFM Data Aggregator rejected secure SSL/TLS connections when TLS mutual authentication was enabled and the **[auth]** provider configuration option was configured. (WFM-33126)

Important

This release corrects an incomplete fix of the same issue addressed in release **8.5.216.05**.

WFM Data Aggregator now loads data from WFM Server successfully. Previously, Data Aggregator sometimes terminated unexpectedly when loading data from the WFM Server. (WFM-33103)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.06.

8.5.216.05

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/20	Update	Unavailable				X

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Important

As of April 21, 2020, this update is no longer available as it did not function as expected. Update release [8.5.216.06](#) corrects the identified issue.

- WFM Data Aggregator now works with third-party integrations that feed WFM with actual Interaction Volume (IV) and backlog queue data. If both Data Aggregator and third-party integrations are set up to collect data for the same activity, Data Aggregator overwrites that data, even if it's not setup to collect it. Also, if Data Aggregator is not configured to collect statistics, such as IV and Backlog, it does not overwrite that information. (WFM-33099)

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now successfully connects to WFM Server over secure SSL/TLS connections. Previously, WFM Data Aggregator failed to connect when the **[auth]** provider configuration option was configured and a self-signed certificate was used for WFM Server.

Also, WFM Data Aggregator now fully supports TLS mutual authentication. Previously, WFM Data Aggregator rejected secure SSL/TLS connections when TLS mutual authentication was enabled and the **[auth]** provider configuration option was configured. (WFM-33126)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.05.

8.5.216.04

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/04/20	Update					X

What's New

This release contains the following new features and enhancements:

- WFM now displays an alert message when the database queue size increases. For example:
 - LMS code 20012 is generated when the database's performance-storing delay reaches 15 minutes or more.
 - LMS code 20013 (Cancel Alert) is generated when the database's performance-storing delay is less than 15 minutes.

(WFM-32944)

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.04.

8.5.216.01

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/20	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now successfully establishes SSL/TLS communication to backup Configuration Server (CS) in primary mode after CS switch-over from primary to backup. (WFM-32953)

WFM Data Aggregator no longer terminates intermittently when the [auth] provider configuration option is enabled. (WFM-32887)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.01.

8.5.215.07

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General					X

What's New

This release includes only resolved issues.

Helpful Links

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

Resolved Issues

This release contains the following resolved issues:

WFM Data Aggregator now writes the correct values for Average Speed of Answer (ASA) and Service Level (SL). Previously, Data Aggregator would sometimes write incorrect values into the database for these statistics when commas (rather than decimal points) were used to separate decimals in the host locale. (WFM-32754)

To improve security, WFM no longer logs database connection strings. (WFM-32747, WFM-32745)

WFM now restricts users with limited team access from seeing the real-time adherence (RTA) for all teams. (WFM-32657)

WFM now provides multi-language support for Reason Codes. (WFM-31312)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.215.07.

8.5.214.09

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/18/19	Update					X

What's New

This release contains the following new features and enhancements:

- WFM Data Aggregator is now backward compatible with all 8.5.2 or later versions of WFM Server. (WFM-32455)

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Resolved Issues

This release contains the following resolved issues:

An issue that caused WFM Data Aggregator's log library attributes to be incorrectly released while the thread pool was downsizing is now fixed. (WFM-32524)

Team names in Asian languages now display correctly in the WFM Web for Supervisors > **Adherence** view. Previously, team names incorrectly displayed as question marks in this view when non-English characters were used. (WFM-32448)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.09.

8.5.214.06

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General					X

What's New

This release includes the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).
- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software. WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the [Workforce Management Administrator's Guide](#). (WFM-30288)
- The WFM Data Aggregator Application has a new **[auth]** configuration section and option:

```
provider
```

Section: auth
Default Value: wfm
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.06

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- " " (empty string)—WFM Server SOAP API authenticates WFM users.
- wfm—WFM Server REST API (on-premises) authenticates WFM users.

