GENESYS™

Genesys Info Mart

Release Notes 8.5.x

12/5/2024

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Genesys Info Mart 8.5.x Release Note

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

This Release Note applies to all 8.5.x releases of Genesys Info Mart. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Genesys Info Mart, see the 8.1 Release Note (Cumulative).

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 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
8.5.117.07	10/24/24	General			X			X
8.5.117.05	10/02/24	Restricted			X			X
8.5.117.01	05/01/24	General	Under Shipping Control		X			X
8.5.116.53	03/01/24	Update			X			X
8.5.116.52	07/22/23	Update			X			X
8.5.116.51	06/15/23	Update			X			X
8.5.116.48	04/19/23	Update			X			X
8.5.116.45	09/08/22	Update			X			X
8.5.116.37	06/28/22	Update			X			X
8.5.116.35	05/24/22	Update			X			X
8.5.116.34	04/04/22	Update			X			X
8.5.116.29	02/07/22	Update			X			X
8.5.116.26	01/25/22	Update			X			X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
8.5.116.20	11/04/21	Update			X			X
8.5.116.12	08/18/21	Update			X			X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.016.04	05/14/21	Update			X		X
8.5.016.01	04/12/21	Update			X		X
8.5.015.23	03/05/21	Update			X		X
8.5.015.19	11/12/20	Update		X	X	X	X
8.5.015.14	06/02/20	Update		X	X	X	X
8.5.015.07	04/06/20	Update		X	X	X	X
8.5.015.05	03/31/20	Update	Unavailable	X	X	X	X
8.5.014.34	01/30/20	Update		X	X	X	X
8.5.014.26	12/12/19	Update		X	X	X	X
8.5.014.19	10/17/19	Update		X	X	X	X
8.5.014.14	08/30/19	General		X	X	X	X
8.5.014.09	06/27/19	Update		X	X	X	X
8.5.013.06	04/24/19	Update		X	X	X	X
8.5.012.15	02/21/19	Update		X	X	X	X
8.5.011.23	01/25/19	Update		X	X	X	X
8.5.011.22	12/19/18	Update		X	X	X	X
8.5.011.18	11/29/18	Update		X	X	X	X
8.5.011.15	10/08/18	Update		X	X	X	X
8.5.011.14	09/27/18	Update		X	X	X	X
8.5.011.10	08/20/18	Update		X	X	X	X
8.5.011.09	07/09/18	Update		X	X	X	X
8.5.011.04	06/11/18	General		X	X	X	X
8.5.010.16	05/22/18	Update		X	X	X	X
8.5.010.14	05/07/18	General		X	X	X	X
8.5.009.24	03/19/18	Update		X	X	X	X
8.5.009.23	02/26/18	Update	Unavailable	X	X	X	X
8.5.009.20	01/22/18	Update		X	X	X	X
8.5.009.14	12/07/17	General		X	X	X	X
8.5.008.29	10/20/17	General		X	X	X	X
8.5.008.25	08/29/17	Hot Fix		X	X	X	X
8.5.008.19	07/27/17	General		X	X	X	X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.007.14	03/28/17	General		X	X	X	X
8.5.006.11	03/09/17	Hot Fix		X	X	X	X
8.5.006.10	01/30/17	Hot Fix		X	X	X	X
8.5.006.09	11/30/16	Hot Fix		X	X	X	X
8.5.006.07	09/29/16	Hot Fix		X	X	X	X
8.5.006.06	08/18/16	General		X	X	X	X
8.5.005.24	06/12/17	Hot Fix		X	X	X	X
8.5.005.20	04/03/17	Hot Fix		X	X	X	X
8.5.005.19	02/14/17	Hot Fix		X	X	X	X
8.5.005.18	10/31/16	Hot Fix		X	X	X	X
8.5.005.17	08/03/16	Hot Fix		X	X	X	X
8.5.005.12	06/27/16	General		X	X	X	X
8.5.005.11	06/09/16	Hot Fix		X	X	X	X
8.5.005.09	05/25/16	General		X	X	X	X
8.5.004.09	04/28/16	General		X	X	X	X
8.5.004.06	03/25/16	General		X	X	X	X
8.5.003.20	07/14/16	Hot Fix		X	X	X	X
8.5.003.19	05/03/16	Hot Fix		X	X	X	X
8.5.003.17	02/29/16	Hot Fix		X	X	X	X
8.5.003.16	01/25/16	Hot Fix		X	X	X	X
8.5.003.12	12/17/15	General		X	X	X	X
8.5.002.11	08/24/15	Hot Fix		X	X	X	X
8.5.002.09	07/20/15	General		X	X	X	X
8.5.001.21	07/01/15	General		X	X	X	X
8.5.001.17	06/10/15	General		X	X	X	X
8.5.001.16	05/11/15	Hot Fix		X	X	X	X
8.5.001.14	04/08/15	Hot Fix		X	X	X	X
8.5.001.12	03/27/15	General		X	X	X	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 Info Mart 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*.

- IBM AIX, and LPAR Virtualization (all releases)
- Solaris OS and Solaris Containers Virtualization (all releases)
- Oracle Database (v11.x and earlier)

Discontinued as of	Date: **December 31, 2020**	Release: **8.5.015.23**

- Red Hat Enterprise Linux (6.x and earlier)

Discontinued as of	Date: **November 30, 2020**	Release: **8.5.015.23**

- JDK 1.7 or Server JRE 1.7

Discontinued as of	Date: **November 12, 2020**	Release: **8.5.015.19**

- Microsoft Windows Server 2008, SQLServer2008 and Hyper-V Server 2008
- Microsoft Windows 7
- PostgreSQL (9.4 and earlier)

Discontinued as of	Date: **June 30, 2020**	Release: **8.5.015.14**

- Microsoft Windows Vista

Discontinued as of	Date: **September 27, 2019**	Release: **8.5.008.19**

- Microsoft SQL Server 2005

Discontinued as of	Date: **March 28, 2017**	Release: **8.5.007.14**

- HP-UX (all versions)
- AIX Power PC 5.3
- Red Hat Enterprise Linux 4
- Solaris SPARC 9
- Windows Server 2003

Discontinued as of	Date: **March 27, 2015**	Release: **8.5.0**

Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Genesys Info Mart, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Additional Information

Additional information on Genesys Cloud Services, Inc. is available on our Customer Care website.

The following documentation also contains information about this software. Please consult the *Genesys Info Mart Deployment Guide* first.

- The *Genesys Info Mart Deployment Guide* provides details about installing and configuring Genesys Info Mart.
- The Genesys Info Mart 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 Genesys Info Mart components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Genesys Info Mart

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Info Mart. 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.

ICON Recommendations: Each release section in this document provides the absolute minimum Interaction Concentrator release required for Genesys Info Mart to work. However, the minimum Interaction Concentrator release is not sufficient to prevent significant data-quality or transformation issues. Genesys strongly recommends that you observe the following additional requirements:

- In multimedia deployments, Genesys recommends that you use ICON 8.1.514.11 or later.

- In Genesys Info Mart deployments earlier than 8.5.007, if you are using Interaction Concentrator release 8.1.512.08 or later, ensure that the ICON option **[callconcentrator].max-userdata-length** is set to 255.

- In all Genesys Info Mart 8.5.002 deployments, consider that the minimum required Interaction Concentrator release is 8.1.100.36.

- In all Genesys Info Mart 8.5.001 deployments, consider that the minimum required Interaction Concentrator release is 8.1.000.24.

- In deployments that rely on extensive use of user data, if you use Interaction Concentrator 8.1.000.37 or higher (with the exception of ICON 8.1.100.25), ensure that the ICON option **[callconcentrator].cseq-adjustment** is set to 2.

- In deployments that use Enhanced Routing strategies, Interaction Concentrator 8.1.502.04 is required.

- Whenever you install or upgrade Interaction Concentrator, refer to the *Genesys Info Mart Deployment Guide*, supplemented by this release note, for information about mandatory and recommended settings for selected ICON configuration options.

- Interaction Servers that are part of an ICON High Availability (HA) configuration must share an application type when used in ICON connections (both must be either T-Server or Interaction Server).

After an upgrade to GIM 8.5.117.01, for some agents, the *Not Ready* time did not include the end time and this caused the agent active time to span the whole day. The value for max-state-duration is set to 12 hours which was not applied to the **Stuck** and **Not Ready** states.

ID: **GIM-14879**	Found In: **8.5.117.01**	Fixed In:

For Oracle deployments, Genesys strongly recommends that you follow the recommendations in https://docs.oracle.com/cd/E24693_01/server.11203/e24448/initparams149.htm — specifically, do not change the default value (BYTE) of the NLS_LENGTH_SEMANTICS parameter in the instance or server parameter file. Changing this value to CHAR might cause scripts to create columns with character length semantics, which can cause runtime errors, including buffer overflows.

Database User Account Recommendations: As described in Recommendations for User Accounts in the *Genesys Info Mart Deployment Guide*, Genesys provides specific recommendations for the owner and user accounts you should configure Genesys Info Mart to use to access the Info Mart database and IDB(s). If the user accounts in your deployment do not match these recommendations, you might encounter permissions-related issues after deployment or migration. Consider the following workarounds:

- In Microsoft SQL Server deployments, if the schema is not dbo, contact Genesys Customer Care before executing any SQL scripts and before migration.

- On extraction DAP(s) in Oracle deployments, use the IDB schema owner name as the database user ID that Genesys Info Mart uses to connect to IDB(s).

In deployments with Oracle 11 or higher, setting the COMPATIBLE initialization parameter on the RDBMS to 10 or below might significantly impact migration performance.

PostgreSQL deployments require JDBC4.1 Driver Version 9.4.1211.

The configuration option **max-session-duration-in-hours** specifies the maximum duration for a resource session in hours. If an agent session duration exceeds this maximum value, Genesys Info Mart may not record agent state reasons that occur after the agent session has exceeded the maximum session duration. To avoid this scenario, Genesys recommends that you enforce an appropriate agent login/logout procedure. As a temporary workaround, you can increase the configured value for **max-session-duration-in-hours**.

By default, user data transformation supports date and time only in ISO 8601 format: **YYYY-MM-DDTHH:MI:SS**. Note that the character 'T' between DD (date) and HH (hour) is required.

In high availability (HA) Multimedia deployments, reporting data representation may be inaccurate for the period during which ICON is re-establishing the connection to the primary Interaction Server after the Interaction Server switchover. For example, the MEDIATION_SEGMENT_FACT (MSF) table in the Info Mart database may contain extra records or incorrect mediation duration for the interactions that were placed in Virtual Queues when the switchover took place.

For deployments that include features where reporting data is obtained through Kafka: If your Kafka cluster uses SASL_SSL authentication and you are using Kafka 2.0.0 or later, a change Apache made to the default value of the **ssl.endpoint.identification.algorithm** Kafka client option means that Genesys

Info Mart might encounter Java security certificate errors when attempting to connect to your Kafka cluster. To address this issue, do one or both of the following:

- Ensure that your setup meets Apache Kafka recommendations for security. For example, you might need to generate a new server-side security certificate where the Common Name (CN) exactly matches the FQDN of the server.
- Add the **ssl.endpoint.identification.algorithm** Kafka client option to the **[kafka-<cluster-name>]** configuration section in the Genesys Info Mart application object, and set the value to an empty string.

For more information, see the Apache Kafka documentation (for example, "Host Name Verification" on https://kafka.apache.org/documentation/#security).

Custom user data: Conversion expression requirements for date/timestamp columns: The following information supplements information in the *Genesys Info Mart 8.5 Deployment Guide* about Customizing the user-data template script. Ensure that your conversion expression handles the strings shown in the Format column of the following table, which you can do by using the strings in the Expression column:

RDBMS	Data Type	Format	Expression*
Microsoft SQL Server	DATETIME	yyyy-mm-dd hh:mi:ss.mmm	CONVERT(DATETIME, ${}, 121)
Oracle	TIMESTAMP	yyyy-mm-dd hh24:mi:ss.ff	TO_TIMESTAMP(${},'yyyy-mm-dd hh24:mi:ss.ff')
Oracle	DATE	yyyy-mm-dd hh24:mi:ss	TO_DATE(${},'yyyy-mm-dd hh24:mi:ss')
PostgreSQL	TIMESTAMP	yyyy-mm-dd hh24:mi:ss.ms	TO_TIMESTAMP(${},'yyyy-mm-dd hh24:mi:ss.ms')

* ${} is a placeholder for the KVP value to be converted.

ID: **GIM-14014**	Found In: **8.5.116.32**	Fixed In:

Genesys Info Mart does not support encryption of exported data on Windows.

ID: **GIM-13959**	Found In: **8.5.116.20**	Fixed In: **8.5.116.37**

Starting with release 8.5.015.19, Genesys Info Mart sometimes does not transform multimedia user data correctly in scenarios where the value of the days-to-keep-gidb-facts option is less than the value of the days-to-keep-active-facts option. In such scenarios, for active multimedia facts older than the value of **gim-etl:days-to-keep-gidb-facts**, Genesys Info Mart stores user data values calculated using remaining (not purged) GIDB data, or stores the default value if no GIDB data is available.

ID: **GIM-13320**	Found In: **8.5.015.19**	Fixed In: **8.5.016.04**

The size of the MEDIA_SERVER_IXN_GUID column, which can be used to link various *_FACT tables, is

not consistent in all the tables in which it appears. (For example, in the INTERACTION_FACT table the MEDIA_SERVER_IXN_GUID column is 50 characters, whereas in CHAT_SESSION_FACT it is 64 characters.) In practice, the size limit of MEDIA_SERVER_IXN_GUID column data is 50 characters.

ID: **GIM-12959**	Found In: **8.5.015.19**	Fixed In:

In chat scenarios where a transfer or conference takes place from a consultation chat, Chat Server provides limited information to downstream components, including Genesys Info Mart. As a result, there are various scenarios in which the INTERACTION_RESOURCE_FACT table reflects each agent's total participation in a chat interaction, but does not reflect the fact that agents changed from one VisibilityMode to another (from Consult mode to Conference mode, for example).

ID: **GIM-12202**	Found In: **8.5.015.19**	Fixed In:

On PostgreSQL deployments that use PostgreSQL JDBC driver version 42.2.11 or later, the extraction job fails, and Genesys Info Mart logs the following exception:

```
IllegalArgumentException: wrong number of arguments
```

ID: **GIM-13397**	Found In: **8.5.015.14**	Fixed In: **8.5.016.04**

The Genesys Info Mart configuration check is disabled by default in the UNIX **gim_etl_server** file. To avoid this issue, Genesys recommends that you upgrade to a later release of Genesys Info Mart, or manually enable the configuration check by removing the following line from the **gim_etl_server** file: -DConfigChecker=false.

ID: **GIM-12720**	Found In: **8.5.015.07**	Fixed In: **8.5.015.14**

The extraction job can be delayed in scenarios where:

- The configuration check is disabled (**DConfigChecker** is set to `false` in the '''gim_etl_server''' startup file).
- Genesys Info Mart previously extracted data from a data source (for example, T-Server) that is no longer available through an ICON in Genesys Info Mart connections.

In the absence of the pre-ETL configuration check in such scenarios, Genesys Info Mart considers the data source to still be active, and subsequently, Genesys Info Mart waits for delayed data from that data source.

ID: **GIM-12699**	Found In: **8.5.015.07**	Fixed In: **8.5.015.14**

In deployments in which ICON supports values of skills expressions up to 1024 characters, Genesys Info Mart fails to populate the GIDB_GC_GROUP.SCRIPT column when the skills expression is greater than 255 characters.

ID: **GIM-12627**	Found In: **8.5.015.07**	Fixed In: **8.5.015.23**

In scenarios where the export job has exported a large number of chunks, the export job sometimes takes a long time to complete, and the Info Mart logs shows a large number of SQL queries issued by

the export job.

| ID: **GIM-12511** | Found In: **8.5.014.09** | Fixed In: **8.5.014.26** |

After a failure of the transformation job, the next transformation job might fail with a log message similar to the following:

```
SQLException for SQL [CREATE TABLE TMP_PARTY_XSEQ(,XSEQ numeric(10))]; ORA-00904: :
invalid identifier
```

If you encounter this error in your 8.5.011.09 deployment, contact Genesys Customer Care for a workaround.

| ID: **GIM-12097** | Found In: **8.5.011.09** | Fixed In: **8.5.011.10** |

Genesys Info Mart may not associate user data with the MEDIATION_SEGMENT_FACT (MSF) row for a virtual queue in the following scenario:

- The link-msf-userdata configuration option is set to true for a virtual queue DN.
- User data that is mapped using the PARTY propagation rule is set by the routing strategy while the call is in the virtual queue.
- The call is later diverted from the virtual queue.

| ID: **GIM-12073** | Found In: **8.5.011.09** | Fixed In: **8.5.011.10** |

Oracle deployments require Oracle Thin Driver release 11.2.0.1.0 or higher, regardless of the Oracle RDBMS release used in your environment. However, due to a known issue, Oracle Thin Driver release 12.2.0.1 is not supported.

| ID: **GIM-12071** | Found In: **8.5.009.14** | Fixed In: **8.5.012.15** |

The MSF table sometimes has missing records for the time that email interactions spent in workbins, in scenarios where:

1. A strategy makes many unsuccessful attempts to route an email interaction to an agent.
2. The strategy places the interaction into a workbin.
3. The interaction is pulled from the workbin by an agent.

| ID: **GIM-12549** | Found In: **8.5.006.07** | Fixed In: **8.5.012.15** |

The migration job sometimes fails in scenarios where the GIDB_GM_F_USERDATA table has entries with duplicated CALLID.

To work around this issue, modify the `update_gim8.5.006.01.sql` query as follows:

```
update STG_ACTIVE_CALL set G_SUB_TYPE = (select distinct t.G_SUB_TYPE
from GIDB_GM_F_USERDATA t where t.CALLID = STG_ACTIVE_CALL.CALLID)
where STG_ACTIVE_CALL.G_SUB_TYPE is not null
```

| ID: **GIM-11282** | Found In: **8.5.006.06** | Fixed In: **8.5.008.19** |

In scenarios where an IDB that is accessed without using a database link does not have extract view, Genesys Info Mart can become stuck in a loop wherein:

1. The extraction job fails because there is no extract view in the IDB, causing Genesys Info Mart to enter the MIGRATION state.

2. Migration does not create missing extract view in the IDB.

3. Once again, the extraction job fails because there is no extract view in the IDB, causing Genesys Info Mart to enter the MIGRATION state.

To work around this issue, run the `update_idb_for_gim` script manually

| ID: **GIM-11367** | Found In: **8.5.005.20** | Fixed In: **8.5.008.19** |

The export job does not export the tables GROUP_ANNEX and RESOURCE_ANNEX.

| ID: **GIM-10762** | Found In: **8.5.005.09** | Fixed In: **8.5.005.11** |

In deployments with a partitioned IDB, the extraction job might fail, producing an error similar to the following:

```
InvalidConfiguration: update_idb_for_gim.sql missing views check FAIL: DAP=DAP_ICON_ORACLE_VOICE_OCS1,
missingViews=[GIM_G_AGENT_STATE_RC_TS.GSYS_SHORT_DAY, GIM_G_AGENT_STATE_RC_TTS.GSYS_SHORT_DAY].
```

If you encounter this error, please contact Customer Care.

| ID: **GIM-10731** | Found In: **8.5.005.09** | Fixed In: **8.5.005.11** |

In deployments with PostgreSQL DBMS, an error in the SQL query syntax prevents Genesys Info Mart from passing job history data to Genesys Info Mart Manager.

| ID: **GIM-10582** | Found In: **8.5.003.17** | Fixed In: **8.5.004.09** |

In multimedia deployments with scenarios involving archived queues and where a Media Server moves an interaction to a different queue, Genesys Info Mart incorrectly populates INTERACTION_FACT, INTERACTION_RESOURCE_FACT, and MEDIATION_SEGMENT_FACT records.

This can occur when, for example, an agent marks as **Completed** an interaction that is in the agent's workbin, and Media Server subsequently moves the interaction from the workbin to another queue, after which a strategy places the interaction into an archived queue. As a result, the Info Mart database might have incorrect END_TS and END_DATE_TIME_KEY values in the INTERACTION_FACT table, redundant records in the INTERACTION_RESOURCE_FACT table, and missing records in the MEDIATION_SEGMENT_FACT table.

| ID: **GIM-10442, GIM-10444, GIM-10450** | Found In: **8.5.003.16** | Fixed In: **8.5.004.02** |

If your deployment includes 3rd Party Media interactions, please be advised: In environments that have been upgraded to Genesys Info Mart 8.5.003.12 or later, some 3rd Party Media interactions, if they are active and have previously been handled by agents at the time of the upgrade, might have the MEDIA_TYPE_KEY incorrectly populated with a value of 1000. As a result, the affected interactions might not be transformed due to a `NullPointerException`.

If you have already upgraded to release 8.5.003.12 or later and observe data-quality issues, please contact Genesys Customer Care for assistance.

| ID: **GIM-10852** | Found In: **8.5.003.12** | Fixed In: **8.5.005.17** |

For Oracle deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, running either the `make_gim_post_call_survey.sql` or `make_gim_post_call_survey_partitioned.sql` script on Oracle databases causes the transformation job to fail and log an error message similar to the following:

```
com.genesyslab.gim.etl.exceptions.InvalidConfiguration: Sequence S_POST_CALL_SURVEY_DIM_2 for dimension POST_CALL_SURVEY_DIM_2 is not
ordered. SQL to fix this is: ALTER SEQUENCE S_POST_CALL_SURVEY_DIM_2 ORDER
Sequence S_POST_CALL_SURVEY_DIM_1 for dimension POST_CALL_SURVEY_DIM_1 is not ordered. SQL to fix this is: ALTER SEQUENCE
S_POST_CALL_SURVEY_DIM_1 ORDER
```

To work around this issue, execute the SQL commands that are provided in the error message (ALTER SEQUENCE S_POST_CALL_SURVEY_DIM_2 ORDER and ALTER SEQUENCE S_POST_CALL_SURVEY_DIM_1 ORDER in the above example).

