GENESYS™

Predictive Routing - Data Loader

Release Notes 9.0.x

6/29/2022

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Predictive Routing - Data Loader 9.0.x Release Note

9.x

This Release Note applies to all 9.0.x releases of Predictive Routing - Data Loader. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

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 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.021.01	06/29/22	General			X		
9.0.021.00	06/13/22	General	Under Shipping Control		X		
9.0.020.00	04/01/22	General	Under Shipping Control		X		
9.0.019.01	09/03/21	General	Under Shipping Control		X		
9.0.018.02	03/24/21	General	Under Shipping Control		X		
9.0.018.01	12/09/20	General	Under Shipping Control		X		
9.0.018.00	11/06/20	General	Under Shipping Control		X		
9.0.017.01	08/05/20	General	Under Shipping		X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Control				
9.0.017.00	04/17/20	General	Under Shipping Control		X		
9.0.016.09	12/20/19	General	Under Shipping Control		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 Genesys Predictive Routing page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

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*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Predictive Routing - Data Loader, 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 Predictive Routing - Data Loader, see the following documentation:

- The documentation related to this software is available in the following Guides:
  - Predictive Routing Deployment and Operations Guide
  - Predictive Routing Help

- The *Predictive Routing Deployment and Operations Guide* provides details about installing and

configuring Predictive Routing - Data Loader.

- The Genesys Predictive Routing 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 Predictive Routing - Data Loader components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Predictive Routing - Data Loader

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Predictive Routing - Data Loader. 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.

Data Loader does not monitor which customer records have been removed from the Customer Profile dataset. When the next upload is triggered, Data Loader uploads those records, either replacing the entire dataset or appending the removed records back into the dataset. To eliminate this issue, delete the Customer Profile dataset and upload a corrected version containing only the desired records.

ID: **PRR-4945**	Found In:	Fixed In: **9.0.016.09**

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 Predictive Routing - Data Loader unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Predictive Routing - Data Loader Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Predictive Routing - Data Loader, if available, in the tree menu on the left or in the list of Available Releases.

9.0.021.01

Predictive Routing - Data Loader Release Notes

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Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/29/22	General			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The issue that occurred with watermarks when the source was Teradata is now fixed. (PRR-7639)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.01.

9.0.021.00

Predictive Routing - Data Loader Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/15/22	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- Data Loader now supports Teradata datasource for Outcomes handling. To support this feature, new options have been added under the **default** and the **dataset-<name>** sections:

    - **default** section

        - teradata-datasource-url

        - teradata-datasource-username

        - teradata-datasource-password

    - **dataset-<name>** section

        - data-source

        - teradata-sql-query

    (PRR-7518)

- A new mandatory config option kpi-type has been added under the **dataset-<name>** section. This option will help the Data Loader to categorize the datasets and predict the correct input S3 locations for the glue job to pick. (PRR-7509)

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 9.0.021.00.

9.0.020.00

Predictive Routing - Data Loader Release Notes

9.x

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Data Loader now supports the Outcomes datatype and allows uploading CSV files through Outcomes processing for Features Engineering. Earlier, this feature was not supported for Features Engineering. (PRR-7472)

Data Loader now allows configuring the LCA port. Earlier, the LCA port was set to a default value of 4999. (PRR-7355)

Data Loader supports the restructured S3 file locations for dataset uploads. (PRR-7265)

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Data Loader supports connecting to Oracle databases in a high-availability deployment. (PRR-7187)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.00.

9.0.019.01

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Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/03/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- A new dataset field, num-days-upload has been introduced in this release to support initial uploading of data. (PRR-7239)

- The base image has been updated to Red Hat Universal Base Image from CentOS for improved security. (PRR-7273)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.01.

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9.0.018.02

Predictive Routing - Data Loader Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/21	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

- The SQL query packaged with Data Loader, which is used for extraction of interaction user data stored in the Genesys Info Mart database, has been updated to support the Genesys Info Mart database deployed on Oracle. Previous versions of the SQL query produced an error when extracting the interaction dataset from the Genesys Info Mart database deployed on Oracle and uploading it to the Cloud Feature Engineering Pipeline. (PRR-7163)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.02.

9.0.018.01

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/09/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- As a part of the Data Loader installation process, the required environment variables are now stored in the **dl.env** configuration file. Previously, these variables were stored in the user session data. For more information, see Step 4 in the Install Data Loader and Start the Container section of the *Deploy Data Loader* page. (PRR-7045)

- When setting up data for Data Loader import, you must specify the format EMPLOYEE_ID as the field name in the **[schema-agents-gim]** and **[schema-interactions-gim]** configuration sections. Other formats for this name, such as employeeId, are not supported. This improvement was made to correctly process agent profiles extracted from the Genesys Info Mart database through the Cloud Feature Engineering pipeline. (PRR-6800)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.01.