[more...](#)

(WFM-32285)

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Resolved Issues

This release contains the following resolved issues:

WFM no longer displays an error message when users that have restricted access to Teams open the Adherence Details tab. Previously, restricted users would see the message *An unexpected issue occurred while processing this request.* (WFM-32351)

Unhandled exceptions no longer occur when WFM Data Aggregator connects to WFM Server. (WFM-32316)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.06.

8.5.212.08

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/15/19	Update					X

What's New

This release contains the following new features and enhancements:

- WFM Data Aggregator has been updated with the latest built-in framework libraries and extra logging when x-LogConfigServerTrace option is set to yes. In addition, the WFM Data Aggregator Installation Package (IP) now contains the wfmda.pdb file. (WFM-31556)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.08.

Helpful Links

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Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.212.06

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/11/19	Update					X

What's New

This release includes only resolved issues.

Helpful Links

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

Resolved Issues

This release contains the following resolved issues:

Data Aggregator now processes time-step data successfully. Previously, during time-step data processing, a memory access violation sometimes caused Data Aggregator to terminate unexpectedly. (WFM-32187, WFM-31861)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.06.

8.5.212.05

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	Update					X

What's New

This release includes the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.212.15](#).

Helpful Links

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

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Resolved Issues

This release contains the following resolved issues:

Activity names now appear correctly in the WFM Data Aggregator log file. Previously, activity names were incorrectly truncated and only the first letter of the name appeared in the log file. (WFM-30787)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.05.

8.5.210.03

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/18	Update					X

What's New

This release contains the following new features and enhancements:

- WFM Data Aggregator now supports the Microsoft® OLE DB Driver 18 for SQL Server.

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.03.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.210.02

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/18	Update					X

What's New

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Important

As of Feb 2, 2018, this update replaces hot fix [8.5.210.01](#), which has been removed and is no longer available.

This release contains the following new feature and enhancement:

- Support for Microsoft Hyper-V virtual platform. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Resolved Issues

This release contains the following resolved issues:

Data Aggregator now supports the AL32UTF8 character set for Oracle databases. (WFM-28519)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.

8.5.210.01

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/15/18	Hot Fix	Unavailable				X

What's New

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Important

As of Feb 2, 2018, this hot fix is no longer available as it did not function as expected. Hot Fix release [8.5.210.02](#) corrects the identified issue.

This release contains the following new features and enhancements:

- Data Aggregator now supports the AL32UTF8 character set for Oracle databases. Still, unlike other servers, Data Aggregator supports only a single language per instance and the Data Aggregator host must have an assigned language locale (for system and user).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.01.

8.5.210.00

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General					X

What's New

This release contains the following new feature and enhancement:

- The **[Log]** keep-startup-file configuration option specifies whether WFM Data Aggregator keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value set in the **[Log]** expire configuration option.
- Support for Windows Server 2016.
- Support for Microsoft SQL Server 2016.
- Support for Microsoft SQL Server 2016 Cluster.
See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.00.

8.5.208.01

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/17	General					X

What's New

This release includes the following new features and enhancements:

- WFM Data Aggregator now monitors Statistic Thread activity and optionally shuts down when the thread is deadlocked or unresponsive. A new configuration option in the WFM Data Aggregator Application **[Options]** MonitorStatThreadActivityTimeout is introduced for this feature.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.208.01.

Helpful Links

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8.5.203.00

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General					X

What's New

This release contains the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.203.00.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

The WFM Data Aggregator metadata file `WFM_Data_Aggregator.xml` can now be successfully imported into the Data Aggregator template by Genesys Administrator. Previously, the metadata in the `WFM_Data_Aggregator.xml` file had incorrect syntax, preventing it from being imported. (WFM-26084)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.00.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.201.00

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General					X

What's New

This release includes the following new features and enhancements:

- The WFM ETL Database now stores **Agent Hourly Wage** and **Rank** information in its WFM_AGENT Dimension table. (WFM-23895)
- Added support for virtual platform ESXi 5.5.