ID: **GIM-10363**	Found In: **8.5.003.12**	Fixed In: **8.5.003.15**

After upgrade to Genesys Info Mart release 8.5.001.12 on deployments where IDBs have been in service for a long period of time—causing IDs in G_CUSTOM_DATA_S tables to exceed the MAX INT limit (2147483647) on Microsoft SQL Server/PostgreSQL or the maximum number(10) value (9999999999) on Oracle— the transformation job might fail with the following exception:

`SQLSTATE=S0002; error code=8115; DBError=DATA_EXCEPTION_NUMERIC_VALUE_OUT_OF_RANGE; Arithmetic overflow error converting expression to data type int`

To prevent transformation job failure in this scenario, increase the width of the SEQ column in the STG_UDH_V and STG_UDH_V2 tables, to align with the length of G_CUSTOM_DATA.ID field. Do so by running the following scripts:

- Microsoft SQL Server: `alter table STG_UDH_V alter column SEQ numeric(19) not null; alter table STG_UDH_V2 alter column SEQ numeric(19) not null;`

- Oracle: `alter table STG_UDH_V modify SEQ number(19) not null; alter table STG_UDH_V2 modify SEQ number(19) not null;`

- PostgreSQL: `alter table STG_UDH_V alter column SEQ type numeric(19); alter table STG_UDH_V2 alter column SEQ type numeric(19);`

ID: **GIM-9866**	Found In: **8.5.001.12**	Fixed In: **8.5.001.14**

Genesys recommends that you resynchronize the Info Mart and Interaction Concentrator (ICON) databases with the Configuration Database as soon as you suspect data inconsistency between Genesys Info Mart and the Configuration Database. However, simply using the resynchronization instructions in the ICON documentation, as recommended in the *Genesys Info Mart 8.5 Deployment Guide*, is not always sufficient to prevent subsequent transformation errors and continuing data-quality issues in Genesys Info Mart. Before you attempt to resynchronize ICON with the Configuration Database, contact Genesys Customer Care for information about additional steps you must take to fully restore data consistency between Genesys Info Mart and the Configuration Database.

Tip: Transformation error messages about missing configuration objects are an indication that you need to resynchronize with the Configuration Database. For example:

```
2015-04-12 07:03:41,217 WARN ecp-1-103982 20000 3725 missing configuration objects found while
transforming data in GIDB_GCX_GROUP_AGENT with audit key 4896997
```

ID: **GIM-9901**	Found In: **8.1.402.07**	Fixed In:

In environments with very large Configuration Databases, the Genesys Info Mart invoker queue can become overloaded, causing Genesys Info Mart to stop loading configuration data, and display the following error:
`com.genesyslab.PCT.invoker.default Invoker is overloaded!`

To work around this issue, edit the `gim_etl_server` file, and change the `invoker.default.queue` java system property to:
—Dinvoker.default.queue=2147483647

ID: **GIM-9883**	Found In: **8.1.402.07**	Fixed In: **8.5.001.17**

In environments where large configuration annex updates frequently occur, processing of the transformation job can take longer than expected because the job processes all GC_ANNEX data, including previously-transformed data, each time the transformation job runs.

To work around this issue, apply the following change when needed (or after each transformation):

```
DELETE from CTL_TRANSFORM_TODO
WHERE
  CTL_TRANSFORM_TODO.PROCESSING_STATUS_KEY in (127)
  AND NOT EXISTS ( SELECT 1 FROM (
   SELECT T.PROCESSING_STATUS_KEY, T.TIME_BASED_FLAG, coalesce(CTL_TRANSFORM_HWM.HWM_VALUE, 0) AS HWM_VALUE
   FROM (
    SELECT (0) TIME_BASED_FLAG,('GROUP_ANNEX') HWM_NAME,(127) PROCESSING_STATUS_KEY FROM DUAL UNION ALL
    SELECT (0) TIME_BASED_FLAG,('AGENT_ANNEX') HWM_NAME,(127) PROCESSING_STATUS_KEY FROM DUAL
    ) T
   LEFT OUTER JOIN CTL_TRANSFORM_HWM ON CTL_TRANSFORM_HWM.HWM_NAME = T.HWM_NAME
   ) HWM
  WHERE CTL_TRANSFORM_TODO.PROCESSING_STATUS_KEY = HWM.PROCESSING_STATUS_KEY
   AND HWM.HWM_VALUE < CASE
    WHEN HWM.TIME_BASED_FLAG = 1
     THEN CTL_TRANSFORM_TODO.MAX_CHUNK_TS
     ELSE CTL_TRANSFORM_TODO.AUDIT_KEY
     END
  )
```

ID: **GIM-9931**	Found In: **8.1.401.05**	Fixed In: **8.5.001.21**

Contrary to the statement in the *Genesys Info Mart 8.1 Deployment Guide*, enabling the Hide Activity functionality to prevent Genesys Info Mart performance issues is not recommended. When Interaction Server is running with Hide Activity enabled, it sends some events with timestamps in the past, which could compromise the quality of reporting data. Genesys Info Mart might not extract interactions completely, or extracted data could be inconsistent. If this occurs, the quality of transformed data might be significantly impacted (for example, user data would be missing, extra MSF records would be created, or active MSF records would not be terminated).

ID: **GIM-9973**	Found In: **8.1.400.12**	Fixed In:

When `link-msf-userdata=false`, Genesys Info Mart might record user data for the MSF record created for voice calls that are abandoned or multimedia calls that are cleared. These unexpected user data records contain correct values.

ID: **GIM-8925**	Found In: **8.1.400.02**	Fixed In:

Genesys Info Mart sometimes generates the warning `No index for` for tables that have indexes. To work around this issue, change the case of the schema name (**DAP/Options/default-schema**) as follows:

- for SQL Server and Oracle, enter the schema name in uppercase

- for PostgreSQL, enter the schema name in lowercase

ID: **GIM-10921**	Found In: **8.1.301.06**	Fixed In: **8.5.007.14**

In the following scenarios, Genesys Info Mart does not support configurations in which the names of Media Type Business Attributes, as defined in the Configuration Layer, differ only by case:

- The Info Mart database is deployed on Microsoft SQL Server.

- The Info Mart database is deployed on Oracle and case-insensitive settings are used for NLS_SORT and NLS_COMP.

ID: **GIM-8560**	Found In: **8.1.300.14**	Fixed In:

Under normal circumstances, the RES_PREVIOUS_SM_STATE_FACT_KEY value in the IRF table indicates the summarized state immediately prior to the start of the agent's involvement with the interaction. However, in some scenarios, the RES_PREVIOUS_SM_STATE_FACT_KEY value in the IRF record may indicate a later state. The state is selected based on time, so when a state begins and ends in the same millisecond that an IRF begins, the state may appear to be the correct RES_PREVIOUS_SM_STATE_FACT_KEY state (for example, when an agent is assigned an interaction in the same millisecond that the agent enters the Ready state.) However, such a state may actually not be the prior state, in scenarios where the duration of the IRF is also 0 milliseconds (for example, RES_PREVIOUS_SM_STATE_FACT_KEY may indicate the 0 duration Busy state that coincides with the IRF).

This scenario is more likely to occur if millisecond precision is not available, such as in data sourced from Interaction Server (Multimedia).

ID: **GIM-8349**	Found In: **8.1.300.14**	Fixed In:

Mutual TLS and TLS/FIPS is supported on Windows platforms only, and is not supported on Unix.

ID: **GIM-8339**	Found In: **8.1.300.06**	Fixed In:

Genesys Info Mart does not provide reporting data for one-step conference scenarios.

ID: **ER-239356191,GIM-9607**	Found In: **8.0.000.73**	Fixed In: **8.5.001.12**

Genesys Info Mart does not provide reporting data for the following call scenario:

1. A call is made from one SIP Server to another SIP Server without using Inter Site Call Control (ISCC) and without an access number.

2. The call is then routed back to the original SIP Server and delivered to a handling resource.

ID: **ER-244844273**	Found In: **8.0.000.73**	Fixed In:

The IRF does not indicate when an agent declines a collaboration request using Genesys Agent Desktop.

When an agent is invited into a Multimedia interaction, the agent has three options:

- To accept the invitation
- To reject the invitation
- To not respond to the invitation, which will become a Revoked invitation after a timeout configured in Interaction Server

The IRF row representing the agent's participation in the interaction, beginning with the invitation,includes information indicating which of these options was chosen by the agent. After an agent accepts an invitation into a Email Collaboration (consultation), Genesys Agent Desktop provides the agent a Decline function. In fact, the agent has actually accepted the invitation into the Collaboration interaction, and then, after examining its content, marked it Declined. This Declined status is indicated in user data (with a keyname of GD_CollaborationStatus). The associated IRF row indicates that the invitation into the Collaboration interaction was accepted by the agent, but it does not indicate that the agent then marked it Declined. The Declined indication is only available in user data.

ID: **ER-247946331**	Found In: **8.0.000.73**	Fixed In:

In some scenarios when there is an ICON outage, the linkage between the collaboration and the parent interaction is broken. As a result, Genesys Info Mart may keep the collaboration agent's state Unclosed and the last interaction-related state could be missed in the IRF table.

ID: **ER-250740207**	Found In: **8.0.000.73**	Fixed In:

When Interaction Concentrator has a disruption between the CREATED and TERMINATED times for a reason code, and the reason code spans multiple extraction intervals, a part of this reason code state may not be transformed even in an HA scenario.

ID: **ER-258131905**	Found In: **8.0.000.73**	Fixed In:

If the system times on the hosts where Genesys applications are running are not synchronized properly, reporting data can be inaccurate.

ID: **ER-258204101**	Found In:	Fixed In:

In environments using Outbound Contact, the Genesys Info Mart CONTACT_ATTEMPT_FACT table may not have the agent resource correctly populated. This occurs because the RESOURCE_KEY denotes which person has updated a chain using the desktop protocol (chain #2), but this is not necessarily the person who processed the call attempt (chain #1).

Workaround: Configure your desktop application to send the AgentId in the ChainProcessed event for chain #2 and use the proper completion event instead of Ready for chain #1.

ID: **ER-286358816**	Found In: **8.1.000.25**	Fixed In:

In Network call flows in which the call is pulled back to the Network switch while ringing at a handling resource, the IRF row for this resource might have a technical result of CustomerAbandoned instead of Redirected.

ID: **ER-289411021**	Found In: **8.1.101.04**	Fixed In:

The information in the Genesys Info Mart 8.1 documentation about ICON configuration requirements is inaccurate, as follows:

- calls-in-the-past=true and om-force-adata=true are mandatory only for Multimedia details, whereas the 8.1 documentation states that these settings are mandatory for all types of ICON details.

- vq-write-mode=0 is mandatory for Voice details and vq-write-mode=1 is mandatory for Multimedia details, whereas the documentation states that these settings are merely recommended.

ID: **GIM-9800**	Found In: **81gim_dep_07-2014_v8.1.401.00**	Fixed In:

Internationalization Issues

Information in this section is included for international customers.

Language Packs are supported in 8.5.0 releases of this product where Genesys Info Mart Manager 8.1.4 is deployed. Language Packs allow installers to select the language in which the Genesys Info Mart Manager 8.1.4 user interface and online help files are displayed. For details on what Language Packs are available, including languages, see the Genesys Info Mart Manager 8.1 International Release Notes section on the Genesys Info Mart product documentation page.

Release 8.5.1

Genesys Info Mart Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Info Mart, if available, in the tree menu on the left or in the list of Available Releases.

Genesys Info Mart 8.5.1 Deployment Procedure

This deployment procedure applies to all 8.5.1 releases of Genesys Info Mart listed in the 8.5.1 Release table. Most releases use the same standard deployment procedure.

Standard Deployment Procedure for Migrating to 8.5.1

To deploy this installation package within a new environment, follow the instructions in the *Genesys Info Mart Deployment Guide.*

To deploy this package in your existing Genesys Info Mart 8.x environment, follow all of the Recommendations, Prerequisites, and Deployment steps in the Standard Deployment Procedure that follows.

Recommendations

- Review all steps before you perform any of them.

- Plan a time when you can complete the installation in one continuous session. Some steps can take significant time to complete, and this potentially affects the availability of Info Mart data.

- The Interaction Database (IDB) schema might need to be updated as part of the migration. To minimize the possibility of deadlocks or concurrency problems, plan to execute your migration at a time when there is little activity on the IDBs, such as during off-peak hours or after hours (but not during IDB maintenance, when purge stored procedures will be running).

- If you are migrating Genesys Info Mart in a deployment in which you use or plan to use Genesys-provided aggregation, review the Reporting and Analytics Aggregates (RAA) and Genesys CX Insights (GCXI) Release Notes and Release Advisories, for information about the impact of Genesys Info Mart migration on aggregation, as well as workarounds or additional steps to take during Genesys Info Mart migration.

- In deployments with PostgreSQL RDBMS, migration from an 8.1.x to an 8.5.x release might take a significant amount of time because the migration job has to add and populate new CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY columns in the existing user-data fact extension tables in the Info Mart database.

- If you use Call Detail Record (CDR) data reporting and choose to customize the supplementary CDR_DATE_TIME view, observe the following recommendations:

  - Always perform customization in a copy of the view.

  - When deploying subsequent releases of Genesys Info Mart, evaluate any changes the new release introduces to the CDR_DATE_TIME view, to see how those changes may impact your customization.

- If you use the Data Export capability without using export views, review the "New in the Info Mart Database" and "Summary of Info Mart Schema Changes" pages in the *Genesys Info Mart Physical Data Model* for your RDBMS, to identify whether schema changes in the new release will cause problems for your import and consumption queries. You might need to update your target schema and change the import processing to accommodate the new Info Mart schema, or you might decide to start using export views so as to freeze the pre-migration schema for export purposes. In the latter case, you will need to execute the migration job in a specific way during the migration process, as described in Creating or updating export views in the *Genesys Info Mart Operations Guide.*

Prerequisites

1. For reference purposes, identify and make notes of any custom changes that you made to the Info Mart database—for example, table spaces, partitions, additional indexes, views, or permissions.

   The Genesys Info Mart SQL scripts that you will run to update these databases sometimes create new tables, instead of updating the old tables. They may also replace some tables with views, for backward compatibility.

   You will need to re-create any custom database objects or permissions that become lost or invalidated during the update process.

2. For reference purposes, create backup copies of the Genesys Info Mart deployment SQL scripts that you modified and ran when you last deployed Genesys Info Mart. The new Genesys Info Mart installation program overwrites these SQL scripts, and does not preserve your modifications.

   The default location for these scripts is the `sql_scripts` directory within the Genesys Info Mart installation directory.

3. For reference purposes, identify and make notes of any custom changes that you made to the Genesys Info Mart `Application` object. You might need to transfer customizations in your Genesys Info Mart deployment for the new Genesys Info Mart release.

4. Make a note of the application startup arguments if you customized them. The installation process will overwrite these arguments and you will lose any changes that you made.

5. In Microsoft SQL Server deployments, if the Info Mart schema is not dbo, contact Genesys Customer Care before proceeding.

6. In PostgreSQL deployments, if your deployment includes tenant views and you are migrating from a release earlier than 8.5.007, re-create the tenant views using the **make_gim_view_for_tenant.sql** script included in the Installation Package (IP) for release 8.5.009 or later. (Starting with release 8.5.009, the **make_gim_view_for_tenant.sql** script requires you to specify additional database user parameters that the migration job needs to use.) You might need to adjust database permissions for the Info Mart database user before running the script. For more information, see Required Database Privileges and Creating Read-Only Views – PostgreSQL in the *Genesys Info Mart Deployment Guide*.

7. Set the `run-scheduler` configuration option to FALSE in the `[schedule]` section of the Genesys Info Mart `Application` object to temporarily stop Genesys Info Mart Server from launching ETL jobs.

   If your system includes a second instance of Genesys Info Mart Server in the active-active configuration, ensure that the ETL cycle has been suspended on both servers, to prevent possible concurrency problems if the IDB(s) need to be updated as part of the migration and the second Genesys Info Mart Server attempts to extract from an IDB while the `update_IDB` script is running.

   Note: Stopping the Genesys Info Mart server does not result in data loss. As long as all ongoing interaction data is stored in IDBs, Genesys Info Mart will process that data after you complete the migration.

8. If you are using Genesys-provided aggregation, stop the aggregation job. If the aggregation job is running in automated mode:

   a. Set the `run-aggregates` option to FALSE in the `[schedule]` section of the Genesys Info Mart `Application` object.

   b. Stop the aggregation job from the Genesys Info Mart Manager.

9. Wait for any currently running jobs to finish. Use the Genesys Info Mart Manager to monitor completion of the jobs. To do so, open Genesys Info Mart Manager and periodically click `Refresh` to check the updated status of the jobs.

   Note: The aggregation job might take a long time to complete. If this is the case, proceed with the next step as soon as all other jobs finish.

10. Stop the Genesys Info Mart Server.

11. Create a backup copy of your Info Mart database.

12. If you are deploying Genesys Info Mart 8.5.002.09 or later, ensure that the following Interaction Concentrator (ICON) configuration options are set to the recommended values:

    • **route-res-vqid-hist-enabled**—must be set to `true` (if ICON records Voice or Multimedia details)

    • **cseq-adjustment**—must be set to 2 (if ICON records Voice details)

13. If necessary, migrate ICON. For information about the minimum ICON release that is required for the Genesys Info Mart release to which you are migrating, see the *Release Notes* page for that particular release.

Deployment Steps

1. Install the new Genesys Info Mart installation package:

   - On a Microsoft Windows operating system, uninstall the current Genesys Info Mart installation package using the Windows `Control Panel > Add/Remove Programs`.

     Then run `setup` to install the new Genesys Info Mart installation package.

   - On a UNIX operating system, run the new Genesys Info Mart installation script. When prompted, select the appropriate action to overwrite existing files (for example, `Overwrite only the files contained in this package`).

2. In the Release Note, review the "New in This Release" section for the release to which you are upgrading. Identify if any configuration option changes affect customizations that you may have made in your Genesys Info Mart deployment. If necessary, modify configuration settings in the Genesys Info Mart `Application` or other configuration objects, as required, to transfer custom settings for your deployment.

   If the ICON attached-data specification file is updated in the Genesys Info Mart IP to capture additional KVPs to support a new reporting feature, evaluate whether these additions are applicable to your environment. Upload the new version of the attached-data specification file (**ccon_adata_spec_GIM_example.xml**) into your environment or update your copy with necessary KVP additions.

   Starting with release 8.1.x, Genesys Info Mart no longer uses relative values to determine when calendar dimensions start (for example, `date-time-start-year = -1` is no longer valid), verify the validity of the `date-time-start-year` setting for existing calendars. If you used a relative value for the `date-time-start-year` option in the [date-time] and any custom [date-time-*] sections in a prior release, change the setting to the appropriate absolute value. Otherwise, an error will be generated when Genesys Info Mart performs the configuration check.

3. (For Oracle users only) If you are migrating from a release earlier than 8.1.103.05, grant permissions to the Info Mart database user by issuing the following commands against the Info Mart database:

   ```
   GRANT
      CREATE SESSION,
      CREATE PROCEDURE,
      CREATE SEQUENCE,
      CREATE TABLE,
      CREATE VIEW to <Info Mart user>;
   GRANT EXECUTE ON DBMS_LOCK to <Info Mart user>;
   ```

4. Restore any customizations in startup arguments, start the Genesys Info Mart Server, and check for error messages:

   - Check for errors either using Genesys Info Mart Manager or by reviewing the Genesys Info Mart log. If Genesys Info Mart Manager displays the error "`InfoMart database schema version is out-of-date`," or if you find log message 55-20152 ("`GIM Server - current state is MIGRATION`") or 55-20034 ("`...database schema version...is not up to date...`"), you must run `Job_MigrateGIM` to upgrade the Info Mart database schema and, if necessary, automatically execute the scripts to update IDBs. Continue with Step 5.

   - If you do *not* find the error "`InfoMart database schema version is out-of-date`" or log message 55-20152 or 55-20034, continue with Step 9.

   Notes:

   - Genesys recommends that you set an alarm condition for log event 55-20152.

   - Beginning with release 8.5.007, it is possible to configure Genesys Info Mart to run Job_MigrateGIM automatically when required, using the configuration option, on-demand-migration in the **[schedule]** section. However, Genesys does not recommend enabling migration on demand unless policies and procedures are in place to ensure that essential pre-migration and post-migration steps are also performed without manual intervention — for example, frequent database backup and re-creation of read-only views following migration.

5. If you need to run `Job_MigrateGIM,` Genesys Info Mart Server will automatically be in the correct state to perform the migration.

Warning! From this point onward, the Info Mart database should not be accessed by report queries or other scheduled activities, such as custom aggregation, until the migration job is complete. Doing otherwise would interfere with the migration process, which will be modifying database tables, views, and indexes. If your system includes a second instance of Genesys Info Mart Server in the active-active configuration, ensure that the ETL cycle has been suspended on both servers.

Launch `Job_MigrateGIM` from the Genesys Info Mart Manager. To do so, perform the following steps:

a. Open the Genesys Info Mart Manager.

b. Click `Run Job` to open the `Run Job` dialog box.

c. Select `Job_MigrateGIM`.

d. Click `OK`.

Allow this job to complete before continuing.

Notes:

- If `Job_MigrateGIM` does not complete successfully, do the following:

  a. Stop Genesys Info Mart Server.

  b. Analyze the problem by referring to the log file, and resolve any issues. If `Job_MigrateGIM` failed because of deadlocks or concurrency problems on IDB, there are additional steps you might be able to take to prevent such issues. For more information, see "Preventing Deadlocks on IDB During Genesys Info Mart Migration" in the "Genesys Info Mart 8.x Migration Procedures" chapter in the *Genesys Migration Guide.*

  c. Retry the migration starting from Step 4, above (restarting Genesys Info Mart Server). If problems persist, restore the Genesys Info Mart database from the backup copy and then retry the migration again.

- If you decide to terminate the migration process, follow the Rollback Procedure.

- If you attempt to run `Job_MigrateGIM` when you do not need to do so, Genesys Info Mart will silently ignore the command to launch the job.

6. If you stopped ICON as part of the migration preliminaries related to preventing deadlocks or concurrency problems on IDB, start ICON.

7. If your deployment uses read-only views, you must re-create the read-only views after the migration job completes. For more information, see Creating Read-Only Views for your RDBMS in the *Genesys Info Mart Deployment Guide*. In a PostgreSQL deployment, ensure that you use the **make_gim_view_for_tenant.sql** script from release 8.5.009 or later to re-create the views.

8. If your deployment uses Genesys-provided aggregation, in addition to re-creating the Info Mart tenant views (see Step 7), you must also update the tenant aliases. For more information, see the description of the `updateAliases` runtime parameter in the *Reporting and Analytics Aggregates Deployment Guide* and the section about updating tenant aliases in the *Reporting and Analytics Aggregates User's Guide.*

9. Review the "New in This Release" sections in the Release Notes and make any changes to the database schema values or to downstream reporting applications that may require action as part of the migration process.