9.0.018.00

Predictive Routing - Data Loader Release Notes

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/06/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- A new option, upload-schedule, enables you to specify a precise upload schedule using CRON expressions. If you do not configure this option, Data Loader continues using the value configured in the update-period option. (PRR-6592)

- With this release, starting the Data Loader Docker container starts local control agent (LCA) and optionally Data Loader. In previous releases, starting the container started only LCA, requiring an additional step to start Data Loader from GAX. See Install Data Loader and start the container for instructions on how to configure Data Loader to start when the container is started. (PRR-6993)

- Data Loader must be configured to have update privileges for Configuration Server so it can update the passwords used to access the GPR Core Platform and the anonymization salt value created to support anonymization. Data Loader now checks whether it has the correct permissions when it starts. If it does not have the required permissions, it quits and generates the following new log event message: 60813|STANDARD|INVALID_PERMISSIONS|Invalid permissions to update configuration parameters in %s. See log event 107-60813 for complete information about this message and how to resolve it. (PRR-6391)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.00.

9.0.017.01

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/05/20	General	Under Shipping Control		X		

What's New

This release includes the following new features and improvements:

- The new cloud feature engineering pipeline (CFEP) simplifies the process of data extraction, preparation, uploading, and joining. The CFEP automatically performs complex data selection and manipulation steps that otherwise require much more hands-on effort. For information about the CFEP and how to configure Data Loader to use it, see Configure for feature engineering. Note that the CFEP must be configured on the GPR Core Platform before you can use it. Contact your Genesys representative for more information. (PRR-6434)

- The prerequisite for the amount of RAM required for Data Loader has been updated from 1 GB to 16 GB. (PRR-6745)

- Data Loader supports configurations using HTTPS Proxy. For configuration instructions, see Configure HTTPS Proxy in the *Deployment and Operations Guide*. (PRR-6350)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.01.

9.0.017.00

Predictive Routing - Data Loader Release Notes

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/20	General	Under Shipping Control		X		

What's New

This release includes the following new features and improvements:

- You can now choose to have sensitive and PII data anonymized on-premise. The default remains anonymization in Cloud. Note that this choice is made when Genesys creates your Predictive Routing account and is not configurable after initial account creation. To support on-premise anonymization, the following changes have been made to Data Loader:

  - Twelve new log messages (107-60801 through 107-60812) inform users about issues related to on-premise anonymization of sensitive and PII data. For complete documentation of these log events, see Data Loader monitoring and logging. (PRR-6363)

  - The new **anon-salt** configuration options store an obfuscated version of the salt value used for anonymization. Data Loader automatically generates this option value, which should NEVER be manually changed or deleted. The same salt value is stored in the anon-salt option in the **[default]** section in the Data Loader Application object and in the anon-salt in the **[default]** section in the Predictive_Route_DataCfg Transaction List object. (PRR-6220)

- You can now configure Data Loader to make connections using HTTP/HTTPS Proxy. For an explanation of how to configure Data Loader for HTTP/HTTPS Proxy support, see Configure HTTP/HTTPS Proxy. (PRR-6350)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.00.

9.0.016.09

Predictive Routing - Data Loader Release Notes

9.x This is the first 9.x release of **Predictive Routing - Data Loader**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- Data Loader is a new component, which includes the functionality previously released as Agent State Connector. In addition, Data Loader connects to the Genesys Info Mart database and automatically uploads Agent Profile and interaction Dataset data.

  - To configure Data Loader to perform uploads, you must configure the relevant configuration options on the Data Loader Application object, using Genesys Administrator (GA) or GAX. For instructions, see Configure Data Loader to upload data.

  - You can upload Customer Profile data and Datasets from sources other than Genesys Info Mart by configuring Data Loader to perform the uploads from a prepared CSV file. For instructions, see Configure Data Loader to upload data.

  - The GPR application enables you to view and analyze your Agent and Customer Profiles and your Datasets, as well as creating Predictors and Models based on them that GPR then uses when scoring agents.

  - You can configure Data Loader to join data when it is uploaded. **NOTE:** If you plan to join customer data to the automatically-imported agent and interaction data from Genesys Info Mart database, you must import your Customer Profile data before starting the automatic upload.

- All GPR documentation for this and all subsequent releases has been moved to the following locations:

Helpful Links

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- List of 9.0.x Releases
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- *Predictive Routing Deployment and Operations Guide*

- *Predictive Routing Help*

- Predictive Routing Configuration Options

- Documentation in the previous location remains as-is as a reference for those using earlier releases of GPR.

- The following Data Loader options (previously configured on the Agent State Connector `Application` object) have been renamed to align with the current GPR component names. The options, all configured in the **[default]** section, are renamed as follows:

  - **jop-api-key** to **platform-api-key**

  - **jop-base-url** to **platform-base-url**

  - **jop-password** to **password**

  - **jop-username** to **platform-username**

  - **jop-update-thread-wait-timeout** to **platform-update-thread-wait-timeout**

    When you install Data Loader, ensure that you update the option names in your configuration.

    (PRR-5200)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.09.