Helpful Links

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

Agents now correctly display as non-adherent to predefined **Vacation** schedule states when that state is included in a **Schedule State Group**, other than the general **Time-Off Fixed** state. User configured **Time-Off** type adherence works as expected. (WFM-23249)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.00.

Release 8.5.1

Workforce Management Data Aggregator Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workforce Management Data Aggregator, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.101.02

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General					X

What's New

This release contains the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.101.02.

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

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.02.

8.5.100.03

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General					X

What's New

This release contains the following new features and enhancements:

- WFM Server now performs data synchronization between the Configuration database and WFM database (previously performed by Data Aggregator).
- Support for Oracle 12c Database Management Systems
- Support for Microsoft SQL Server (MSSQL) 2014

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.03.

Helpful Links

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Release 8.5.0

Workforce Management Data Aggregator Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workforce Management Data Aggregator, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.003.03

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Agents now show as **Adherent** when their scheduled state belongs to a group with no association to a channel and the agent's real-time state has a channel state that adheres to the **Schedule State Group**. Previously, when an agent's schedules belonged to a non-channel group and the channel state was present in the real-time state, the agent showed as **Non-Adherent**. (WFM-23239)

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Resolved Issues

This release contains the following resolved issues:

Data Aggregator now processes statistics from Stat Server in multi-site environments while agents are being added to sites. Previously in this scenario, Data Aggregator sometimes unexpectedly stopped processing statistics from Stat Server. This issue was found when Stat Server was installed on 64-bit systems and its response time was very slow (taking more than 15 seconds to open agent statistics). (WFM-23182)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.03.

8.5.003.00

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/14	General					X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

SOAP headers, which are sometimes injected into SOAP requests by network security monitoring tools, no longer cause memory leak in Data Aggregator. (WFM-22176)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.00.

8.5.001.07

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/04/14	Hot Fix					X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Data Aggregator now treats Stat Server events that have empty **Reason Code** strings as events without a reason code. Previously, Data Aggregator treated these empty strings as is, which prevented the mapping of empty reason codes in **Schedule States Groups > Adherence Rules**. (WFM-22137)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.07.

8.5.001.05

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/08/14	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Data Aggregator's **SetCurrentAgentState** function can now be called successfully, by using the API. Previously when this function was called, an exception occurred, causing Data Aggregator to unexpectedly terminate. (WFM-22058)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.05.

8.5.001.04

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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Resolved Issues

This release contains the following resolved issues:

Data Aggregator's performance is improved with decreased memory consumption in high load scenarios. Previously, when there was a large number of agents (over several thousand), a large number of **Agent Events** (over hundred thousand events per hour), and a relatively slow CPU, Data Aggregator's memory consumption would sometimes grow unabated, causing Data Aggregator to unexpectedly terminate.

This version was first released as a Hot Fix on 09/16/14. (WFM-22008)

Data Aggregator now records all collected **Agent Event** data and working agent statistics. Previously, Data Aggregator sometimes failed to record **Agent Event** data and **Working Agent** statistics when one or more **Business Units** containing **Multi-Site Activities** were configured for statistics collection and one or more child **Activity** of **Multi-Site Activities** were assigned to sites that were not tracked by the same Data Aggregator instance. (WFM-21950)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.04.

8.5.000.09

Workforce Management Data Aggregator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General					X

What's New

This release contains the following new features and enhancements:

- Multi-Channel Adherence—Multiple media channels in **Schedule State Groups** track agent real-time states in the Web for Supervisors **Adherence** module; WFM Agent **Adherence Report** and **Agent State Report** now include historical multi-channel adherence percentages and non-adherence events for each channel separately.
- Support for Microsoft Windows Server 2012, native 64-bit. (WFM-21724)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.09.