   - For example, if you rely on agent thread metrics for your reports (for example, AG2_ID_*.ACCEPTED_THREAD metrics in GCXI reports), set the `populate-thread-facts` configuration option to true. When `populate-thread-facts = false`, the FIRST_*_THRD fields in the ANCHOR_FLAG dimension will be ignored for the purposes of populating the IRF.ANCHOR_FLAGS_KEY metric in the Info Mart database. Note, however, that enabling thread processing might negatively impact performance of downstream reporting applications.

   - If you are migrating to release 8.5.x directly from release 8.0.0, you might need to check the values of the IS_ONLINE column in the MEDIA_TYPE table to see whether all media types are correctly identified as online (real-time communication, such as chat) or offline (responses may be deferred, such as e-mail).

   - Be aware that Genesys Info Mart migration does not go back to manipulate existing data (in other words, data that was processed before migration). In particular:

     - Where new columns have been added, they are not populated for existing data.

- Any changes to the scope of a particular field, or the logic behind its population, are not reflected in existing data.

- If you are migrating from release 8.1.0 or 8.1.1, be aware that Genesys Info Mart creates new CTL_AUDIT_LOG and CTL_*_HISTORY tables during the migration. Genesys Info Mart renames the existing tables to CTL_*_BK and retains them for reference.

  - If you use the CTL_AUDIT_LOG table for postprocessing (for example, to move data from the Info Mart database to a data warehouse or to support custom aggregation), verify that CTL_AUDIT_LOG_BK does not contain any unprocessed audit keys. If you find any unprocessed audit keys, copy them from CTL_AUDIT_LOG_BK to the new CTL_AUDIT_LOG table.

  - Delete the CTL_*_BK tables when you are satisfied that you no longer need them for reference purposes or backup.

- Be aware that, during migration from release 8.1.3 or earlier:

  - Genesys Info Mart creates a new STG_TRANSFORM_DISCARDS table, renaming the existing table to STG_TRANSFORM_DISCARDS_BK.

  - During migration from release 8.1.3 or earlier to 8.1.401 or later (in deployments that include multimedia), Genesys Info Mart creates new GIDB_G_IR_MM, GIDB_G_CALL_MM, GIDB_G_ROUTE_RESULT_MM, GIDB_G_VIRTUAL_QUEUE_MM, GIDB_G_PARTY_MM, and GIDB_G_PARTY_HISTORY_MM tables, renaming the existing tables to GIDB_G_*_MM_BK. Genesys Info Mart populates the new GIDB_G_*_MM tables by copying over, from the existing tables, only active interaction data that has not yet been transformed. Genesys Info Mart retains the *_BK tables for reference. Delete them when you are satisfied that you no longer need them for reference purposes or backup. During migration from 8.1.3 or earlier to 8.1.400, the content of these tables was not preserved.
    Note: In partitioned Microsoft SQL Server deployments, when you migrate from a release earlier than 8.1.401 to release 8.1.401 or later, Genesys strongly recommends that you delete the GIDB_G_*_MM_BK tables as soon as possible. The GIDB_G_*_MM_BK tables that are created during such a migration might significantly slow down purge, causing the maintenance job to not complete within the configured maintenance window, resulting in job errors when the ETL cycle resumes.

10. If the Genesys Info Mart database is partitioned, launch Job_MaintainGIM from the Genesys Info Mart Manager. To do so, perform the following steps:

    a. Open the Genesys Info Mart Manager.

    b. Click Run Job to open the Run Job dialog box.

    c. Select Job_MaintainGIM.

    d. Click OK.

11. Set the run-scheduler configuration option to TRUE in the [schedule] section of the Genesys Info Mart Application object to resume the Genesys Info Mart Server schedule.

12. If you are using Genesys-provided aggregation, set the run-aggregates configuration option to TRUE in the [schedule] section of the Genesys Info Mart Application object, to resume running the aggregation job in automated mode.

Rollback Procedure

Restore:

- The Info Mart database from the backup copy.

- The IDB schema to its premigration state by running the applicable update script from the premigration release of Genesys Info Mart.

- The premigration Genesys Info Mart application.

8.5.117.07

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
10/24/24	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

> **Important**
>
> GIM mandatory migration until end of year 2025 minus value of the option date-time/date-time-max-days-ahead was mentioned in the RN for 8.5.117.01. Now we have more testing and investigation thus mandatory GIM migration can be done until end of year 2025.

Migration now correctly updates END_TS with 2037-12-31 23:45:00 value for active, stuck multimedia

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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facts that have not yet been artificially terminated by the transform. Previously, the migration might not have updated these facts. (GIM-14913)

Upgrade Notes

Migration to 8.5.117.xx versions previous to 8.5.117.07 is not supported.

8.5.117.05

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
10/02/24	Hot Fix	Unavailable		X			X

What's New

As of October 7, 2024, this release is no longer available. A critical issue was discovered. If you have already downloaded the software, do not install it.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart migration job now updates **END_TS** columns for active records from 2025-12-31T23:45:00 to 2037-12-31T23:45:00 in all related Fact tables. Previously, migration job updated these columns only in Configuration Fact tables. This leads to different issues where **END_TS** was 2025-12-31T23:45:00 but active **ACTIVE_FLAG** was set to 0.

Rollback: In addition to the standard rollback procedure, run the **rollback-2037-to-2025.sql** script from the GIM installation folder corresponding to your DBMS.

To update database that customer uses to consume GIM export data, run the **update-2025-to-2037.sql** script from the GIM installation folder corresponding to your DBMS. (GIM-14884)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.117.05.

8.5.117.01

Genesys Info Mart Release Notes

> **Important**
>
> As of September 13, 2024, this release has been placed Under Shipping Control. Please contact your Genesys Customer Care representative if you want to download this release.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/01/24	General	Under Shipping Control		X			X

What's New

This release contains the following new features or enhancements:

- The value of **date and time far in the future** that is used for end time of active fact records in Genesys Info Mart (GIM) table has been changed from 2025-12-31 23:45:00 to 2037-12-31 23:45:00.

  - As part of this change, GIM should be migrated to version 8.5.117.xx or later before the end of year 2025 minus value of the option **date-time/date-time-max-days-ahead**. For example, if value of the **date-time/date-time-max-days-ahead** option is 366, then GIM migration to version 8.5.117.xx and later should be done until end of year 2025 minus 366 days which is end of year 2024.

  - **Rollback instructions**: If you want to rollback to the previous version of the GIM application, before rolling back, run **rollback-2038-to-2025.sql** script from the **sql_scripts/<dbms-type>** folder. Note that this folder was created during the GIM installation.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.117.01.

8.5.116.53

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
03/01/24	Update			X			X

What's New

This release contains the following new features or enhancements:

- A new option job-run-watchdog-timeout is added in the **gim-etl** section. Use this option to specify the timeout in hours after which Genesys Info Mart logs alarmable message with stack trace if job continues to run.

  - **Default value:** 1

  - **Valid value:** A positive integer (meaning hours) or duration in ISO 8601 format without specifying year and month. For example, in ISO 8601 format, **PT1H30M** means 1 hour and 30 minutes.

(GIM-14787)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.116.53.

8.5.116.52

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
07/22/23	Update			X			X

What's New

This release contains the following new features or enhancements:

- You can now specify multimedia parties that should be discarded by Multimedia transformation using the new configuration option, **ignore-party-endpoint-pattern-mm** in the **[gim-transformation]** section of the Genesys Info Mart Application object.

  - **Description**: Specifies a pattern for the names of multimedia endpoints which must be not used in transformation. The option enables you to fine-tune Genesys Info Mart behavior with respect to excluding multimedia parties from reporting. Use any Java regular expression to specify the pattern. To transform all parties use Java regular expression, which does not match anything, for example ^$-.

  - **Default Value**: .*PrivateQueue.*

  - **Section**: gim-transformation

  - **Valid Values**: Any Java regular expression

  - **Dependencies**: None

  - **Changes Take Effect**: At the next run of Job_TransformGIM (GIM-14589)

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now reports correct media type in MEDIATION_SEGMENT_FACT records created for SIP chat interactions. Previously, it incorrectly reported the media type as VOICE. (GIM-14634)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.116.52.

8.5.116.51

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
06/15/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Transformation job no longer fails in rare random cases with error like this:
```
Job step 'KAFKA' failed. Column
"interaction_descriptor_key" of relation
"tmp_kafka3irf_user_datazqq1" does not exist.
```
(GIM-14605)

In Microsoft SQL Server deployments, maintenance job now completes successfully when there are custom created filtered indexes (indexes with WHERE condition). Previously, it failed with message in log similar to the following:
```
Database error: Query processor could not produce a query plan because of the hints
defined in this query. Resubmit the query without specifying any hints and without
using SET FORCEPLAN. (GIM-14600)
```

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On PostgreSQL deployments with DBMS version 12, Genesys Info Mart no more cause high CPU usage on DBMS host. Previously, high CPU usage was observed on DBMS host for Info Mart SQL query that selects from pg_indexes view. (GIM-14569)

Genesys Info Mart now correctly merges multi-site calls in some scenarios where is-links were moved. Previously, in such scenarios, single call flow was merged as several call flows. See **GIDB_G_IS_LINK_V** table to identify if is-links were moved. (GIM-14433)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.116.51.

8.5.116.48

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
04/19/23	Update			X			X

What's New

This release contains the following new features or enhancements:

- The following list comprises Elasticsearch enhancements in Genesys Info Mart:

  - You can now configure **HTTP proxy** for the Elasticsearch connections by using the new configuration option, **rest:proxy**, introduced in the **[elasticsearch-<data-source-id>]** section.

    - **Description:** Setting this option causes Genesys Info Mart to use specified HTTP proxy for connections to Elasticsearch.

    - **Default Value:** Empty string

    - **Valid Values:** HTTP proxy address in the URL format. For example: (http://|https://)?host:port

    - **Dependencies**: None

    - **Changes Take Effect:** At the next run of `Job_TransformGIM` (GIM-14479)

  - You can now configure basic authentication for the Elasticsearch connections by using the new configuration options, **username** and **password**, introduced in the **[elasticsearch-<data-source-id>]** section.
    username

    - **Description:** Specifies username to be used with basic authentication. Setting this option forces

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Genesys Info Mart to use basic authentication.

- **Default Value:** None

- **Valid Values:** Valid username string

- **Dependencies:** None

- **Changes Take Effect:** At the next run of `Job_TransformGIM`

    password

- **Description:** Specifies password to be used with basic authentication. This option is configured only if **username** is configured.

- **Default Value:** None

- **Valid Values:** Valid password string

- **Dependencies: username**

- **Changes Take Effect:** At the next run of `Job_TransformGIM` (GIM-14478)

- Support for the HTTPS connections to the Elasticsearch cluster. (GIM-14477)

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now reports correct value in the INTERACTION_RESOURCE_FACT.LAST_VQUEUE_RESOURCE_KEY field in scenarios when digital interaction is queued into multiple virtual queues at same second. Previously, if processing of this digital interaction was split between multiple chunks, Genesys Info Mart reported an incorrect value in the LAST_VQUEUE_RESOURCE_KEY field. (GIM-14452)

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.

8.5.116.45

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
09/08/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- **Security Enhancements** — Genesys Info Mart now supports macro variables as substitutes for values in native Kafka client options. Any option that is neither a native Kafka client option nor a Genesys-specific option (prefixed with **g:**) is considered to be a macro variable, and you can use any native Kafka client option to refer to a macro variable by using the formatting ${macro-variable-name}.

  For example, you can specify a password as a macro variable -- so that you can use it in **sasl.jaas.config**, and the password is masked by Genesys Administrator -- as follows:

  ```
  password = ***
  sasl.jaas.config =
  ```

  ```
  org.apache.kafka.common.security.scram.ScramLoginModule required
  username="<USERNAME>" password="${password}";
  ```

  (GIM-14346)

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now supports up to 128 characters for the following ORSSESSIONID / SESSION_ID fields:

- INTERACTION_RESOURCE_FACT.ORSSESSIONID
- MEDIATION_SEGMENT_FACT.ORSSESSIONID
- SDR_SESSION_FACT.SESSION_ID
- SDR_USER_MILESTONE_FACT.SESSION_ID
- SDR_USER_INPUTS_FACT.SESSION_ID
- SDR_EXT_REQUEST_FACT.SESSION_ID
- SDR_CUST_ATRIBUTES_FACT.SESSION_ID
- SDR_ACTIVITIES_FACT.SESSION_ID
- SDR_SURVEY_FACT.SESSION_ID
- SDR_BOTS_FACT.SESSION_ID
- SDR_SURVEY_TRANSCRIPT_FACT.SESSION_ID

Previously, these fields were limited to 50 characters, but ORS sometimes creates values for digital interactions that exceed 50 characters. For more information, see the Genesys Info Mart Physical Data Model documentation for your RDBMS (Microsoft SQL Server, PostgreSQL, Oracle). (GIM-14306)

The transformation job now correctly processes multimedia outbound interactions where an agent pulls an interaction from a queue (no strategy is involved in routing the interaction to the agent) and places it in another queue. Previously in such scenarios, the INTERACTION_RESOURCE_FACT.ROUTING_POINT_DURATION field might have been populated with an incorrect value. (GIM-14255)

In scenarios where the export job is not running behind the transformation job, the export job now correctly exports a single chunk. Previously in such scenarios, if the concurrent transformation job completed while the export job was still exporting the first chunk, the export job might export a second chunk. (GIM-14253)

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.

8.5.116.37

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
06/28/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- **Improved handling of idle sources** — A new configuration option, kafka-query-end-offsets in the **[gim-transformation]** section, controls whether the transformation job skips transformation of empty Kafka partitions. (GIM-14172)

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now advances the ElasticSearch (ES) watermark even if the ES index for the current transformation time is missing. Previously in release 8.5.116.35, Genesys Info Mart did not advance the watermark unless there was an index for the current transform time or for a time later than the current transformation time. (GIM-14171)

On MSSQL deployments, the migration job now completes successfully when migrating from release 8.5.006.11 or earlier to release 8.5.116.12 or later. Previously in such scenarios, the job failed, logging an error message containing the following text:

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```
Invalid column name 'ML_FLAG'.
```

(GIM-14152)

Genesys Info Mart now supports encryption of exported data in supported RDBMS. Previously, Genesys Info Mart did not support encryption of exported data on Windows. (GIM-13959)

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.

8.5.116.35

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
05/24/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When transforming Elasticsearch data, Genesys Info Mart now requests fresh indices from Elasticsearch if the cached indices fall within the current extraction interval. Previously in this scenario, Genesys Info Mart considered the cached list of index names to be up to date, and, as result, it did not process SDR data from the end of the last cached index until the end of the extraction interval. (GIM-14155)

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The extraction job now correctly handles data from an HA pair of Interaction Concentrators (ICONs) in the following scenario:

1. The two ICONs in the HA pair are connected to different configuration data sources (for instance, Configuration Server and Configuration Server Proxy).

2. The latency or time deviation between the configuration data sources is not negligible (around one second).

3. Both ICONs in the HA pair record a NoData timestamp.

Previously in this scenario, the extraction job might get stuck. (GIM-14149)

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.

8.5.116.34

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
04/04/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly reports a resource role of InConference in the INTERACTION_RESOURCE_FACT table in scenarios where a single-step conference is performed at the same second that the conference initiating party was created.

Previously in such scenarios, the IRF for the conference target may have had an incorrect resource role of RECEIVED or ROUTEDTO and may not have been linked back to the conference initiator IRF by the PREV_IRF_ID and RECEIVED_FROM_IXN_RESOURCE_ID fields. (GIM-13965)

Genesys Info Mart now correctly reports a value of ANSWER (33) in the CONTACT_ATTEMPT_FACT.CALL_RESULT_KEY field in scenarios where:

1. An agent receives an Outbound Preview record.

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2. The agent requests and receives the entire chain of records.

3. The agent dials another record (not the record received in step 1).

Previously in such a scenario, Genesys Info Mart reported CALL_RESULT as UNKNOWN_CALL_RESULT (28) for the second record. (GIM-13988)

The extraction job now processes all expected data in scenarios where ICON temporarily loses the data source connection at or near the time when extraction takes place. Previously in such scenarios, the extraction job sometimes skipped data. (GIM-13992)

On Oracle deployments, when a value is specified in the CONVERT_EXPRESSION column, the transformation job now correctly attaches KVP data for columns having DATE data type. Previously in such scenarios, the transformation job sometimes failed. For additional information, see the GIM-14014 Known Issue. (GIM-14014)

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.

8.5.116.29

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
02/07/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- **Export enhancement** — The export job now creates multiple export chunks when the amount of data to be exported exceeds the export chunk size -- for example, when there is an export backlog, such as when data is re-exported. The max-chunks-per-job enables you to specify the maximum number of export chunks. This improvement can significantly reduce the time required to process large export backlogs. Previously, the export job exported only one chunk of data each time it ran. (GIM-13936)

- **Support for PostgreSQL 13** — See the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported databases. (GIM-13863)

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Resolved Issues

This release contains the following resolved issues:

The Genesys Info Mart **update_target_gim_db*.sql** scripts now include the definition of the

GIDB_GC_ANNEX table. Previously in release 8.5.116.12 and later, the GIDB_GC_ANNEX table was exported, but its definition was not included in the **update_target_gim_db*.sql** scripts. (GIM-13949)

The export job now purges exported data based on the export creation time, as indicated by the `created-ts` value in the metadata file. Previously, the export job purged exported data based on the data generation time, as indicated by the `max-data-ts` value in the metadata file. (GIM-13932)

The transformation job now correctly processes OutboundNew interactions that are handled by a strategy, but not handled by agents. Previously in such scenarios, the job sometimes did not create an IRF record for the strategy that sent the interaction. (GIM-13906)

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.

8.5.116.26

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

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)

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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.

8.5.116.20

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
11/04/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- **Transformation enhancements** — A new configuration option, ocs-allowed-lateness, enables you to specify how long Genesys Info Mart waits for late-arriving outbound data. Outbound data (such as GO_METRICS) that arrives late but within the specified limit, is processed during transformation. (GIM-13553)

- **Encryption of exported .zip files** — Genesys Info Mart now supports encrypting the .zip files in your Data Export package. A new configuration option in the **[gim-export]** section, encrypt-certificate, enables you to specify the path to the certificate Genesys Info Mart uses when encrypting the exported .zip files. If the option is not specified (the default value), Genesys Info Mart does not encrypt the exported files. (GIM-13613)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly uses default values to populate user data fields associated with INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) rows created for a

mediation resource — such as an Interaction Queue or Strategy — in multimedia scenarios where:

1. The configuration option link-msf-userdata is set to t rue for the mediation resource.

2. User data associated with an MSF is updated to an invalid KVP value after the MSF row was initially created.

3. The interaction later ends at the mediation resource.

Previously in such scenarios, the transformation job could fail. (GIM-13710)

The transformation job now correctly populates the RECEIVED_FROM_IXN_RESOURCE_ID field in the INTERACTION_RESOURCE_FACT (IRF) table in scenarios where:

• An agent performs a single-step transfer to a target, where a route-on-no-answer (RONA) occurs.

• An agent answers the redirected call and performs a second single-step transfer.

Previously in such scenarios, the RECEIVED_FROM_IXN_RESOURCE_ID field in the IRF record for the second transfer recipient incorrectly referenced the IRF record for the first transferring agent instead of for the second agent. (GIM-13648)

The transformation job now successfully transforms Callback data when a _CB_SERVICE_ID key-value pair is missing. To avoid interrupting the transformation job in this scenario, Genesys Info Mart now populates the CALLBACK_FACT.SERVICE_ID column with a value of 'UNKNOWN'. (GIM-13639)

The transformation job now correctly populates the END_TS field in the MSF table in multimedia scenarios where the option show-non-queue-mediation-mm is configured to t rue, and an interaction associated with the MSF record has a child interaction that ended before the mediation segment ended. Previously in such scenarios, Genesys Info Mart sometimes stored an incorrect value in the END_TS field. (GIM-13631)

The transformation job now correctly populates the ENTRY_ORDINAL field in the MSF table. Previously, in multimedia scenarios where an MSF record was created for two or more virtual queues, Genesys Info Mart sometimes populated an incorrect value for ENTRY_ORDINAL. (GIM-13570)

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.

8.5.116.16

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
09/24/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly populates records in the SM_RES_STATE_REASON_FACT table in Interaction Server Cluster environments where:

- Each ICON or ICON HA pair connects directly to an individual Interaction Server in the cluster.
- Only one ICON or ICON HA pair is configured to write agent state information.
- The populate-sm-busy-from-mm-ixns configuration option is set to **true**.

Previously, if the agent remained in a given state with a reason while handling interactions, portions of time that the agent spent in this state may not have been represented in the SM_RES_STATE_REASON_FACT table. (GIM-13604)

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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.

8.5.116.12

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
08/18/21	Update			X			X

What's New

This is the first release in the 8.5.1 release family. The increment in the third digit was done for internal administrative reasons and does not reflect any significant changes in the software.

This release contains the following new features and enhancements:

- **Data Export enhancements:**
  - Two SQL scripts that support the Data Export feature are now available in the output folder that contains the data export:
    - **update_target_gim_db*.sql** — Enables you to create or update the target database schema into which you import the exported Info Mart data. The version of the script matches the Genesys Info Mart release in effect when the data export was performed. (GIM-13444)
    - **make_export_views<db-schema>.sql** — Enables you to restore or troubleshoot the export views used for your data export (for example, if your views get corrupted or you want to restore an earlier version). (GIM-13440)

    Separate versions of the scripts are provided for each RDBMS that Genesys Info Mart supports, stored in RDBMS-specific **sql_scripts/<dbms>** folders in the Data Export output package. Previously, the scripts were available only in the **sql_scripts** folder in the installation directory.

    For more information about using the **update_target** script and export views, see the "About Data Export" page in the *Genesys Info Mart Physical Data Model* for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

Helpful Links

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- The GIDB_GC_ANNEX table, which stores information about the configuration of contact center objects such as persons and DNs, is now included in Data Export. (GIM-13435)

- **Reporting data enhancements:**

  - A new column, STEPCOUNT, in the SDR_BOTS_FACT table supports more granular tracking of bot activity. (GIM-13534)

  - For reporting data that Genesys Info Mart obtains from Kafka, a new table, CTL_PRODUCER_INFO, stores information about the version of the upstream application or service that produced the Kafka data. A new column, PRODUCER_INFO_KEY, in the CTL_AUDIT_LOG table enables you to trace the Kafka data lineage and is useful for troubleshooting purposes. (GIM-13419)

  - A new column, ORSSESSIONID, is added to the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables for internal use. (GIM-12542, GIM-13471)

    For more details and other schema-related changes, see the "New in Release 8.5.1" page in the *Genesys Info Mart Physical Data Model* for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly populates duration metrics in the IRF table in the following scenario:

- An ICON switchover occurs in HA mode.

- ICON does not record the termination event for a queue or workbin in the G_PARTY_HISTORY table.

Previously, IRF metrics such as TALK_DURATION, HOLD_DURATION, and QUEUE_DURATION had incorrect values. (GIM-13423)

Genesys Info Mart now correctly records a technical result of `Diverted` in the MSF table in scenarios where:

1. A call enters a routing point, and a routing strategy places the call into a virtual queue.

2. An attempt to route the call to an agent fails.

3. The call is redirected to the configured **sip-error-overflow** DN.

Previously in such scenarios, an incorrect technical result of `CustomerAbandoned/AbandonedWhileQueued` was recorded in the MSF record for the virtual queue. (GIM-13413)

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.

Release 8.5.0

Genesys Info Mart Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Info Mart, if available, in the tree menu on the left or in the list of Available Releases.

Genesys Info Mart 8.5.0 Deployment Procedure

This deployment procedure applies to all 8.5.0 releases of Genesys Info Mart listed in the Release 8.5.0 table. Most releases use the same standard deployment procedure.

Standard Deployment Procedure for Migrating to 8.5.0

To deploy this installation package within a new environment, follow the instructions in the *Genesys Info Mart Deployment Guide.*

To deploy this package in your existing Genesys Info Mart 8.x environment, follow all of the Recommendations, Prerequisites, and Deployment steps in the Standard Deployment Procedure that follows.

Recommendations

- Review all steps before you perform any of them.

- Plan a time when you can complete the installation in one continuous session. Some steps can take significant time to complete, and this potentially affects the availability of Info Mart data.

- The Interaction Database (IDB) schema might need to be updated as part of the migration. To minimize the possibility of deadlocks or concurrency problems, plan to execute your migration at a time when there is little activity on the IDBs, such as during off-peak hours or after hours (but not during IDB maintenance, when purge stored procedures will be running).

- If you are migrating Genesys Info Mart in a deployment in which you use or plan to use Genesys-provided aggregation, review the Reporting and Analytics Aggregates (RAA) and Genesys Interactive Insights (GI2) Release Notes and Release Advisories, for information about the impact of Genesys Info Mart migration on aggregation, as well as workarounds or additional steps to take during Genesys Info Mart migration.

- In deployments with PostgreSQL RDBMS, migration from an 8.1.x to an 8.5.x release might take a significant amount of time because the migration job has to add and populate new CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY columns in the existing user-data fact extension tables in the Info Mart database.

- If you use Call Detail Record (CDR) data reporting and choose to customize the supplementary CDR_DATE_TIME view, observe the following recommendations:

  - Always perform customization in a copy of the view.

  - When deploying subsequent releases of Genesys Info Mart, evaluate any changes the new release introduces to the CDR_DATE_TIME view, to see how those changes may impact your customization.

Prerequisites

1. For reference purposes, identify and make notes of any custom changes that you made to the Info Mart database—for example, table spaces, partitions, additional indexes, views, or permissions.

   The Genesys Info Mart SQL scripts that you will run to update these databases sometimes create new tables, instead of updating the old tables. They may also replace some tables with views, for backward compatibility.

   You will need to re-create any custom database objects or permissions that become lost or invalidated during the update process.

2. For reference purposes, create backup copies of the Genesys Info Mart deployment SQL scripts that you modified and ran when you last deployed Genesys Info Mart. The new Genesys Info Mart installation program overwrites these SQL scripts, and does not preserve your modifications.

   The default location for these scripts is the `sql_scripts` directory within the Genesys Info Mart installation directory.

3. For reference purposes, identify and make notes of any custom changes that you made to the Genesys Info Mart `Application` object. You might need to transfer customizations in your Genesys Info Mart deployment for the new Genesys Info Mart release.

4. Make a note of the application startup arguments if you customized them. The installation process will overwrite these arguments and you will lose any changes that you made.

5. In Microsoft SQL Server deployments, if the Info Mart schema is not dbo, contact Genesys Customer Care before proceeding.

6. In PostgreSQL deployments, if your deployment includes tenant views and you are migrating from a release earlier than 8.5.007, re-create the tenant views using the **make_gim_view_for_tenant.sql** script included in the Installation Package (IP) for release 8.5.009 or later. (Starting with release 8.5.009, the **make_gim_view_for_tenant.sql** script requires you to specify additional database user parameters that the migration job needs to use.) You might need to adjust database permissions for the Info Mart database user before running the script. For more information, see Required Database Privileges and Creating Read-Only Views – PostgreSQL in the *Genesys Info Mart Deployment Guide*.

7. Set the `run-scheduler` configuration option to FALSE in the `[schedule]` section of the Genesys Info Mart `Application` object to temporarily stop Genesys Info Mart Server from launching ETL jobs.

   If your system includes a second instance of Genesys Info Mart Server in the active-active configuration, ensure that the ETL cycle has been suspended on both servers, to prevent possible concurrency problems if the IDB(s) need to be updated as part of the migration and the second Genesys Info Mart Server attempts to extract from an IDB while the `update_IDB` script is running.

   Note: Stopping the Genesys Info Mart server does not result in data loss. As long as all ongoing interaction data is stored in IDBs, Genesys Info Mart will process that data after you complete the migration.

8. If you are using Genesys-provided aggregation, stop the aggregation job. If the aggregation job is running in automated mode:

   a. Set the `run-aggregates` option to FALSE in the `[schedule]` section of the Genesys Info Mart `Application` object.

   b. Stop the aggregation job from the Genesys Info Mart Manager.

9. Wait for any currently running jobs to finish. Use the Genesys Info Mart Manager to monitor completion of the jobs. To do so, open Genesys Info Mart Manager and periodically click `Refresh` to check the updated status of the jobs.

   Note: The aggregation job might take a long time to complete. If this is the case, proceed with the next step as soon as all other jobs finish.

10. Stop the Genesys Info Mart Server.

11. Create a backup copy of your Info Mart database.

12. If you are deploying Genesys Info Mart 8.5.002.09 or later, ensure that the following Interaction Concentrator (ICON) configuration options are set to the recommended values:

    • **route-res-vqid-hist-enabled**—must be set to `true` (if ICON records Voice or Multimedia details)

    • **cseq-adjustment**—must be set to 2 (if ICON records Voice details)

13. If necessary, migrate ICON. For information about the minimum ICON release that is required for the Genesys Info Mart release to which you are migrating, see the *Release Notes* page for that particular release.

Deployment Steps

1. Install the new Genesys Info Mart installation package:

   • On a Microsoft Windows operating system, uninstall the current Genesys Info Mart installation package using the Windows `Control Panel` > `Add/Remove Programs`.

     Then run `setup` to install the new Genesys Info Mart installation package.

   • On a UNIX operating system, run the new Genesys Info Mart installation script. When prompted,

select the appropriate action to overwrite existing files (for example, `Overwrite only the files contained in this package`).

2. In the Release Note, review the "New in This Release" section for the release to which you are upgrading. Identify if any configuration option changes affect customizations that you may have made in your Genesys Info Mart deployment. If necessary, modify configuration settings in the Genesys Info Mart `Application` or other configuration objects, as required, to transfer custom settings for your deployment.

   If the ICON attached-data specification file is updated in the Genesys Info Mart IP to capture additional KVPs to support a new reporting feature, evaluate whether these additions are applicable to your environment. Upload the new version of the attached-data specification file (**ccon_adata_spec_GIM_example.xml**) into your environment or update your copy with necessary KVP additions.

   Starting with release 8.1.x, Genesys Info Mart no longer uses relative values to determine when calendar dimensions start (for example, `date-time-start-year = -1` is no longer valid), verify the validity of the `date-time-start-year` setting for existing calendars. If you used a relative value for the `date-time-start-year` option in the `[date-time]` and any custom `[date-time-*]` sections in a prior release, change the setting to the appropriate absolute value. Otherwise, an error will be generated when Genesys Info Mart performs the configuration check.

3. (For Oracle users only) If you are migrating from a release earlier than 8.1.103.05, grant permissions to the Info Mart database user by issuing the following commands against the Info Mart database:

```
GRANT
   CREATE SESSION,
   CREATE PROCEDURE,
   CREATE SEQUENCE,
   CREATE TABLE,
   CREATE VIEW to <Info Mart user>;
GRANT EXECUTE ON DBMS_LOCK to <Info Mart user>;
```

4. Restore any customizations in startup arguments, start the Genesys Info Mart Server, and check for error messages:

   - Check for errors either using Genesys Info Mart Manager or by reviewing the Genesys Info Mart log. If Genesys Info Mart Manager displays the error "`InfoMart database schema version is out-of-date`," or if you find log message 55-20152 ("`GIM Server - current state is MIGRATION`") or 55-20034 ("`...database schema version...is not up to date...`"), you must run `Job_MigrateGIM` to upgrade the Info Mart database schema and, if necessary, automatically execute the scripts to update IDBs. Continue with Step 5.

   - If you do *not* find the error "`InfoMart database schema version is out-of-date`" or log message 55-20152 or 55-20034, continue with Step 9.

   Notes:

   - Genesys recommends that you set an alarm condition for log event 55-20152.

   - Beginning with release 8.5.007, it is possible to configure Genesys Info Mart to run Job_MigrateGIM automatically when required, using the configuration option, on-demand-migration in the **[schedule]** section. However, Genesys does not recommend enabling migration on demand unless policies and procedures are in place to ensure that essential pre-migration and post-migration steps are also performed without manual intervention — for example, frequent database backup and re-creation of read-only views following migration.

5. If you need to run `Job_MigrateGIM`, Genesys Info Mart Server will automatically be in the correct state to perform the migration.

   Warning! From this point onward, the Info Mart database should not be accessed by report queries or other scheduled activities, such as custom aggregation, until the migration job is complete. Doing otherwise would interfere with the migration process, which will be modifying database tables, views, and indexes. If your system includes a second instance of Genesys Info Mart Server in the active-active configuration, ensure that the ETL cycle has been suspended on both servers.

   Launch `Job_MigrateGIM` from the Genesys Info Mart Manager. To do so, perform the following steps:

   a. Open the Genesys Info Mart Manager.

   b. Click `Run Job` to open the `Run Job` dialog box.

   c. Select `Job_MigrateGIM`.

d. Click OK.

Allow this job to complete before continuing.

Notes:

- If Job_MigrateGIM does not complete successfully, do the following:

    a. Stop Genesys Info Mart Server.

    b. Analyze the problem by referring to the log file, and resolve any issues. If Job_MigrateGIM failed because of deadlocks or concurrency problems on IDB, there are additional steps you might be able to take to prevent such issues. For more information, see "Preventing Deadlocks on IDB During Genesys Info Mart Migration" in the "Genesys Info Mart 8.x Migration Procedures" chapter in the *Genesys Migration Guide.*

    c. Retry the migration starting from Step 4, above (restarting Genesys Info Mart Server). If problems persist, restore the Genesys Info Mart database from the backup copy and then retry the migration again.

- If you decide to terminate the migration process, follow the Rollback Procedure.

- If you attempt to run Job_MigrateGIM when you do not need to do so, Genesys Info Mart will silently ignore the command to launch the job.

6. If you stopped ICON as part of the migration preliminaries related to preventing deadlocks or concurrency problems on IDB, start ICON.

7. If your deployment uses read-only views, you must re-create the read-only views after the migration job completes. For more information, see Creating Read-Only Views for your RDBMS in the *Genesys Info Mart Deployment Guide*. In a PostgreSQL deployment, ensure that you use the **make_gim_view_for_tenant.sql** script from release 8.5.009 or later to re-create the views.

8. If your deployment uses Genesys-provided aggregation, in addition to re-creating the Info Mart tenant views (see Step 7), you must also update the tenant aliases. For more information, see the description of the updateAliases runtime parameter in the *Reporting and Analytics Aggregates Deployment Guide* and the section about updating tenant aliases in the *Reporting and Analytics Aggregates User's Guide.*

9. Review the "New in This Release" sections in the Release Notes and make any changes to the database schema values or to downstream reporting applications that may require action as part of the migration process.

- For example, if you rely on agent thread metrics for your reports (for example, AG2_ID_*.ACCEPTED_THREAD metrics in GI2 reports), set the new populate-thread-facts configuration option to true. When populate-thread-facts = false, the FIRST_*_THRD fields in the ANCHOR_FLAG dimension will be ignored for the purposes of populating the IRF.ANCHOR_FLAGS_KEY metric in the Info Mart database. Note, however, that enabling thread processing might negatively impact performance of downstream reporting applications.

- If you are migrating to release 8.5.x directly from release 8.0.0, you might need to check the values of the IS_ONLINE column in the MEDIA_TYPE table to see whether all media types are correctly identified as online (real-time communication, such as chat) or offline (responses may be deferred, such as e-mail).

- Be aware that Genesys Info Mart migration does not go back to manipulate existing data (in other words, data that was processed before migration). In particular:

    - Where new columns have been added, they are not populated for existing data.

    - Any changes to the scope of a particular field, or the logic behind its population, are not reflected in existing data.

- If you are migrating from release 8.1.0 or 8.1.1, be aware that Genesys Info Mart creates new CTL_AUDIT_LOG and CTL_*_HISTORY tables during the migration. Genesys Info Mart renames the existing tables to CTL_*_BK and retains them for reference.

    - If you use the CTL_AUDIT_LOG table for postprocessing (for example, to move data from the Info Mart database to a data warehouse or to support custom aggregation), verify that CTL_AUDIT_LOG_BK does not contain any unprocessed audit keys. If you find any unprocessed

audit keys, copy them from `CTL_AUDIT_LOG_BK` to the new `CTL_AUDIT_LOG` table.

- Delete the `CTL_*_BK` tables when you are satisfied that you no longer need them for reference purposes or backup.

- Be aware that, during migration from release 8.1.3 or earlier:

  - Genesys Info Mart creates a new `STG_TRANSFORM_DISCARDS` table, renaming the existing table to `STG_TRANSFORM_DISCARDS_BK`.

  - During migration from release 8.1.3 or earlier to 8.1.401 or later (in deployments that include multimedia), Genesys Info Mart creates new `GIDB_G_IR_MM`, `GIDB_G_CALL_MM`, `GIDB_G_ROUTE_RESULT_MM`, `GIDB_G_VIRTUAL_QUEUE_MM`, `GIDB_G_PARTY_MM`, and `GIDB_G_PARTY_HISTORY_MM` tables, renaming the existing tables to `GIDB_G_*_MM_BK`. Genesys Info Mart populates the new `GIDB_G_*_MM` tables by copying over, from the existing tables, only active interaction data that has not yet been transformed. Genesys Info Mart retains the `*_BK` tables for reference. Delete them when you are satisfied that you no longer need them for reference purposes or backup. During migration from 8.1.3 or earlier to 8.1.400, the content of these tables was not preserved.
  Note: In partitioned Microsoft SQL Server deployments, when you migrate from a release earlier than 8.1.401 to release 8.1.401 or later, Genesys strongly recommends that you delete the `GIDB_G_*_MM_BK` tables as soon as possible. The `GIDB_G_*_MM_BK` tables that are created during such a migration might significantly slow down purge, causing the maintenance job to not complete within the configured maintenance window, resulting in job errors when the ETL cycle resumes.

10. If the Genesys Info Mart database is partitioned, launch `Job_MaintainGIM` from the Genesys Info Mart Manager. To do so, perform the following steps:

    a. Open the Genesys Info Mart Manager.

    b. Click `Run Job` to open the `Run Job` dialog box.

    c. Select `Job_MaintainGIM`.

    d. Click `OK`.

11. Set the `run-scheduler` configuration option to `TRUE` in the `[schedule]` section of the Genesys Info Mart `Application` object to resume the Genesys Info Mart Server schedule.

12. If you are using Genesys-provided aggregation, set the `run-aggregates` configuration option to `TRUE` in the `[schedule]` section of the Genesys Info Mart `Application` object, to resume running the aggregation job in automated mode.

Rollback Procedure

Restore:

- The Info Mart database from the backup copy.

- The IDB schema to its premigration state by running the applicable update script from the premigration release of Genesys Info Mart.

- The premigration Genesys Info Mart application.

8.5.016.04

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
05/14/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- **Enhancements for multimedia deployments with Interaction Server Cluster** — A number of processing changes support a wider range of topologies for deployments with Interaction Server Cluster, and improve agent state reporting in these deployments:

  - Genesys Info Mart requirements for the value of the ICON **role** option have been relaxed. Specifically, Genesys Info Mart no longer requires that the gcc,gls,gud values occur together, and Genesys Info Mart now supports scenarios where the ICON application is configured without the gls role. In scenarios where each Interaction Server in a cluster is connected to a separate ICON (or ICON HA pair), this change enables you to configure only one of the ICONs (or ICON HA pairs) to have the gls role, and thus meet Genesys Info Mart topology requirements to have only one of the ICONs (or ICON HA pairs) collect data about agent states and agent login sessions. (GIM-12984)

  - The transformation job now correctly populates values for the resource state reason in the SM_RES_STATE_REASON_FACT table when processing data in Interaction Server Cluster environments. Previously in such scenarios, Genesys Info Mart did not populate some reasons in the SM_RES_STATE_REASON_FACT table because of conflicts between different ICONs regarding the start and end times of a reason. Additionally, when processing data in Interaction Server Cluster environments where time is not synchronized between Interaction Servers in the cluster, Genesys Info Mart no longer creates extraneous sessions of one-second duration in the SM_RES_SESSION_FACT table. (GIM-13339)

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- A new configuration option, populate-sm-busy-from-mm-ixns, in the **[gim-etl-populate]** section, supports a topology that offers improved agent state reporting, where each ICON connects directly to an individual Interaction Server in the cluster, instead of to the proxy, and where only one ICON (or ICON HA pair) is configured to write agent state information (in other words, only one ICON or ICON HA pair has the `gls` role).
  In this scenario, the ICONs (or ICON HA pairs) that do not have the `gls` role write interaction data when the respective Interaction Server to which the ICON is connected handles an interaction, but that ICON will not provide BUSY states. Setting **populate-sm-busy-from-mm-ixns** to **true** enables Genesys Info Mart to generate BUSY states for agents based on multimedia interaction data, resulting in more accurate agent state reporting. However, be aware that state durations might still not be reported accurately if time is not synchronized among the Interaction Servers in the cluster — for example, a state duration might be reported as one second less than actual. (GIM-13384)

- Support for Red Hat OpenJDK 11. See the Prerequisites section on the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GIM-13084)

Resolved Issues

This release contains the following resolved issues:

When creating resource records on demand, Genesys Info Mart now uses the current time to populate GMT_START_TIME fields in the RESOURCE_ table. Previously, resource records created on demand were populated with NULL values. (GIM-13398)

The extraction job now completes successfully on PostgreSQL deployments that use PostgreSQL JDBC driver version 42.2.11 and later. Previously in such scenarios, the extraction job failed, and Genesys Info Mart logged the following exception:

`IllegalArgumentException: wrong number of arguments`

(GIM-13397)

Genesys Info Mart now reports a correct technical result of `CustomerAbandoned/AbandonedWhileQueued` in the INTERACTION_RESOURCE_FACT (IRF) and Mediation Segment Fact (MSF) tables in callback scenarios where:

1. A successful callback media attempt is made to the customer.

2. The call is sent to a routing point, where it is abandoned by the customer.

Previously in such scenarios, the IRF record for the routing point was populated with an incorrect technical result of None, and if the call was in a virtual queue at the time it was abandoned, the MSF record for the virtual queue was populated with an incorrect technical result of `Incomplete`. (GIM-13359)

Genesys Info Mart now transforms multimedia user data correctly in scenarios where the value of the days-to-keep-gidb-facts option is less than the value of the days-to-keep-active-facts option. However, correctly transforming this data requires that:

- The link-msf-userdata-mm option is enabled (set to $true$), causing Genesys Info Mart to attach user data to all MSF records.

- Each KVP is mapped to only one column.

- Neither the IRF_FIRST_UPDATE nor the PARTY propagation rule is enabled.

Previously in Genesys Info Mart 8.5.015.19 and later, when the value of the days-to-keep-gidb-facts option was less than the value of the days-to-keep-active-facts option, for active multimedia facts older than the value of **days-to-keep-gidb-facts**, Genesys Info Mart stored user data values calculated using the remaining GIDB data (that is, the data that was not purged), or stored the default value if no GIDB data was available. (GIM-13320)

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.

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

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)

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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.

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- 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.

8.5.015.23

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
03/05/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- **Mediation reporting enhancement** — A new configuration option, fix-missing-party-links in the **[gim-transformation]** section, enables you to reduce the number of redundant records in the MEDIATION_SEGMENT_FACT (MSF) table by improving Genesys Info Mart handling of scenarios in which parent party or other party information is missing when an interaction repeatedly enters the same interaction queue or virtual queue. The default value of `false` preserves the existing behavior of creating multiple MSF records in these situations. (GIM-13213)

- **Support for skills expressions up to 1024 characters** — In deployments that use ICON 8.1.514.47 or higher and where the ICON cfg-long-vag-script configuration option is set to 1 (true), Genesys Info Mart now stores skills expressions up to 1024 characters in the SCRIPT column in the GIDB_GC_GROUP table. (The schema changes to support this enhancement were introduced in Genesys Info Mart release 8.5.015.07.) (GIM-12627)

- **Operating environment changes:**
  - Support for Microsoft SQL Server 2019 Cluster. See the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported databases. (GIM-12909)

  - Support for a number of operating systems and RDBMS versions has been discontinued. See the Discontinued Support summary for more details. (GIM-13104)

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Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly updates user data fact tables linked to the MSF table in multimedia scenarios where:

- A strategy is the last party to handle an interaction before it is marked as ended.

- The show-non-queue-mediation-mm option is configured to **true**, which causes the strategy time to be represented in the MSF record.

Previously in such scenarios, Genesys Info Mart stored incorrect values in records in user data fact tables linked to the MSF table.

(GIM-13228)

Genesys Info Mart now continues operation after encountering an incorrect COBROWSE Avro schema. Previously in such scenarios, Genesys Info Mart failed with the following exception:

```
org.apache.avro.AvroTypeException: Invalid default for field test: "NO" not a ["null",{"type":"string","avro.java.string":"String"}]
```

(GIM-13090)

Genesys Info Mart now extracts agent activity data in scenarios where the timestamp of the agent activity data is earlier than the first event timestamp of the data source session (DSS), but later than the DSS timestamp when the ICON connection was established. (GIM-13039)

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.

8.5.015.19

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	Solaris	Windows
11/12/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Reporting on bot activity in Genesys Designer applications** — Genesys Info Mart now supports reporting on voice bot and chat bot activity orchestrated with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud and on-premises deployments.) Three new tables store bot-related data for Designer analytics:

  - SDR_BOTS_FACT

  - BOT_ATTRIBUTES

  - BOT_INTENT

    For more information about the new tables, as well as other schema-related changes in this release, see the *Physical Data Model* documentation for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

    (GIM-12803)

- **Callback mediation reporting enhancement** — A new option, **cb-virtual-queue-pattern** in the **[gim-transformation]** section, enables you to fine-tune Genesys Info Mart behavior with respect to excluding callback virtual queues from mediation reporting. The default value excludes all virtual queue activity that ended after termination of the original call in accepted callback scenarios, which is consistent with the legacy behavior. However, with the default value, potential desynchronization between SIP Server (which provides the timestamp for call termination) and Universal Routing Server (URS, which provides the timestamp for virtual queue termination) can cause Genesys Info Mart to incorrectly exclude non-callback virtual queues.

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cb-virtual-queue-pattern

Section: gim-transformation
Default Value: .*
Valid Values: Any Java regular expression
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.015.19

Specifies a pattern for the names of virtual queues used for callbacks. The option enables you to fine-tune Genesys Info Mart behavior with respect to excluding callback virtual queues from mediation reporting. Use any Java regular expression to specify the pattern.

more...

(GIM-12896)

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

  - Red Hat Enterprise Linux 8 (GIM-12750)

  - Oracle 19c RAC (GIM-12453)

  - PostgreSQL 11

  - PostgreSQL 12.x (GIM-12694)

    See also the Discontinued Support section for discontinued third-party prerequisites starting with this release.

- **Support for Elasticsearch 7.6** — For data that comes to Genesys Info Mart through Elasticsearch, Genesys Info Mart supports extracting data from Elasticsearch 7.6 databases. (GIM-12694)

- **Miscellaneous enhancements:**

  - General Data Protection Regulation (GDPR) processing now includes the TARGET_OBJECT_SELECTED column in the ROUTING_TARGET table. (GIM-12732)

  - In preparation for future support of alternative data streams, a new column, PRODUCER_BATCH_ID, has been added to a number of *_FACT and GIDB tables. The column is reserved for internal use. (GIM-12717)

  - Language usage in the Genesys Info Mart application and documentation has been revised in accordance with a corporate initiative towards inclusive language. For example, the word *master* (as in *master [database] lock*) has been removed from log messages. (GIM-12774)

- **Significant documentation updates** — In addition to documentation updates relating to software and database changes in this release, the following important documentation changes have been made:

  - Genesys no longer recommends using database links to improve performance of the extraction job. The *Genesys Info Mart Deployment Guide* has been updated to recommend setting the **UseDbLinks** Java system property to ensure that Genesys Info Mart does not use any database links you may have configured.

- There are specific Genesys Interaction Concentrator (ICON) topology requirements for deployments that include multiple Interaction Servers. The *Genesys Info Mart Deployment Guide* now includes links to updated information about Login Session Considerations in the *ICON Deployment Guide*.

- Descriptions of various days-to-keep-* configuration options have been extended to warn against setting excessively large retention periods.

Resolved Issues

This release contains the following resolved issues:

The scope of the max-time-deviation option has been extended to apply to possible delays that can occur when ICON creates records in the GM_F_USERDATA table in IDB. As a result, in scenarios with delayed GM_F_USERDATA records, the transformation job now adjusts for the delay and correctly populates the INTERACTION_TYPE_KEY column in the INTERACTION_RESOURCE_FACT (IRF) table.

Previously in this scenario, the transformation job sometimes recorded an incorrect value in IRF.INTERACTION_TYPE_KEY referring to INTERACTION_SUBTYPE with value "Unspecified". Note however, that even with the changes to this option, if the delay before ICON creates the GM_F_USERDATA record exceeds the value of **max-time-deviation**, Genesys Info Mart results continue to be unreliable. (GIM-12873)

The retention period for active multimedia facts, which is defined by the days-to-keep-active-facts configuration option, no longer affects the purge threshold for multimedia facts in GIDB, which is defined by days-to-keep-gidb-facts. Previously, if the value of **days-to-keep-active-facts** was greater than **days-to-keep-gidb-facts**, the **days-to-keep-active-facts** value determined the purge threshold for multimedia fact data in GIDB, which could cause an increase in the size of the GIDB, and potentially impact ETL performance. See Known Issue GIM-13320 for a related caveat. (GIM-12835)

When transforming Kafka data, Genesys Info Mart now takes into account the speed with which data is written. Previously, in deployments with slow database write performance, the transformation job could read Kafka data more quickly than it could be written, which could cause `OutOfMemoryException` errors. (GIM-12842)

To determine the chunk size to use for Elasticsearch data transformation, Genesys Info Mart now checks the value of both extract-data-chunk-size and chunk-size options, and uses the smaller value. Previously, the Elasticsearch data transformation chunk size was equal to the value of **extract-data-chunk-size**. (GIM-12815)

Genesys Info Mart now correctly populates ASM_* metrics in the IRF table in scenarios where:

1. An Outbound Contact campaign is running in an Active Switching Matrix (ASM) dialing mode.

2. The engaging call is routed cross-site to an agent.

3. The agent is later successfully connected to a customer.

Previously in such scenarios, Genesys Info Mart sometimes incorrectly populated the ASM_COUNT and ASM_ENGAGE_DURATION metrics for the agent IRF record with values of 0, instead of populating ASM_COUNT with a value of 1, and ASM_ENGAGE_DURATION with a value indicating the amount of time that the agent spent in the engaging call. (GIM-12787)

The transformation job now correctly processes multimedia interactions in environments where the option stop-ixn-queues is set for some queues. Previously in such scenarios, duration-related metrics in the IRF table sometimes had incorrect values. (GIM-12745)

The performance of the transformation job is improved for business processes that require many long-living multimedia interactions. Previously in such environments, the transformation job sometimes delayed processing of multimedia data. (GIM-12670)

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.

8.5.015.14

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	Solaris	Windows
06/02/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new column, GVP_SESSION_ID, is added to the IRF_USER_DATA_GEN_1 table. This column is reserved for internal use only. (GIM-12678)

Resolved Issues

This release contains the following resolved issues:

The Genesys Info Mart configuration check is now enabled by default on UNIX, as it is in all other deployments. This restores the behavior that existed in 8.5.014.34 and earlier releases. In release 8.5.015.07, the configuration check was disabled in the **gim_etl_server** file on UNIX. (GIM-12720)

The transformation job now correctly populates the END_TS field in the MEDIATION_SEGMENT_FACT (MSF) table in multimedia scenarios where:

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- A strategy is the last party to handle the interaction before it is marked as ended.

- The show-non-queue-mediation-mm option is configured to `true`, which causes the strategy time to be represented in the MSF.

Previously in some scenarios, Genesys Info Mart sometimes stored an incorrect value in the END_TS field. (GIM-12711)

The extraction job is no longer delayed in scenarios where:

- The configuration check is disabled (**-DConfigChecker** is set to `false` in the **gim_etl_server** startup file).

- Genesys Info Mart previously extracted data from a data source that is no longer available. A data source can become unavailable for any number of reasons—for example, because the data source (say, T-Server) was removed from ICON connections, or the ICON was removed from the Genesys Info Mart application connections, or the ICON application or extraction DAP was disabled.

Previously in such scenarios, Genesys Info Mart considered the data source to still be active. This resulted in delays because Genesys Info Mart waited for data from that data source. (GIM-12699, GIM-12715)

In deployments that support Session Detail Record (SDR) reporting, the SDR_MESSAGE.MESSAGE_FILE column — which is mapped to SDR DeflectionMessage attribute — no longer stores timestamps. As a result, values in the SDR_MESSAGE.MESSAGE_FILE column now conform to the limitations of low-cardinality dimension tables. Previously, timestamp values included in the SDR DeflectionMessage attribute in some scenarios caused unnecessary growth in the size of the SDR_MESSAGE dimension table.

For example, the following DeflectionMessage attribute values were previously stored as unique MESSAGE_FILE values in separate SDR_MESSAGE rows:

```
"milestone":"TopicMsg1","milestonepath":"Common/Topic/
TopicMsg1",...,"time":"2020-04-16T21:27:13.331Z"
"milestone":"TopicMsg1","milestonepath":"Common/Topic/
TopicMsg1",...,"time":"2020-04-16T21:30:13.331Z"
"milestone":"TopicMsg1","milestonepath":"Common/Topic/
TopicMsg1",...,"time":"2020-04-16T21:35:13.331Z"
```

Now these similar attribute values, which differ only in timestamps, map to the same MESSAGE_FILE value:

```
"milestone":"TopicMsg1","milestonepath":"Common/Topic/TopicMsg1",...,
```

(GIM-12683)

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.

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  - 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.

8.5.015.07

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	Solaris	Windows
04/06/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Outbound Contact reporting enhancement** — A new configuration option, ocs-caf-aggregates-calls in the [gim-transformation] section, enables you to control whether Genesys Info Mart creates separate CONTACT_ATTEMPT_FACT (CAF) records or a single, aggregated CAF record for multiple call attempts dialed in the context of the same CALL_ATTEMPT_GUID. The default value of true creates a single, aggregated CAF record.

    Contrary to usual Genesys practice, the default value of true represents a change in Genesys Info Mart behavior, so as to improve compatibility with Genesys-provided aggregation and reports (Reporting and Analytics Aggregates [RAA] and Genesys CX Insights [GCXI]). (GIM-12618)

- **Connection management enhancement** — A new configuration option, cp-reuse-count in the [gim-etl] section of extraction and transformation DAPs, enables you to control connection-pooling behavior by specifying the number of times each connection can be reused. The default (-1) allows connections to be reused an unlimited number of times. (GIM-12650)

- **Case-sensitive collation** — For new deployments with Microsoft SQL Server, Genesys Info Mart now supports using a case-sensitive collation for the Info Mart database. If you want to use a case-sensitive collation in a deployment that includes Genesys-provided aggregation, you must use RAA release 8.5.011.02 or later. In scenarios where your existing Info Mart database was created with a case-insensitive collation and you want to consider using a case-sensitive Info Mart database instead, contact Customer Care for more information. (GIM-11551)

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- **Schema changes** — The size of the SCRIPT column in the GIDB_GC_GROUP table has been increased from 255 to 1024 characters. However, the length of SCRIPT values remains effectively limited to 255 characters until ICON supports longer values in GC_GROUP.SCRIPT in IDB. For information about this and other schema changes, see the New in this Release section of the Genesys Info Mart Physical Data Model documentation for your RDBMS (Microsft SQL Server, PostgreSQL, or Oracle). (GIM-12627)

- **Enhanced operating environment support** — See the Genesys Info Mart and the Virtualization Platform Support pages in the *Genesys Supported Operating Environment Reference Guide* for detailed information and a list of all supported environments and databases. This release adds:

    - Support for Windows Server 2019 (GIM-12358)

    - Support for MS SQL Server 2019 (GIM-12358)

    - Support for Microsoft Hyper-V Server 2019 (GIM-12358)

    - Oracle 18c RAC database (GIM-12418)

- **Support for Elasticsearch 7.x** — Genesys Info Mart now supports Elasticsearch 7.x. (GIM-12375)

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly updates user data fact table fields in scenarios where late-arriving user data is processed for INTERACTION_RESOURCE_FACT records having different START_DATE_TIME_KEY values. Previously in such scenarios, the user data fact table fields for some of the Interaction Resource Fact (IRF) records may not have been updated. (GIM-12657)

On Oracle deployments, the transformation job no longer fails in scenarios where the ud-io-parallelism option in the [gim-transformation] section is configured with a value greater than 9. Previously in such scenarios, the transformation job stopped and produced the following error:

```
ORA-00972: identifier is too long
```

(GIM-12646)

The transformation job now completes successfully in rare scenarios where data in GIDB interaction-related tables for multimedia has incorrect timestamps. Previously in such scenarios, the transformation job sometimes failed, generating an error describing a unique constraint violation exception on the TMP_ACTIVE_CALL2 table. (GIM-12643)

Genesys Info Mart now correctly populates CUSTOMER_* metrics in the IRF table in scenarios where:

1. An Outbound Contact campaign is running in an Active Switching Matrix (ASM) dialing mode.

2. The engaging call is routed cross-site to an agent.

3. The agent is later successfully connected to a customer.

Previously in such scenarios, the CUSTOMER_* metrics for the agent IRF record sometimes contained values that included time that the agent spent in the engaging call. (GIM-12642)

Genesys Info Mart now reports a correct technical result of `CustomerAbandoned/AbandonedWhileQueued` in the IRF and Mediation Segment Fact (MSF) tables in Callback scenarios where:

- An agent participates in a successful callback media attempt.
- The agent later performs a single-step transfer to a routing point, where the call is abandoned by the customer.

Previously in such scenarios, the IRF record for the routing point was populated with an incorrect technical result of None, and if the call was in a virtual queue at the time it was abandoned, the MSF record for the virtual queue was populated with an incorrect technical result of `Incomplete`. (GIM-12628)

The transformation job now correctly populates interaction and agent activity facts for After Call Work (ACW) related to SIP chat interactions in scenarios where the ACW begins in one ETL cycle and is completed in a later ETL cycle. (GIM-12616)

Genesys Info Mart now correctly reports a value of 46 (STALE) in the CONTACT_ATTEMPT_FACT.CALL_RESULT_KEY field in scenarios where:

- An agent requests and receives a Preview Record.
- The period specified as the **stale_clean_timeout** elapses before the agent marks the interaction as Done, causing Outbound Contact Server (OCS) to update the call result record to 46 (STALE).

Previously in such scenarios, Genesys Info Mart incorrectly reported a value of 33 (ANSWER) for CONTACT_ATTEMPT_FACT.CALL_RESULT_KEY. (GIM-12598)

Genesys Info Mart no longer attributes agent time to Do Not Disturb (DND) states in scenarios where agents enter the DND state in a multimedia session prior to adding any media. DND time is reported only when it occurs within an agent session related to a media type.

Previously, in some scenarios where DND states occurred in multimedia sessions before the agent added any media, agent state population was affected, and Info Mart created a NOT_READY state and an additional summarized session for the NOT_READY state that did not occur within a media session. (GIM-12557)

For data with audit keys that have been purged from the CTL_AUDIT_LOG table, the export job now exports the data based on the time interval specified by the chunk-size-seconds configuration option in the [gim-export] section. Previously, this data was exported in a single chunk. (GIM-12553)

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.

8.5.015.05

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	Solaris	Windows
03/31/20	Update	Unavailable	X	X	X	X

What's New

As of April 1, 2020, this release is no longer available. A critical issue was discovered. If you have already downloaded the software, do not install it. Replacement release 8.5.015.07 corrects the identified issue.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

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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.

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  - 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.

8.5.014.34

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	Solaris	Windows
01/30/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhanced support for Unicode in Microsoft SQL Server** — In Microsoft SQL Server deployments with single-language databases, the data types of some columns in certain dimension tables have been changed from varchar to nvarchar, to extend support of Unicode characters in single-language databases. For consistency, the size of some existing nvarchar columns in multi-language databases has also been modified. For full details, see the *New in This Release* page in the Physical Data Model for Microsoft SQL Server. (GIM-12590)

- **Data Export enhancement** — To improve support for scenarios where data is exported from a PostgreSQL or Oracle Info Mart database and is subsequently imported into a Microsoft SQL target database:

  - The **update_target_*.sql** scripts for Microsoft SQL Server have been modified to be compatible with a case-sensitive Microsoft SQL Server collation. (GIM-12571)

  - The sizes of all columns in the target database schemas defined in the applicable **update_target_*.sql** scripts are now the same across all RDBMS platforms. Previously, the sizes of many dimension columns in the target database schema defined for Microsoft SQL Server were reduced, to ensure that indexes did not exceed Microsoft SQL Server size limits.
    For example, the CUSTOMER_SEGMENT and other columns in the INTERACTION_DESCRIPTOR table are defined as follows:

    - In the **update_target** SQL script for PostgreSQL, these columns are defined as varchar(255).

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- In the **update_target** SQL script for Microsoft SQL Server, these columns were previously defined as varchar(170); now they are defined as varchar(255).

    Note: If you are importing Info Mart data into a Microsoft SQL Server database, ensure that your import tool or process is able to handle errors that arise when the sum of the actual values of dimension table columns included in an index exceeds the Microsoft SQL Server limit on index size.

    (GIM-12558)

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

  - Support for Oracle 19c

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now provides correct online status values when sending BGS_SESSION_FACT notifications to Reporting and Analytics Aggregates (RAA). Previously, the online status was always given as `false`. (GIM-12585)

The transformation job no longer gets stuck while updating records in the INTERACTION RESOURCE FACT (IRF) table for multimedia interactions with late arriving focus time data. Previously in such scenarios, the transformation job sometimes became stuck because the database connection used for the update was different from the one used to load facts into the final fact tables. (GIM-12583)

The User Data Assistant tool now correctly creates the **make_gim_UDE.sql** script. Previously, the tool populated the CONVERT_EXPRESSION column in the CTL_UD_TO_UDE_MAPPING table with an incorrect value of 0, instead of NULL. (GIM-12580)

The transformation job no longer fails when inserting a new record into the SM_RES_STATE_REASON_FACT table when there is a duplicated value in the primary key. Previously in such scenarios, the transformation job failed with an error similar to the following:

```
column reference "sm_res_state_fact_key" is ambiguous
```

(GIM-12573)

The transformation job now correctly processes inbound email interactions that have an interaction subtype of InboundNDR. Previously, in rare multi-chunking scenarios where more than one outbound email message was sent in response to an inbound email, and at least one inbound email reply had an interaction subtype of InboundNDR, incorrect values were recorded in the INTERACTION_ID and IRF_ANCHOR fields of the IRF table. (GIM-12563)

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.

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8.5.014.26

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
12/12/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhanced reporting on Asynchronous interactions** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on Asynchronous interactions that are placed into a parking queue. Two new columns, PARKING_QUEUE_COUNT and PARKING_QUEUE_DURATION, have been added to the CHAT_SESSION_FACT table. (GIM-12504)

- **Elasticsearch enhancement** — A new configuration option, rest:max-content-length in the **[elasticsearch-<data-source-id>]** section, specifies the maximum permitted size for responses to Elasticsearch REST requests. (GIM-12502)

- **Configuration verification enhancement** — During startup and at various times during runtime in high availability (HA) deployments, Genesys Info Mart now checks that connections to the data sources are correctly specified, with the primary application (T-Server, Outbound Contact Server, or Interaction Server) specified for both ICON connections in the HA pair. If an ICON connection points to a backup application in the HA pair of data sources, Genesys Info Mart generates an error.
  A new configuration option, error-policy-cfg-check-backup-data-source in the **[error-policy]** section enables you to define the severity level for misconfiguration of ICON connections to highly available (HA) data sources.

  (GIM-12530)

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Resolved Issues

This release contains the following resolved issues:

In multimedia deployments where the sequence S_GIDB_G_PARTY_MM has an incorrect order, the transformation job now correctly populates IRF metrics for agents in scenarios where an email cleared from the same VQ several times before being routed to an agent. Previously in such scenarios, some metrics in the IRF table (such as MEDIATION_SEGMENT_ID) might have wrong values. (GIM-12552)

The transformation job now correctly processes chat session metrics in scenarios where the attribute **ChatServerSessionClosedAt** is missing. Previously in such scenarios, the transformation job sometimes failed with the following error:

```
Database error: Cannot insert the value NULL into column 'END_DATE_TIME_KEY', table
'gim.CHAT_SESSION_FACT'; column does not allow nulls.
```

(GIM-12539)

Genesys Info Mart now merges SDR_EXIT_POINT.APPLICATION_EXIT_POINT records that do not refer to internal resources into single SDR_EXIT_POINT.APPLICATION_EXIT_POINT='EXTERNAL' records. Previously, Genesys Info Mart produced distinct SDR_EXIT_POINT.APPLICATION_EXIT_POINT records for each distinct external resource, resulting in a large number of SDR_EXIT_POINT records, in environments that use Genesys Callback. (GIM-12533)

The configuration option **extract-data-max-conn** is removed from the **[gim-etl]** section, as it is no longer used. (GIM-12524)

The performance of the export job has been improved in environments where a large number of output files exist for previously exported chunks. Previously in such scenarios, the job sometimes took a long time to complete, and the log showed many SQL queries issued against the CTL_AUDIT_LOG table. (GIM-12511)

On Microsoft SQL Server deployments, Genesys Info Mart now correctly populates user data dimension table fields in scenarios where late-arriving user data contains multibyte characters. Previously in such scenarios, multibyte characters were sometimes incorrectly replaced with another character, such as a question mark (?). (GIM-12498)

In multimedia deployments with scenarios where the option adjust-vq-time-by-strategy-time is set to **true**, the transformation job now correctly populates records for virtual queues in the MSF table. Previously in such scenarios, when a strategy put an interaction into a virtual queue with some delay, records associated with the virtual queue might be missing from the MSF table. (GIM-12250)

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.

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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

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:

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- **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 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.

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8.5.014.14

9.x This is the first 9.x release of **Genesys Info Mart**.

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/30/19	General		X	X	X	X

What's New

This version was first released as an Update release, on 08/27/19. This release contains the following new features and enhancements:

- **Outbound Contact processing improvement** — A new configuration option, **ocs-chain-history-limit** in the **[gim-transformation]** section, combined with a new log message, 55-20176, improves Genesys Info Mart handling of scenarios that result in excessive numbers of GO_FIELD_HIST and GO_CHAINREC_HIST records, by limiting the number of GIDB_GO_FIELDHIST and GIDB_GO_CHAINREC_HIST records that can be associated with a particular CHAINGUID. Previously in such scenarios, an OutOfMemory error could occur.

---

ocs-chain-history-limit

Section: gim-transformation
Default Value: 5000
Valid Values: 0 or any positive integer, where 0 means there is no limit imposed
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.014.14

If positive, the value imposes a limit on the number of GIDB_GO_FIELDHIST or GIDB_GO_CHAINREC_HIST records that can be associated with a particular CHAINGUID. If the actual number of records exceeds the configured limit, error message 55-20176 is logged, and the chain is ignored.

The option was introduced to prevent OutOfMemory errors during transformation in scenarios where suboptimal SCXML logic results in an excessive number of redial attempts. For example, when an internal case gets reopened from the closed state and the result of the dialed call to the customer is NO_ANSWER, if SCXML keeps adding a record to the

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> calling list and Outbound Contact Server (OCS) keeps dialing the number until the customer answers the call, there can be a very large number of GIDB_GO_FIELDHIST and GIDB_GO_CHAINREC_HIST records for this one CHAINGUID.
>
> Consider setting an alarm on log message 55-20176, so that you can correct problematic scenario logic if necessary.

(GIM-12395)

- **Logging enhancement** — To improve the readability of logs, Genesys Info Mart no longer logs Genesys Info Mart Manager (GIM Manager) requests or responses by default. Logging of these events can be reenabled by your Genesys representative for troubleshooting purposes. (GIM-12400)

Resolved Issues

This release contains the following resolved issues:

The transformation job no longer fails when Genesys Predictive Routing reporting events are missing the mandatory START_TS attribute. Previously in such scenarios, the transformation job failed with an error similar to the following:

```
java.sql.SQLIntegrityConstraintViolationException: ORA-01400: cannot insert NULL into
("GIM"."GPM_FACT"."START_DATE_TIME_KEY")
```

(GIM-12427)

Genesys Info Mart now correctly associates user data with the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) rows created for a mediation resource — such as an Interaction Queue or Strategy — in multimedia scenarios where:

- The link-msf-userdata configuration option is set to true for the mediation resource.

- User data is updated after the MSF row has been initially created.

- The interaction later ends in the mediation resource.

Previously in such scenarios, the updated user data may have not been associated with the IRF and MSF rows for the mediation resource.
(GIM-12416)

The transformation job now correctly populates the TARGET_IXN_RESOURCE_ID column in the MSF table in scenarios where an interaction is revoked from agents more than once. Previously in such scenarios, the transformation job sometimes populated the TARGET_IXN_RESOURCE_ID column in the MSF table with incorrect values. (GIM-12415)

The transformation job now correctly populates the ENTRY_ORDINAL column in the MSF table in scenarios where a multimedia interaction passes through two queues in a given second. Previously in such scenarios, the transformation job sometimes populated the ENTRY_ORDINAL column with values that did not correctly reflect the order in which the interaction passed through queues. (GIM-12405)

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 8.1.514.11 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.

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8.5.014.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Predictive Routing enhancements** — Genesys Info Mart now supports enhanced reporting on Genesys Predictive Routing (GPR) usage, including more detailed reporting about scores, thresholds, predictors, and routing. To enable the enhanced reporting, new KVPs from Predictive Routing - URS Strategy Subroutines release 9.0.015.00 or higher populate a new Info Mart dimension table, GPM_DIM1, and new columns in the GPM_FACT table. In addition, the values provided in some existing KVPs have been modified.

  For more information about the Info Mart database schema changes, see the Physical Data Model reference for your RDBMS. For full information about the reporting KVPs sent by GPR, see Integrate with Genesys Reporting in the GPR Deployment and Operations Guide.

  (GIM-12359)

- **Support for Chat Thread reporting** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on chat threads:

  - New tables, CHAT_THREAD_FACT and MEDIA_ORIGIN, store data for chat thread statistics. A new column in the CHAT_SESSION_FACT table, THREAD_ID, has been included for future use, to integrate chat session with chat thread reporting.

  - A new Genesys CX Insights (GCXI) report, Chat Thread Report, is populated from the summarized thread data now available in Genesys Info Mart. (Chat Thread reporting in GCXI requires Reporting and Analytics Aggregates [RAA] release 8.5.009.04 or higher and GCXI release 9.0.011.00 or higher.)

    For more information, see the Chat Thread Report in the *Reporting in the cloud* guide.

    (GIM-12337)

- **Support for the following operating environments**:

  - Oracle Linux 7 operating system (GIM-12205)

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- OpenJDK 11 (GIM-12197)

    See the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information.

- **Logging Enhancements** — A new log event, 55-20175, supports improved handling of Outbound Contact scenarios where a field mapped to one of the columns RECORD_FIELD_1 through RECORD_FIELD_10 of the CONTACT_ATTEMPT_FACT table contains a value that is out of range for the column type (numeric(14,4)).
    For more information, see GIM-12354 and *Genesys Info Mart 8.5 Log Events Help*. (GIM-12354)

Resolved Issues

This release contains the following resolved issues:

In deployments that include desktop implementations other than Workspace Desktop Edition (WDE) — for example, Gplus Adapter for Siebel CRM — Genesys Info Mart now correctly creates two CONTACT_ATTEMPT_FACT records with separate CALLID values, in scenarios where the following sequence of events occurs:

1. Retrieve a preview of a record from Outbound Contact Server (OCS).

2. Retrieve a second record from OCS

3. Dial the first record.

4. Dial the second record.

5. Update completion status, and mark the chain as processed.

Previously in such a scenario, Genesys Info Mart created two CONTACT_ATTEMPT_FACT records with the same CALLID value.
(GIM-12380)

Genesys Info Mart no longer discards voice interactions in scenarios where the GSW_CALL_TYPE KVP is removed from the call-based attached data. Previously in such scenarios, Genesys Info Mart discarded the interaction and logged a NullPointerException. (GIM-12376)

In Outbound Contact scenarios where a field mapped to one of the columns RECORD_FIELD_1 through RECORD_FIELD_10 of the CONTACT_ATTEMPT_FACT table contains a value that is out of range for the column type (numeric(14,4)), Genesys Info Mart replaces the value with the nearest valid (numeric(14,4)) number, and logs this message:

```
55-20175: [column_name]: value '[original value]' from chainguid=[chainguid], fieldid=[field-dbid] is out of the range of representable values for the data type, replaced by nearest valid value '[replacement]'.
```

Previously in such scenarios, Genesys Info Mart failed with a database-specific exception indicating an incorrect value that exceeded the column type precision.
(GIM-12354)

The transformation job no longer processes the last Kafka record from the previous chunk into the COBROWSE_FACT table. Previously, the transformation job processed the last record from the previous chunk, which it later ignored. This resulted in an unnecessary log message, warning about a duplicated record in the COBROWSE_FACT table. (GIM-12336)

Genesys Info Mart now supports late-arriving focus time information for multimedia interactions. Previously, the focus time metrics for multimedia interactions — FOCUS_TIME_COUNT and FOCUS_TIME_DURATION in the INTERACTION_RESOURCE_FACT table — were populated based on the information sent right after the agent party terminated. Genesys Info Mart now waits for focus time information to arrive up to the amount of time configured in user-event-data-timeout after the agent leaves the interaction. (GIM-12304)

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 8.1.514.11 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.

8.5.013.06

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhanced omnichannel reporting** — Two new columns in the SM_MEDIA_NEUTRAL_STATE_FACT table, END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY, enhance support for reporting across all media channels. (GIM-12296)

- **Multimedia and Outbound Contact transformation enhancement** — A new configuration option, chunk-size in the **[gim-transformation]** section, enables you to decouple the chunk size for transformation of Multimedia and Outbound Contact details from the chunk size for data extraction. You can use this option to temporarily reduce transformation chunk size, to improve transformation performance and help avoid OutOfMemory errors in situations where there is an unusually large quantity of data to be transformed (for example, because "runaway strategy" scenarios have occurred). (GIM-12238)

- **Support for variable-sized Elasticsearch indices** — A new configuration option, g:index-interval in the **[elasticsearch-<data-source-id>]** section(s), enables you to override the default Elasticsearch index interval, so that Genesys Info Mart correctly processes Elasticsearch indices where the size of the index interval is not fixed. (GIM-12266)

- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or other monitoring purposes, new CDR_* tables have been added to the Info Mart database schema. The **make_gim** SQL scripts have been modified to include the new table definitions and KVP mappings. Although the CDR_* tables are populated in cloud deployments, they are considered reserved for internal use. (GIM-12255)

- **Logging Enhancements** — A new log event, 55-20174, supports improved handling of Outbound Contact scenarios where Campaign Group dialing modes are configured with unsupported values. For more information, see GIM-12305.

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Resolved Issues

This release contains the following resolved issues:

In scenarios where the export job has been scheduled and Genesys Info Mart is subsequently restarted, Genesys Info Mart now resumes the export job schedule. Previously in such scenarios, Genesys Info Mart reset the schedule and executed the export job immediately after restart. (GIM-12334)

In high availability (HA) deployments where the extraction job extracts Voice details from an Interaction Concentrator instance in which the server (ICON1) has been running for longer than the value of max-call-duration, the extraction job no longer switches to start extracting from an Interaction Concentrator instance in which the server (ICON2) started later. Previously in this scenario, the extraction job could switch from IDB1 to IDB2 and, as a result, could fail to extract calls that were available in IDB1 but not in IDB2. (GIM-12319)

The transformation job no longer uses parallel threads or connections to update the same internal staging table. Previously, in deployments where the option populate-thread-facts was configured as true, session locks on a staging table might have prevented the transformation job from completing. (GIM-12314)

The extraction job no longer generates a NullPointerException error in either of the following scenarios:

- The extraction job is executed with -dap or -role parameters.
- ICONs are connected to servers that are part of a data domain for which the Info Mart connection has no suitable roles configured for IDB DAPs. For example, an ICON is connected to the IxnServer, but there are no IDB DAPs with the role ICON_MM.

Previously in such scenarios, the job sometimes produced a NullPointerException error, and logged a message similar to the following:

```
2019-03-11 15:12:58,547 WARN  ecp-a          20049 Job step 'EXTRACT' failed. null.
java.lang.NullPointerException
        at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.isTableAvailableInDsType(InitialExtractStepTs.java:116
        at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.fillNodataSlices(InitialExtractStepTs.java:619)
        at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.initAndFillSlices(InitialExtractStepTs.java:450)
        at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.runStep(InitialExtractStepTs.java:110)
```

(GIM-12310)

In scenarios where Campaign Group dialing modes are configured with unsupported values (that is, with values other than those given in the DIALING_MODE table), the transformation job no longer fails. In such scenarios, Genesys Info Mart now replaces the incorrect data with the default value (0),

continues processing, and logs a message (55-20174) similar to the following:

```
Illegal dialing mode [code] in [column] for chainguid [chainguid] will be treated as 0
```

Previously in such scenarios, the transformation job failed, producing an error about
`java.lang.IllegalArgumentException`.
(GIM-12305)

In scenarios involving chat interactions that include conferences, the transformation job now correctly populates the IRF_ANCHOR_TS column in the INTERACTION_RESOURCE_FACT table. Previously in such scenarios, if the transformation job processed the data in more than one chunk, records in the table sometimes had incorrect values for IRF_ANCHOR_TS. (GIM-12300)

Genesys Info Mart now provides correct information when notifying Reporting and Analytics Aggregates (RAA) about late After-Call Work (ACW) in the INTERACTION_FACT, INTERACTION_RESOURCE_FACT, and IXN_RESOURCE_STATE_FACT tables. Previously in some scenarios, notifications for late ACW did not reflect the correct START_DATE_TIME_KEY for the associated fact. (GIM-11545)

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 8.1.514.11 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.

8.5.012.15

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/21/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for reporting on Co-browse sessions** — In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher and in premise deployments with Co-browse Server 9.0.005.15 or higher and other prerequisites noted on Integrating Genesys Co-browse with Genesys Historical Reporting, Genesys Info Mart now supports reporting on Co-browse sessions. Co-browse data is populated in the COBROWSE_* tables that were originally added to the Info Mart schema in release 8.5.011.14. (GIM-12267)

- **Outbound Contact reporting extended to unattempted records** — In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. New LDR_* tables in the Info Mart database are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.

    Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized.

    For links to more information, see New in Release 8.5.012 in the *Genesys Info Mart Deployment Guide.*

    (GIM-12034)

- **Miscellaneous enhancements**:

  - Support for Oracle Thin JDBC driver version 12.2. (GIM-12071)

  - Support for Oracle 18c database. See the Genesys Info Mart page in the *Supported Operating Environment Reference* for more detailed information and a list of all supported databases. (GIM-12453)

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Resolved Issues

This release contains the following resolved issues:

The CTL_TRANSFORM_TODO table no longer grows larger over time. Previously, some unnecessary records were not deleted from the CTL_TRANSFORM_TODO table, causing it to add two additional records in each ETL cycle. (GIM-12272)

In multimedia deployments with scenarios where the option adjust-vq-time-by-strategy-time is set to **true**, the transformation job now correctly populates records for virtual queues in the MSF table. Previously in such scenarios, when a strategy put an interaction into a virtual queue with some delay, records associated with the virtual queue might be missing from the MSF table. (GIM-12250)

The transformation job now correctly populates records for workbins in the MSF table in scenarios where:

1. A strategy makes many unsuccessful attempts to route an email interaction to an agent.

2. The strategy places the interaction into a workbin.

3. The interaction is pulled from the workbin by an agent.

(GIM-12549)

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 release 8.1.514.11 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.

8.5.011.23

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhancement for data extracted from Kafka** — A new configuration option in the **[gim-transformation]** section enables you to define the idle timeout for polling Kafka records. If polling does not return any records within the timeout, Genesys Info Mart stops polling Kafka until the next ETL cycle.

  kafka-idle-timeout

  Section: gim-transformation
  Default Value: 10 (seconds)
  Valid Values: A number (of seconds) or duration in ISO 8601 format
  Changes Take Effect: On the next ETL cycle
  Dependencies: None
  Introduced: 8.5.011.23

  Specifies the idle timeout for polling Kafka records. If polling does not return any records within the timeout, Genesys Info Mart stops polling Kafka until the next ETL cycle.

  In releases earlier than 8.5.011.23, the timeout was hard-coded, with a value of 2 seconds. In high-latency networks, the hard-coded value sometimes caused Genesys Info Mart to skip transformation of Kafka records, even if data was available.

- **Support for Elasticsearch 6.x** — Genesys Info Mart now extracts data from indices created in Elasticsearch 6.x or later, without considering the mapping type assigned to the document. Genesys Info Mart continues to support indices created in Elasticsearch 5.x, potentially with multiple mapping types.

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now records a correct technical descriptor (Diverted/AnsweredByAgent) in the MSF table in scenarios where:

- A call is routed from a routing point at site A, which is configured with **divert-on-ringing=false**, to a routing point at site B.

- The routing point at site B tags the call into a virtual queue, and routes the call to an agent who answers the call.

Previously in such scenarios, Genesys Info Mart recorded an incorrect technical descriptor (Diverted/Other) in the MSF record for the virtual queue.

(GIM-12227)

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 release 8.1.514.11 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.

8.5.011.22

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Data Export supported in on-premises deployments**—Data Export functionality, introduced previously for Genesys Engage cloud customers, is supported in on-premises deployments starting with this release. For full information, see the "About Data Export" page in the *Genesys Info Mart Physical Data Model* for your RDBMS. (GIM-12106)

Resolved Issues

This release contains the following resolved issues:

In this release, the ROW_COUNT and MIN_START_DATE_TIME_KEY fields in the CTL_AUDIT_LOG table correctly reflect the UPDATE_AUDIT_KEY associated with the end of a summary resource session. Previously, these CTL_AUDIT_LOG fields might not have reflected the update to the SM_RES_SESSION_FACT table, which caused the end of a summary resource session to be missed in exported data. (GIM-12228)

Genesys Info Mart now correctly populates the LAST_VQUEUE_RESOURCE_KEY column in the INTERACTION_RESOURCE_FACT (IRF) table in certain timing scenarios where, within the same second, a call is first cleared from a virtual queue and is then distributed to a handling resource by a second virtual queue.

Previously in such scenarios, the value in the LAST_VQUEUE_RESOURCE_KEY column may have referred to the cleared virtual queue instead of the distributing virtual queue. (GIM-12199)

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The transformation job now correctly populates the INTERACTION_FACT table in the environments where the value of the populate-thread-facts configuration option in the gim-etl-populate section is changed from `false` to `true` during runtime. Previously in such environments, the transformation job created redundant records in the INTERACTION_FACT table for some of the OutboundReply interactions for which the parent interactions were created when the option value was still set to `false`. (GIM-12192)

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 release 8.1.514.11 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.

8.5.011.18

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/29/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for obtaining reporting data from Kafka** — As further preparation for future support of alternative data streams for reporting data, Genesys Info Mart now supports obtaining reporting data from Genesys applications via Apache Kafka.

  - A new configuration section, kafka-<cluster-name>, and two new options, bootstrap.servers and g:topic:<topic-name>, provide the connection and topic information that enables Genesys Info Mart to consume data from Apache Kafka.

  - The **make_gim** SQL scripts have been modified to include Avro schema definitions and CTL_XML_CONFIG mappings for data from the first two producer applications that plan to use Kafka, namely, Bot Gateway Server (BGS) and Genesys Co-browse (GCB). Once Kafka-enabled BGS and GCB releases are available and the Kafka-related Genesys Info Mart configuration options (above) have been set, the BGS and COBROWSE tables in the Info Mart database will be populated with data from Kafka.

> **Important**
>
> BGS is currently available only in restricted release, and Genesys Info Mart currently supports BGS reporting via Elasticsearch. Existing customers can continue to use Elasticsearch.

- **Miscellaneous enhancements**:

  - Genesys Info Mart now supports reporting on outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.

  - The GSW_CALL_TYPE column has been added to IRF_USER_DATA_GEN_1 to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP

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Server can disable recording and monitoring.

- On PostgreSQL deployments, Genesys Info Mart now supports SSL connections to encrypt client/server communications. For more information, see the *Genesys Info Mart Deployment Guide*.

- Starting with release 8.5.011.09, Genesys Info Mart supports PostgreSQL 10.

- This release introduces several enhancements to enable the User Data Assistant to better handle recent database schema changes.

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly populates the MEDIATION_DURATION field in the MEDIATION_SEGMENT_FACT (MSF) table in scenarios where an interaction is placed in the same virtual queue more than once, and a strategy takes an interaction from the Interaction Queue and places it in the virtual queue with some delay. Previously in such scenarios, the transformation job might have:

- Miscalculated mediation duration and set MEDIATION_DURATION = 0 after the interaction was routed to an agent (GIM-12165)
  OR

- Showed the MSF record as `terminated` when the interaction was still in the virtual queue, before it was routed to an agent. (GIM-12191)

The transformation job now correctly populates the INTERACTION_FACT table in environments where ICON receives events from the Interaction Server with some delay (as little as one second) and the option populate-thread-facts is set to `true`.

Previously in such environments, the transformation job might have created redundant records in the INTERACTION_FACT table for some OutboundReply interactions for which parent interactions already exist in the INTERACTION_FACT table. (GIM-12184)

Genesys Info Mart now correctly runs the ETL cycle on days when Daylight Saving Time (DST) causes clocks to shift forward, and where, in the **[schedule]** section:

- The option timezone is configured to the local time zone.

- The value of the option etl-start-time is greater than the value of etl-end-time, and both values are within the time change window.

Previously in such scenarios, Genesys Info Mart would not run the ETL cycle. For example, if the `timezone` was set to the local time zone, `etl-start-time` was set to `03:00`, and `etl-end-time` was set to `02:00`, Genesys Info Mart would not run the ETL cycle on the day when clocks were shifted forward (for example, March 10, 2018), because on that date, at 2:00 am, the time changed from 2:00 to 3:00. (GIM-12181)

Genesys Info Mart now correctly populates the CONF_INIT_* and CONFERENCE_INITIATED_COUNT columns in the INTERACTION_RESOURCE_FACT (IRF) table in scenarios where an agent initiates a conference and later performs a single-step transfer.

Previously in such scenarios, incorrect values of 0 were recorded for the IRF record representing the agent who initiated the conference. (GIM-12176)

A new GIM_ETL_GDPR_SUCCESS log message, STANDARD-level message 55-20173, replaces the previous TRACE-level message, 55-31406. The message indicates that "export" and "forget" requests submitted in accordance with the European Union's General Data Protection Regulation (GDPR) were processed successfully. (GIM-12162)

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 release 8.1.514.11 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.

8.5.011.15

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/08/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new configuration option, **g:tenant-prefix** in the **[elasticsearch-<data-source-id>]** section(s), supports SDR and other reporting where Genesys Info Mart obtains the data from an Elasticsearch cluster shared across multiple tenants.

g:tenant-prefix

Section: elasticsearch-<data-source-id>
Default Value: No default value
Valid Values: A string identifying the tenant on a shared Elasticsearch cluster
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.011.15

In Genesys Engage cloud deployments, the option defines a cloud tenant prefix for Elasticsearch indexes on an Elasticsearch cluster shared across multiple cloud tenants. The tenant prefix enables Genesys Info Mart to identify Elasticsearch indexes related to the particular cloud tenant.

If specified, the option value overrides the **index-pattern** and **index-regexp** values from the XML source metadata, and the tenant prefix is included in index pattern and regexp strings.

Example

The following table illustrates the effect of specifying a tenant prefix, where the source type is sdr and the source ID is sdr0.

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[elasticsearch-sdr0].g:tenant-prefix	index-pattern	index-regexp
Not defined	'sdr'-yyyy.MM.dd	sdr-*
-my-tenant	'sdr-my-tenant'-yyyy.MM.dd	sdr-my-tenant-*

Resolved Issues

This release contains no resolved issues.

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 release 8.1.514.11 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.

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- 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.

8.5.011.14

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for async chat reporting** — In eServices deployments with Chat Server release 8.5.302.03 or higher, Genesys Info Mart extends support for chat session reporting to include detailed reporting on asynchronous (async) chat sessions:

    - New columns in the CHAT_SESSION_FACT and CHAT_SESSION_DIM tables store async chat statistics.

    - In deployments that include Reporting and Analytics Aggregates (RAA) release 8.5.005 or higher and Genesys CX Insights (GCXI) release 9.0.007 or higher, new aggregate (AGT_CHAT_*) tables in the Info Mart database provide the summarized session data required to populate new async chat dashboards, which are available out-of-box. For more information, see the RAA Release Notes, as well as the information about async chat dashboards in the *Genesys CX Insights 9.0 User's Guide.*

    - The ICON attached-data specification file (**ccon_adata_spec_GIM_Example.xml**, which is included in the 8.5.011.14 Info Mart database scripts Installation Package (IP)) has been updated to include additional KVPs that ICON is required to store for async chat reporting. For more information and related links about enabling chat reporting in your deployment, see "Chat Server" on the User Data Sources and KVPs page in the *Genesys Info Mart Deployment Guide.*

- **Support for Transport Layer Security (TLS) 1.2** — Genesys Info Mart supports TLS 1.2 to secure connections with other Genesys applications at the host, port, or application level. For full information, see Secure Connections (TLS) and subsequent pages in the *Genesys Security Deployment Guide* and Secure connections using TLS in the *Platform SDK Developer's Guide.* For a summary of the configuration steps to secure Genesys Info Mart connections to other Genesys applications, see Enabling Secure Connections in the *Genesys Info Mart Deployment Guide*.

- **Database schema improvements** — The following enhancements are related to user data processing:

    - The index on the START_DATE_TIME_KEY (I_*_SDT) in the user data tables is now defined for partitioned databases. The index improves the performance of the export job, for which purpose the

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export job will add the index, when necessary, to existing databases at runtime. Previously, the indexes were added to the IRF_USER_DATA_GEN_1, IRF_USER_DATA_KEYS, IRF_USER_DATA_CUST_* tables in the schema-creation script for nonpartitioned databases (**make_gim_UDE_template.sql**), but not in the script for partitioned databases (**make_gim_UDE_template_partitioned.sql**).

- To optimize the performance of the migration job, the columns that store foreign key references to user data dimension tables in the IRF_USER_DATA_KEYS table are added as nullable and without default values.

- **Miscellaneous**

  - Recommendations about partition sizes for GIDB and fact tables in PostgreSQL deployments have been refined. For more information, see Database Partitioning in the *Genesys Info Mart Deployment Guide*.

  - In preparation for future support of a new data source, five new COBROWSE_* tables have been added to the Info Mart database schema. For more information, see the "New in This Release" information in the *Physical Data Model* documentation for your RDBMS.

  - In further preparation for future support (on premises deployments) for reporting on applications that do not send data to Genesys Info Mart through ICON, a new configuration option, sources:extra in the **elasticsearch-<data-source-id>** configuration section, enables you to configure multiple data sources in a single configuration section, for data stored in a single Elasticsearch database.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now accepts 0 and 1 as valid values for all ICON options that accept 0, 1, true, and false as valid values. Previously for such options, Genesys Info Mart treated 0 and 1 as invalid values. For example, for options such as **use-dss-monitor** in the section **[callconcentrator]**, setting a value of 0 or 1 caused the Genesys Info Mart configuration check to fail, preventing Genesys Info Mart from starting any new jobs. (GIM-12100)

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 release 8.1.514.11 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.

8.5.011.10

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/20/18	Update		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly processes call flows where an old, expired interaction reappears in the Interaction Database (IDB) and then in Global Interaction Database (GIDB) as a new interaction. Previously in such scenarios, the transformation job might fail with the following exception:

```
Job step 'CORE_MM' failed.
```

```
com.genesyslab.gim.etl.exceptions.TaskExecutionException:
com.genesyslab.gim.etl.jobs.transform.common.InteractionTransformException:
Interaction(xxxx) cannot be transformed due to ArrayIndexOutOfBoundsException.
```

(GIM-12101)

After a failure of the transformation job, the next transformation job is no longer likely to fail because of missing temporary tables. In release 8.5.011.09, the transformation job might have failed with a log message similar to the following:

```
SQLException for SQL [CREATE TABLE TMP_PARTY_XSEQ(,XSEQ numeric(10))]; ORA-00904: :
invalid identifier
```

(GIM-12097)

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The maintenance job now checks the content of the DATE_TIME table to ensure it is consistent with options in the **[date-time]** configuration section. If option values are changed and the table content becomes inconsistent with the options, the DATE_TIME table is truncated and repopulated. (GIM-12094)

Genesys Info Mart now correctly populates the CAL_LAST_DAY_IN_WEEK column in the DATE_TIME table. Previously, some values in the CAL_LAST_DAY_IN_WEEK column might have been set inconsistently. (GIM-12074)

Genesys Info Mart now correctly associates user data with the MEDIATION_SEGMENT_FACT (MSF) row for a virtual queue in the following scenario:

- The link-msf-userdata configuration option is set to true for a virtual queue DN.
- User data that is mapped using the PARTY propagation rule is set by the routing strategy while the call is in the virtual queue.
- The call is later diverted from the virtual queue.

In Genesys Info Mart release 8.5.011.09 deployments, the user data was not associated with the MSF row. (GIM-12073)

The transformation job now purges expired records from the STG_ACTIVE_CALL_HIST table. Previously, this staging table was not purged. If you need to purge the STG_ACTIVE_CALL_HIST table manually, contact Genesys Customer Care for instructions. (GIM-12070)

Support has been reinstated for the Linux Community Enterprise operating system (CentOS) 7. Previously, an issue with the installation package prevented Genesys Info Mart deployment on this operating system. (GIM-12011)

For General Data Protection Regulation (GDPR) compliance, Genesys Info Mart processes any "export" or "forget" JSON files that have been added or modified since the last processed JSON file. However, in some situations, the same "export" file could have been processed more than once, resulting in duplicated information in CTL_GDPR_HISTORY. Redundant processing of export files has been corrected. (GIM-12063)

On deployments with a partitioned Info Mart database, the transformation job now correctly attaches user data KVP(s) to INTERACTION_RESOURCE_FACT (IRF) records for the PARTY rule and for user data that is sent in UserEvents after the max-call-duration but before the user-event-data-timeout timeouts expire. Previously in this scenario, user data KVPs might not be attached. (GIM-12003)

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 release 8.1.514.06 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 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.

8.5.011.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/18	Update		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly populates the MEDIA_SERVER_IXN_GUID, MEDIA_SERVER_IXN_ID, SOURCE_ADDRESS, and TARGET_ADDRESS columns in the INTERACTION_FACT table in Active Switching Matrix (ASM) scenarios in which the agent and customer are successfully connected. Previously in such scenarios, these columns might have contained values associated with the engaging call instead of the outbound call. (GIM-12013)

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When the export job processes the first data chunk, the job now exports all facts older than the start of the CTL_AUDIT_LOG.

> **Tip**
>
> This change impacts scenarios in which the retention time for facts (days-to-keep-gim-facts) is significantly greater than the retention time for the CTL_AUDIT_LOG table (days-to-keep-discards-and-job-history). In such scenarios, there might be a large amount of fact data that is older than the start of the CTL_AUDIT_LOG. Previously, these facts were not exported, but now they are exported in one (first) chunk. If the

> chunk is very large, the export might take a significant amount of time and require extra disk space, and it might be difficult to transmit or import the exported chunk. If you encounter issues with a very large first chunk, contact Genesys Customer Care.

(GIM-12012)

The User Data Assistant tool now correctly creates the make_gim_UDE.sql script for PostgreSQL. (GIM-11989)

The transformation job now correctly attaches user data to INTERACTION_RESOURCE_FACT (IRF) records in scenarios where the PARTY propagation rule is used and attached data is changed by the recipient of a consultation call prior to the consultation ending due to a transfer or conference.(GIM-11988)

Genesys Info Mart now correctly populates CUSTOMER_* metrics in the IRF table in scenarios where an agent:

- Makes an outbound call using a dialing prefix .

- Later transfers the call to a resource on the same switch.

Previously in such scenarios, CUSTOMER_* metrics might have been incorrectly populated with values of 0 for the IRF record representing the agent who initiated the interaction. (GIM-11971)

On PostgreSQL deployments, Genesys Info Mart no longer fails when the export job and the maintenance job run simultaneously. Previously in such scenarios, Genesys Info Mart sometimes failed, generating a log message similar to the following:
ERROR: duplicate key value violates unique constraint "pg_type_typname_nsp_index"
(GIM-11944)

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 release 8.1.514.06 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 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.

8.5.011.04

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/11/18	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for chat reporting** — In eServices deployments with Chat Server release 8.5.203.09 or later, Genesys Info Mart supports detailed reporting on Genesys Chat sessions. Two new tables, CHAT_SESSION_FACT and CHAT_SESSION_DIM, store session statistics in the Info Mart dimensional model database schema, and a control table, CTL_XML_CONFIG, is used internally to map Chat Server KVPs to the chat session tables during transformation.

  In deployments that include Bot Gateway Server (BGS) release 9.0.002 or later, Genesys Info Mart also supports reporting on chat bot activity. A new fact table, BGS_SESSION_FACT, and three new BGS_* dimension tables store BGS-related data in the Info Mart dimensional model. (BGS is currently available only in restricted release. For more information about including chat bot functionality in your eServices deployment, contact your Genesys account representative.)

  In deployments that include Reporting and Analytics Aggregates (RAA) release 8.5.003 or later and Genesys CX Insights (GCXI) release 9.0.005 or later, new aggregate (AGT_*) tables in the Info Mart database provide the summarized session data required to populate new chat session reports and a dashboard, which are available out-of-box. For more information, see the RAA Release Notes, as well as the information about Chat Reports and Chat Bot reports and dashboards in the *GCXI 9.0 User's Guide*. (GCXI is currently available only in restricted release. For more information about including GCXI reports in your deployment, contact your Genesys account representative.)

- To enable chat session reporting, Chat Server must be configured to attach the required statistics to a special reporting event, and Interaction Concentrator (ICON) must be configured to store the chat session KVPs. Genesys recommends that you use the updated ICON attached-data specification file (**ccon_adata_spec_GIM_Example.xml**) included in the Genesys Info Mart 8.5.011 or later IP to configure ICON to store the required KVPs. For more information about enabling chat session reporting, including related RAA configuration to enable aggregation, see Integrating Chat Server with Genesys Historical Reporting in the *eServices 8.5.2 Administrator's Guide.*

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- For full information about the new CHAT_* and BGS_* tables, as well as other schema changes in this 8.5.011 release, see the *Genesys Info Mart Physical Data Model* for your RDBMS.

- **Query enhancement** — To improve the robustness of queries that involve the GPM_FACT table (for example, when converting from a nonpartitioned to a partitioned database), the START_DATE_TIME_KEY is now part of the composite primary key for the GPM_FACT table in both nonpartitioned and partitioned databases.

Resolved Issues

This release contains the following resolved issues:

The third-party libraries that Genesys Info Mart uses have been upgraded to versions in which potential security vulnerabilities have been fixed. (GIM-11977)

The export job now formats timestamp milliseconds with exactly 3 digits.

Previously, import parsing issues sometimes arose because exported data contained timestamps using Java SimpleDateFormat with milliseconds in the format "yyyy-MM-dd HH:mm:ss.SSS". For example, "2018-05-23 17:23:21.42" was parsed incorrectly into "2018-05-23 17:23:21.042". (GIM-11973)

The query to calculate aggregation delays for the Genesys Info Mart Manager ETL Status view has been optimized. However, while the optimized query runs faster, the query might return less accurate results. Previously, excessively long query execution times might cause Genesys Info Mart Manager to time out. (GIM-11866)

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 release 8.1.514.06 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 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.

8.5.010.16

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/22/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhanced support for General Data Protection Regulation (GDPR) compliance** — Support for General Data Protection Regulation (GDPR) compliance has been extended to employee requests. The scope of the CTL_GDPR_HISTORY history table has been similarly extended. Additionally, the UPDATE_AUDIT_KEY column was added to the CALLBACK_FACT, GPM_FACT, and SDR_* fact tables. For more information about the CTL_GDPR_HISTORY history table and other schema changes in release 8.5.010.16, see the "New in This Release" page in the *Genesys Info Mart Physical Data Model* for your RDBMS.
  For more information about Genesys Info Mart support for GDPR compliance, see General Data Protection Regulation (GDPR) and Genesys Info Mart Support for GDPR in the *Genesys Security Deployment Guide.*

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Resolved Issues

This release contains no resolved issues.

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 release 8.1.514.06 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 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.

8.5.010.14

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/07/18	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for General Data Protection Regulation (GDPR) compliance** — To enable customers to comply with Right to Access (export) or Right of Erasure ("forget") requests from their customers ("consumers"), Genesys Info Mart reports or redacts customer-specified personally identifiable information (PII) stored in Info Mart fact tables. The daily Info Mart database maintenance job, Job_MaintainGIM, automatically processes new GDPR requests, which customers provide in tenant-specific JSON files.

  For more information about Genesys Info Mart support for GDPR compliance, see General Data Protection Regulation (GDPR) and Genesys Info Mart Support for GDPR in the *Genesys Security Deployment Guide.* For more information about the maintenance job, see Job_MaintainGIM in the *Genesys Info Mart Operations Guide*.

- **Relaxed database permissions for PostgreSQL** – In PostgreSQL deployments that use read-only tenant views, the name of the Tenant User no longer needs to be the same as the name of the Tenant User schema. On the other hand, the Info Mart user (the user account used to run Info Mart jobs) requires access to the tenant user schemas and the tenant views. If your PostgreSQL deployment uses tenant views, use the updated **make_gim_view_for_tenant.sql** script to separately specify the names of the Tenant User schema and the Tenant User, as well as the Info Mart user.

  For more information, see Required Database Privileges and Creating Read-Only Tenant Views – PostgreSQL in the *Genesys Info Mart Deployment Guide*.

- **Support for Genesys CX Insights (GCXI) reports extended to all premise deployments** – With the initial general release of GCXI 9.0.007.03, Genesys Info Mart supports GCXI reports in on-premise deployments with the minimum requirements described in the GCXI Product Alerts. (Previously, GCXI was available only in restricted release, and Genesys Info Mart support for GCXI reporting was limited accordingly.)

- **Preparing to support alternative data streams** — In future releases, Genesys Info Mart will support obtaining data from data streams that do not go through Interaction Concentrator. Info Mart database schema changes have been made to prepare support for these alternative data channels. For full details, see the "New in This Release" information in the *Physical Data Model* for your RDBMS.

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- Genesys Info Mart Manager now supports (requires) Genesys Administrator Extension (GAX) release 8.5.270.06 and higher. For more information, see Dependencies.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly records a technical result of `Cleared/TargetsCleared` in the MEDIATION_SEGMENT_FACT table in scenarios where:

- An inbound call enters a routing point, and a routing strategy places the call into a virtual queue.

- The routing strategy uses the **ClearTargets** function to clear the call from the virtual queue.

- The call later ends while still in the routing point.

Previously in such scenarios, an incorrect technical result of `CustomerAbandoned/ AbandonedWhileQueued` was recorded in the MSF record for the virtual queue.

(GIM-11920)

On Microsoft SQL Server deployments, the transformation job now completes successfully when there are invalid datetime values in KVPs for transformation of user data. Previously in such scenarios, the transformation job sometimes failed, logging the following message:

`SQLServerException: The current transaction cannot be committed and cannot support operations that write to the log file. Roll back the transaction`

(GIM-11915)

Genesys Info Mart now merges SDR_ENTRY_POINT records that have a DNIS field referring to an external resource into a single SDR_ENTRY_POINT record with the DNIS field set to 'EXTERNAL'

Previously, Genesys Info Mart produced distinct SDR_ENTRY_POINT records for each distinct external DNIS, resulting in a large number of SDR_ENTRY_POINT records in environments that use Genesys Callback.

(GIM-11879)

The export job now completes successfully in scenarios where the time elapsed between the execution of the first two transformation jobs exceeds the value of the **chunk-size-seconds** option in the **gim-export** section.

Previously in such scenarios, the export job sometimes became stuck after exporting the first chunk.

(GIM-11875)

In multimedia scenarios, RESOURCE_GROUP_COMBINATION_KEY records for workbins and Interaction Queues are now populated correctly in the MEDIATION_SEGMENT_FACT (MSF) table.

Previously in such scenarios, if the DBID of the workbin or Interaction Queue matched the DBID of another resource in a DN Group, the RESOURCE_GROUP_COMBINATION_KEY field in the MEDIATION_SEGMENT_FACT (MSF) table was incorrectly populated.

(GIM-11869)

In scenarios where idle database connections become unavailable after being forcibly closed from the DBMS side, Genesys Info Mart now ensures that a connection is available to connect to the database server.

Previously in such scenarios, Genesys Info Mart was unable to create a connection to the database server, and could enter into an infinite loop.

(GIM-11843)

The transformation job now completes successfully in scenarios where the GIDB_GC_ANNEX table contains a record with STATUS=2 and DELETED_TS=null. Previously in such scenarios, the transformation job sometimes failed with an error message similar to the following:

Job step 'AGENT_ANNEX' failed. ERROR: null value in column "end_ts" violates not-null constraint.

(GIM-11836)

The transformation job now correctly processes multimedia interactions in scenarios where many thousands of outbound interactions connect to a single inbound interaction.

Previously in such scenarios, the transformation job could fail because it was unable to process data in a single chunk within one hour.

(GIM-11782)

For PostgreSQL deployments, this release includes enhancements to the update statistics job (Job_UpdateStats) that enable the job to function when there is more than one schema in the Info Mart database. Note, however, that Genesys does not support multiple schemas in the Info Mart database. For more information, see the Database Object Owners and User IDs Limitation in the *Genesys Info Mart Deployment Guide.*

Previously, in scenarios where multiple schemas were present in a database, the job sometimes failed with an error about "relation ... does not exist".

(GIM-11772)

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 release 8.1.514.06 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 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.

8.5.009.24

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/19/18	Update		X	X	X	X

What's New

This release includes only resolved issues.

This release replaces the no-longer-available 8.5.009.23 release.

Resolved Issues

This release contains the following resolved issues:

In scenarios where idle database connections become unavailable after being forcibly closed from the DBMS side, Genesys Info Mart now ensures that a connection is available to connect to the database server.

Previously in such scenarios, Genesys Info Mart was unable to create a connection to the database server, and could enter into an infinite loop. (GIM-11843)

The extraction job no longer fails due to a connection timeout in scenarios where multiple connections open concurrently, and one thread uses a connection intended for another thread. (GIM-11811)

The transformation job no longer fails during data 'blending' operations when it encounters inconsistent party termination information (where some terminated times are missing from GIDB_G_PARTY_MM, but present in GIDB_G_PARTY_HISTORY_MM).

Previously, there were rare scenarios where the transformation job failed during such a scenario, and produced an error such as:

```
Database error: ERROR: null value in column "create_audit_key" violates not-null constraint.
```

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'Blending' operations occur because Genesys Interaction Workspace provides functionality to initiate a Chat Conference/Consult through a Queue by using an auxiliary (InternalConferenceInvite) interaction to find a target agent to add to the main chat interaction. Genesys Info Mart combines the main and auxiliary interactions to present a simplified (blended) reporting result (GIM-11805)

Genesys Info Mart no longer enables internal platform SDK logging by default. Previously, Genesys Info Mart enabled this logging by default. Internal platform SDK logging can result in deadlocks in scenarios where Message Server is disconnected while Genesys Info Mart is sending a message to Message Server. (GIM-11779)

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 release 8.1.514.06 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.

8.5.009.23

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/26/18	Update	Unavailable	X	X	X	X

What's New

This release includes only resolved issues.

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Important

As of March 07, 2018, this release is no longer available. A critical issue was discovered during regression testing. If you've already downloaded the software, please contact your Genesys representative before installing it.

This release is replaced by release 8.5.009.24.

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.009.20

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/22/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhanced Callback reporting** — Two new dimension tables (CALLBACK_DIAL_RESULTS and CALLBACK_DIM_4) and a number of new CALLBACK_FACT table columns extend support for Callback reporting by providing more data about dialing attempts and dial results. The CALLBACK_* table columns are populated with actual data when you use a Genesys Mobile Services (GMS) release that provides the required user data KVPs. For detailed information about the schema changes, see the Physical Data Model for your RDBMS.

- **Enhanced query performance** — The index I_GPM_FACT_SDT, on the START_DATE_TIME_KEY in the GPM_FACT table, is now defined for partitioned databases. The index improves the performance of queries that are bounded by time. Previously, the index was added to the GPM_FACT table in the schema-creation script for nonpartitioned databases (**make_gim.sql**), but not in the script for partitioned databases (**make_gim_partitioned.sql**).

- **Support for Elasticsearch version 5.0+ via RESTful API** — In preparation for future support (on premises deployments) for reporting on applications that do not send data to Genesys Info Mart through ICON, Genesys Info Mart now supports use of the Elasticsearch REST API client to retrieve data from an Elasticsearch 5.0 or later database. A new configuration section in the Info Mart application, **[elasticsearch-<data-source-id>],** and a new configuration option, client, enables you to specify the Elasticsearch cluster node(s) that Genesys Info Mart will use to retrieve data from the data source identified by <data-source-id>.

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Resolved Issues

This release contains the following resolved issues:

The transformation job no longer fails because of invalid values in the DIAL_SCHED_TIME field of the GIDB_GO_FIELDHIST table. Instead of failing, the transformation job now ignores invalid values, and logs a warning message similar to the following:

`_Field DIAL_SCHED_TIME - integer value was expected`

Previously in such scenarios, the transformation job failed with `java.lang.NumberFormatException`.

(GIM-11719)

On partitioned Microsoft SQL Server deployments with a multilanguage database schema, Job_MaintainGIM no longer fails. Previously in such scenarios, Job_MaintainGIM failed and generated a message similar to the following:

`Database error: ALTER TABLE SWITCH statement failed because column 'GSYS_EXT_VCH1' has data type nvarchar(255) in source table 'GIDB_G_IR_HISTORY_V' which is different from its type nvarchar(510) in target table 'TMP_GIDB_G_IR_HISTORY_V'.`

(GIM-11715)

On Microsoft SQL Server deployments, the transformation job no longer hangs while processing user data from multimedia interactions in certain scenarios.

Previously in 8.5.009.14 deployments, the transformation job could sometimes hang because of the lock between threads processing userdata (TransformUD) and interaction (TransformCoreMM) information. (GIM-11699)

Genesys Info Mart now correctly populates a technical result of Redirected/RouteOnNoAnswer in agent IRF records in scenarios where:

- A strategy is loaded on a SIP Server routing point that is configured with the SIP Server **divert-on-ringing** configuration option set to `false` and the ICON ring-divert configuration option set to 1.

- The strategy attempts to route the call to the agent, who does not answer.

- The strategy subsequently routes the call successfully to voicemail, which is configured on a Trunk Group DN.

Previously in such scenarios, the IRF record for the agent contained an incorrect technical result of CustomerAbandoned/AbandonedWhileRinging. (GIM-11693)

In environments where the configuration option populate-workbin-as-hold is configured to `true`, the transformation job now correctly populates the INTERACTION_RESOURCE_FACT table in scenarios where an agent retrieves an email from his/her workbin and transfers the email to another agent.

Previously in such scenarios, HOLD metrics or end time might (depending on the extraction chunk size and timing) be missing from the INTERACTION_RESOURCE_FACT record associated with the first agent. (GIM-11674)

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.009.14

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Predictive Routing** — Genesys Info Mart now supports reporting on Genesys Predictive Routing (GPR) usage and the impact of predictive routing on agent and interaction-handling KPIs for voice, web, and mobile channels. Genesys Info Mart support for GPR reporting is provided out-of-box, provided that GPR has been configured to send the required KVPs in UserEvents and that Interaction Concentrator (ICON) has been configured to store those KVPs. Genesys Info Mart processes and stores GPR-related data in the following dedicated GPM_* tables:

  - GPM_FACT

  - GPM_RESULT

  - GPM_PREDICTOR

  - GPM_MODEL

    For links to more information, see New in release 8.5.009 in the *Genesys Info Mart Deployment Guide*.

- **Relaxed database permissions for PostgreSQL** — In PostgreSQL deployments that use read-only tenant views, the name of the Tenant User no longer needs to be the same as the name of the Tenant User schema. On the other hand, the Info Mart user (the user account used to run Info Mart jobs) requires access to the tenant user schemas and the tenant views. If your PostgreSQL deployment uses tenant views, use the updated **make_gim_view_for_tenant.sql** script to separately specify the names of the Tenant User schema and the Tenant User, as well as the Info Mart user. To support this change, the Info Mart database user is now the the owner of tenant views.
    For more information, see Required Database Privileges and Creating Read-Only Tenant Views – PostgreSQL in the *Genesys Info Mart Deployment Guide*.

- **Performance improvements** — Various internal enhancements improve Genesys Info Mart ETL performance. The improvements include changes to the way the extraction job handles connections to IDBs, using pooled connections that do not close until extraction is complete. As a result, your DBAs might notice a large increase in the number of open connections, many of them idle, during extraction. For more information, see Database Connections in the *Genesys Info Mart Deployment Guide*.

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- Support for the following databases. See the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases:
  - Oracle 12c Multitenant Container Database (CDB)

Resolved Issues

This release contains the following resolved issues:

The transformation job no longer fails while processing multimedia scenarios where ICON creates two records in the G_PARTY table with the same PARTYID, and the second record has an incorrect PARENTPARTYID. Previously in such scenarios, the transformation job sometimes failed to process the scenario and entered an infinite loop, using 100% of the CPU. (GIM-11776)

Extraction is no longer delayed in scenarios where both high availability (HA) ICONs disconnect from the T-Server and after reconnect, the ICONs report only NODATA. Previously in such scenarios, extraction might be delayed because Genesys Info Mart did not advance the extraction high-water mark (HWM) to follow NODATA. (GIM-11677)

In Oracle deployments, Genesys Info Mart now successfully creates missing indexes on IDBs that it uses for extraction. These indexes are created by Genesys Info Mart during migration, during extraction, or when the script **update_idb_for_gim.sql** runs. Previously, when some ICONs updated IDBs, index creation might fail with the following exception:

```
ORA-00054: resource busy and acquire with NOWAIT specified or timeout expired.
```

(GIM-11671)

In scenarios where data from some data sources is delayed, Genesys Info Mart now promptly moves merged calls into GIDB tables. Previously in such scenarios, Genesys Info Mart delayed merging the data, which could also cause merge tables to become larger than necessary, impacting performance. (GIM-11643)

Genesys Info Mart can now update the fields SOURCE_ADDRESS and SUBJECT in the INTERACTION_FACT table. (GIM-11627)

The transformation job now correctly calculates and stores a technical result of "Abandoned" in the MEDIATION_SEGMENT_FACT (MSF) record for virtual queues (VQ) in scenarios where a multimedia interaction is cleared in the VQ several times before being abandoned in the VQ. Previously in such scenarios, the transformation job might calculate the technical result as "Cleared". (GIM-11620)

Genesys Info Mart now correctly populates the TENANT_KEY column in the ROUTING_TARGET and STRATEGY tables in multi-tenant configuration environments in scenarios where a tenant is deleted and later re-added with the same name. Previously in such scenarios, the TENANT_KEY column might

have incorrectly referred to the deleted tenant instead of the active one. (GIM-11568)

Genesys Info Mart now correctly recognizes the open (or 3rd Party) media type named 'voice' as equivalent to the predefined media type VOICE (MEDIA_TYPE_KEY=1). (GIM-11562)

The transformation job now correctly updates the ACTIVE_FLAG in the INTERACTION_FACT table in multi-chunking scenarios (where an interaction is transformed in more than one ETL cycle) where:

- no MSF record and no IRF record are created for a multimedia interaction that is part of an INTERACTION_FACT record,

- multiple interactions appear in the record.

Previously in such scenarios, the transformation job might have failed to update the ACTIVE_FLAG to 0, causing the interaction to appear active forever. (GIM-11560)

Genesys Info Mart Server now correctly reports aggregation delay values in scenarios where Genesys Info Mart collected Outbound data for a period of time, and is subsequently reconfigured to no longer collect Outbound data. For Genesys Info Mart Manager to show correct aggregation delay values in the ETL Status view, you must upgrade Genesys Info Mart Server to release 8.5.009.04 or later. (GIM-11504)

Genesys Info Mart no longer generates warning messages or records a non-zero value in the INTERACTION_FACT.STATUS column in certain timing scenarios where:

1. A call reaches a handling resource, where a route-on-no-answer (RONA) occurs.

2. The redirected call enters a virtual queue or ACD queue DN that is configured with the **link-msf-userdata** option set to **true**.

Previously in such scenarios, Genesys Info Mart might have recorded a value of 17 in the INTERACTION_FACT.STATUS column, and generated a warning message similar to the following:

```
2017-08-06 22:51:41,763 WARN ecp-1-1030604/v-xform-107 20000
Interaction(1399851445):irf(9226378529) - negative PREVIOUS_MEDIATION_DURATION =-14 in output
data
2017-08-06 22:51:41,763 WARN ecp-1-1030604/v-xform-107 20000
Interaction(1399851445)irf(9226378529) setting PREVIOUS_MEDIATION_DURATION to 0
```

(GIM-11476)

In deployments with archived queues (such as iWD Solution) the transformation job now correctly calculates values for metrics related to mediations in INTERACTION_RESOURCE_FACT tables (such as MEDIATION_SEGMENT_ID, MEDIATION_RESOURCE_KEY, and LAST_VQUEUE_RESOURCE_KEY). Previously in such deployments, the transformation job might have missed links to mediations and left these metrics empty. (GIM-11472)

In multimedia deployments, the transformation job now creates MSF records for all valid mediations in runaway scenarios where the number of mediations exceeds the max-msfs-per-irf limit within a

single ETL cycle before the interaction reaches an agent. Previously in such scenarios, some MSF records might have been missing. (GIM-11446)

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.008.29

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Genesys Designer reporting enhancements** — New SDR_SURVEY_* tables (SDR_SURVEY_FACT, SDR_SURVEY_QUESTIONS, SDR_SURVEY_ANSWERS) support reporting on post-call surveys for interaction flows that involve applications developed with Genesys Designer. Genesys Designer support is available in certain Genesys Engage cloud deployments. For more information, see the Genesys Info Mart documentation for your RDBMS.

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Resolved Issues

This release contains the following resolved issues:

In deployments that support Session Detail Record (SDR) reporting, the SDR_EXT_HTTP_REST.URL column no longer stores the full URL actually invoked for the request (`scheme://host[:port]][/path][?query][#fragment]`). The high-cardinality portions of the URL that follow the first forward slash—specifically, the path, query, and fragment—are not stored, so that URL values fit within the limits of low-cardinality dimension tables.

For example, a request such as:
`http://some.web.service.com:3072/path?query#fragment`
is now stored as:
`http://some.web.service.com:3072`

Previously, Genesys Info Mart stored the full URL in the SDR_EXT_HTTP_REST.URL column, which caused unnecessary growth in the size of this dimension table. (GIM-11618)

Genesys Info Mart now correctly recognizes the open (or 3rd Party) media type named 'voice' as equivalent to the predefined media type VOICE (MEDIA_TYPE_KEY=1). (GIM-11562)

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.008.25

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/29/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new configuration option, routing-target-regular-dn-fold-external in the **[gim-transformation]** section, controls whether Genesys Info Mart populates ROUTING_TARGET records for each distinct regular external DN, or folds them into a single record with the TARGET_OBJECT_SELECTED value set to EXTERNAL.

  Previously, Genesys Info Mart always produced separate ROUTING_TARGET records for each distinct external regular DN, which resulted in a large number of ROUTING_TARGET records in deployments with a large number of external DNs used as routing targets. To continue this legacy behavior, set the new configuration option to **false**.

  routing-target-regular-dn-fold-external
  Section: gim-transformation
  Default Value: true
  Valid Values: true, false
  Dependencies: none
  Changes Take Effect: On the next ETL cycle

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart no longer generates warning messages or records a non-zero value in the INTERACTION_FACT.STATUS column in certain timing scenarios where:

1. A call reaches a handling resource, where a route-on-no-answer (RONA) occurs.

2. The redirected call enters a virtual queue or ACD queue DN that is configured with the link-msf-userdata option set to **true**.

Previously in such scenarios, Genesys Info Mart may have recorded a value of 17 in the INTERACTION_FACT.STATUS column, and generated a warning message similar to the following:

```
2017-08-06 22:51:41,763 WARN ecp-1-1030604/v-xform-107 20000
Interaction(1399851445):irf(9226378529) - negative PREVIOUS_MEDIATION_DURATION =-14 in output
data
2017-08-06 22:51:41,763 WARN ecp-1-1030604/v-xform-107 20000
Interaction(1399851445)irf(9226378529) setting PREVIOUS_MEDIATION_DURATION to 0
```

(GIM-11476)

In deployments with archived queues (such as iWD Solution) the transformation job now correctly calculates values for metrics related to mediations in INTERACTION_RESOURCE_FACT (IRF) records (such as MEDIATION_SEGMENT_ID, MEDIATION_RESOURCE_KEY, and LAST_VQUEUE_RESOURCE_KEY). Previously in such deployments, the transformation job might have missed links to mediations and left these metrics empty. (GIM-11472)

The transformation job now creates MEDIATION_SEGMENT_FACT (MSF) records for all valid mediations in runaway scenarios where the number of mediations exceeds the max-msfs-per-irf limit within a single ETL cycle, before the interaction reached an agent. Previously in such scenarios, some MSF records might have been missing. (GIM-11446)

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys

Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.008.19

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/27/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Genesys Designer reporting enhancements** — Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) For more information, see the Physical Data Model for your RDBMS.

- **Logging Enhancements** — Various logging enhancements enable improved management of Genesys Info Mart.

  - Log message 20110 now identifies the ICONs that are delaying extraction. Furthermore, log message 20171 has been added as a cancel message for 20110. Previously, log message 20110 logged information about delayed data sources, but it was not easy to determine which ICONs were delayed.

  - Genesys Info Mart now logs information to link the database connection ID and the DAP name. This link can help in finding the root cause of an issue. Previously, the logs showed only the connection ID.

  - When the system property UseDbLinks=false, the extraction job no longer shows misleading database link information when logging DAPs ("-> DbLink=").

- **Miscellaneous**

  - Various internal enhancements, in some cases with associated schema changes, improve Genesys Info Mart performance. For information about the schema changes, see the Physical Data Model for your RDBMS.

  - In deployments that include aggregation, the transformation job now includes media-neutral agent states in notifications sent to the aggregation engine about new or changed data.

- **Supported Environments**:

  - Support for the Windows Server 2016 operating system. See the Genesys Info Mart page for more detailed information and a list of all supported operating systems.

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- Support for the following virtual environments:
  - Citrix XenServer v7
  - Hyper-V Windows Server 2016

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly processes inbound offline interactions that were stopped by a strategy. Previously in such scenarios, the transformation job sometimes might not create records in INTERACTION_RESOURCE_FACT for this strategy depending on chunking. (GIM-11341, GIM-12560)

The extraction job now completes successfully in scenarios where Genesys Info Mart does not use database links to access an IDB that does not have extract views (for example, IDB.VIEWS.GIM_*).

Previously in this scenario, Genesys Info Mart could get stuck in a loop wherein:

1. The extraction job failed because missing IDB extract views caused Genesys Info Mart to enter the MIGRATION state.

2. Migration did not create the missing IDB extract views.

3. Subsequent extraction jobs would again fail, repeating the cycle.

(GIM-11367)

Genesys Info Mart now correctly handles rare situations in which internal timeout values are exceeded during data extraction. Previously, if the duration of data extraction exceeded the internal timeout, Genesys Info Mart could advance the high-water mark even if not all data was extracted, resulting in missing data. (GIM-11358)

The data type of the following columns has been updated to allow longer values to be inserted (up to a maximum of 512 characters):

- SDR_USER_INPUTS_FACT.UTTERANCE
- SDR_USER_INPUTS_FACT.INTERPRETATION

Previously, Genesys Info Mart discarded values longer than 50 characters.

(GIM-11345)

The field START_TS_MS, in the SDR_USER_INPUTS_FACT table, now accepts null values. Previously, Genesys Info Mart discarded such records if the optional /inputs/entry_time SDR attribute was not

specified in the source data. (GIM-11344)

Genesys Info Mart now more accurately represents voice scenarios where:

1. An inbound call arrives at a switch and is then routed cross-site.

2. Before one second of time has elapsed, the call is routed back to the switch where it previously resided, and the T-Server reuses the original CallUUID.

3. The call is routed to an agent.

Previously in such scenarios, and depending on timing, the IRF record for the agent may have been missing, and MSF records may have been incorrectly populated with a technical result of `Diverted/Unspecified`.

(GIM-11308)

After partial failure of the migration job, Genesys Info Mart now re-reads current schema information. This allows Genesys Info Mart to return to normal operation in cases where optional parts of the migration job fail to complete. Previously, after a partial failure of the migration job, Genesys Info Mart could become stuck in the migration state until restarted. (GIM-11307)

The extraction job no longer fails after executing a long-running query that fails to complete. Previously in such scenarios, the extraction job might fail and log an exception similar to the following:

```
Job step 'EXTRACT' failed. executeUpdate; Connection Failure for SQL 'UPDATE
G_DSS_CFG_PROVIDER...'. An I/O error occurred while sending to the backend.
```

(GIM-11306)

Genesys Info Mart now correctly populates CONTACT_ATTEMPT_FACT.CONTACT_INFO and other record-specific fields in scenarios in which the desktop application uses `ChainedRecordRequest`. Previously in such scenarios, Genesys Info Mart populated CONTACT_INFO based on the last record associated with the call attempt. (GIM-11304)

In Oracle deployments in which frequent configuration changes take place, extraction times no longer vary when Genesys Info Mart extracts configuration data.

Previously in such scenarios, extraction runs that included configuration facts sometimes took noticeably longer than other extraction runs. (GIM-11295)

The export job now correctly handles audit log checkpoint records generated on the 0.999 seconds boundary. Previously in such scenarios, the export job sometimes entered an infinite loop, attempting to export a given chunk again and again. (GIM-11285)

The migration job now correctly upgrades Genesys Info Mart from release 8.5.006.01 in scenarios where the GIDB_GM_F_USERDATA table has entries with duplicated CALLID.

Previously in such scenarios, the job sometimes failed with an error similar to the following:

```
20155 Database error: Subquery returned more than 1 value. This is not permitted when the
subquery follows =, !=, <, <= , >, >= or when the subquery is used as an expression.;
CODE=512; SQLSTATE=S0001; DBError=CARDINALITY_VIOLATION_UNSPECIFIED; SQL=[ update
STG_ACTIVE_CALL set G_SUB_TYPE = (select t.G_SUB_TYPE from GIDB_GM_F_USERDATA t where
t.CALLID = STG_ACTIVE_CALL.CALLID) where STG_ACTIVE_CALL.G_SUB_TYPE is not null ]
```

(GIM-11282)

The transformation job now correctly calculates values for the FIRST_REPLY_FOR_AGENT_IXN flag in the IRF.ANCHOR_FLAGS_KEY column in scenarios where multiple replies are made by an agent, but no updates for the parent interaction have been recorded in the IDB at the moment when replies are created. (GIM-11266)

In HA environments, the extraction job now correctly extracts data in scenarios where:

1. Switchover from primary to backup Interaction Server occurs.

2. A record in the G_PARTY table is created in the IDB before the switchover, and is terminated after the switchover.

Previously in such scenarios, such a G_PARTY record might have been not extracted.

(GIM-10038)

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.007.14

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Deployment simplification and maintenance improvements** — The following enhancements reduce resource requirements and effort for deployment and maintenance.

    - The restriction that there must be separate IDBs for Voice and Multimedia has been relaxed. The topologies that Genesys Info Mart supports now include one ICON and one IDB for all data domains. For more information, see Supported Topologies in the *Genesys Info Mart Deployment Guide*.

    - Job_InitializeGIM, Job_ExtractICON, and Job_MigrateGIM now automatically create missing IDB views as well as indexes required for the applicable DAP role(s). It is no longer necessary for users to run **update_idb_*.sql** scripts manually. In addition to streamlining and expediting execution of the initialization and migration jobs, the maintenance improvements mean that missing indexes or views do not interrupt Job_ExtractICON by causing Genesys Info Mart to go into the migration state until IDB is updated.

- A new configuration option, on-demand-migration in the **[schedule]** section, enables you to configure Genesys Info Mart to run Job_MigrateGIM automatically when required (Default Value: false). Previously, Genesys Info Mart entered the migration state if the Info Mart database schema needed to be upgraded following Genesys Info Mart Server migration, and manual intervention was required in order to run Job_MigrateGIM to migrate the database, before ETL functioning would resume.

> **Important**
> Genesys does not recommend enabling migration on demand unless policies and procedures are in place to ensure that essential pre-migration and post-migration steps are also performed without manual intervention — for example, frequent database backup and re-creation of read-only views following migration.

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- **User data enhancement** — In deployments that use ICON 8.1.512.08 or higher, Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. You can also store up to 1024 characters in fields with character data types in custom user data fact tables, provided that you defined these fields correctly in the user-data template script. Previously, the limit was 255 characters.

- **Unicode characters support on Microsoft SQL Server** — Genesys Info Mart support for data storage in multiple languages has been extended to Microsoft SQL Server. A new database-creation script (**make_gim_multilang.sql or make_gim_multilang_partitioned.sql**) uses nvarchar instead of varchar data types to enable you to take advantage of Unicode characters in Microsoft SQL Server deployments, provided that ICON and Genesys Configuration Layer components have been configured as required (see Configuring for Multi-Language Support in the *Interaction Concentrator Deployment Guide*).

> ## Important
>
> There is no migration path from an existing Info Mart database to a Unicode database.

- **Gapless mediation reporting improvement** — In eServices deployments, a new option, show-non-queue-mediation-mm, enables you to configure Genesys Info Mart to eliminate gaps in mediation reporting. The option does this by providing additional, non-queue MSFs to cover the time that a multimedia interaction is in mediation but is not in an Interaction Queue for which there is an MSF. The Interaction Queue MSFs, together with the non-queue MSFs, now always provide complete coverage of the mediation time up to first handling, since Genesys Info Mart always creates an MSF for the first Interaction Queue that an inbound interaction enters. However, there might still be gaps in mediation following first handling, in scenarios where the first Interaction Queue that the interaction enters during subsequent mediation is not represented in Genesys Info Mart (because of the value that is set for the populate-mm-ixnqueue-facts option). If your deployment uses virtual queues and gapless mediation reporting is enabled (**show-non-queue-mediation-mm=true**), virtual-queue MSFs overlap with the non-queue MSFs.

  The new option replaces expand-mediation-time-for-gapless, which has been discontinued. Previously, when **expand-mediation-time-for-gapless=true**, Genesys Info Mart adjusted the durations of Interaction Queue and virtual queue MSFs to eliminate gaps in mediation reporting. For more information, see the discussion about MEDIATION_DURATION on the **Populating Mediation Segments** page in the *Genesys Info Mart User's Guide*, as well as the extended description of the **show-non-queue-mediation-mm** option in the *Genesys Info Mart Options Reference*.

- **Management enhancements**:

  - A new -V command-line parameter displays the software version and related information, without starting Genesys Info Mart Server. You can use either an uppercase letter (V) or lowercase letter (v), for example:

    ```
    ./gim_etl_server -v

    Genesys Info Mart, Version:'8.5.007.04' Built 2016-10-04 02:12:38 UTC
    Copyright (c) 2016 Genesys
    Minimum required Interaction Concentrator release: 8.1.100.36
    Info Mart database schema version: 8.5.007.01
    ```

  - Because Genesys strongly recommends that all the ICONs from which Genesys Info Mart extracts data use the same ICON schema version, Genesys Info Mart now logs a warning when the extraction job encounters different ICON versions.

  - GIM Manager now automatically refreshes the data in list views. Through GIM Manager settings, you can configure the way this feature operates, such as the auto-refresh frequency and idle timeout. For more information, see Using Genesys Info Mart Manager in the Genesys Info Mart Operations Guide.

  - If GIM Manager has no connection to the Genesys Info Mart Server, certain buttons in the interface are disabled.

- **Export job enhancement** — The export job now exports data from the following additional tables: GIDB_GC_LOGIN, GIDB_GCX_LOGIN_INFO, and GIDB_GC_FOLDER.
  Note: If you migrate Genesys Info Mart to this release, and the output directory contains previously

exported data, data from the GIDB_GC_LOGIN, GIDB_GCX_LOGIN_INFO, and GIDB_GC_FOLDER tables is exported starting from the current export time range of the export job.

- **Genesys Designer reporting enhancements** — Changes to SDR_* tables support reporting on interaction flows that involve applications developed with Genesys Designer. Genesys Designer support is available in certain Genesys Engage cloud deployments. For more information, see the Physical Data Model Documentation for your RDBMS.

- **Supported Environments** — Support is added for the following databases. See the Genesys Info Mart page for more detailed information and a list of all supported databases.

  - PostgreSQL 9.6

  - MS SQL Server 2016

  - MS SQL Server 2016 Cluster

  - MS SQL Server 2014 Cluster

Resolved Issues

This release contains the following resolved issues:

The transformation job now completes in scenarios where one or more background tasks cannot open a connection to the Info Mart database. Previously in such scenarios, the transformation job stopped responding. (GIM-11211)

Genesys Info Mart now more accurately represents scenarios containing a SIP Server "Call Forward Loop."

Previously in such scenarios, the IRF record for the resource to which the external party redirected the call may have had incorrect CUSTOMER_* metrics and null values in the PREV_IRF_ID and RECEIVED_FROM_IXN_RESOURCE_ID columns. (GIM-11167)

Genesys Info Mart now correctly links the MSF record for a virtual queue to the IRF record for the target agent, with a technical result of Diverted/AnsweredByAgent, in scenarios where:

- The link-vrp-vq-msf-to-irf configuration option is set to `true`.

- The default-ivr-to-self-service configuration option is set to `true`.

- The IVR port that uses a virtual routing point for routing operations, with a strategy that includes a virtual queue, is identified as nonself-service by the IPurpose KVP being set with a value of `0`.

Previously in such a scenario, the virtual queue MSF record was not linked to the IRF record. (GIM-11049)

In scenarios where an agent remains in and continually re-enters a single state (Ready, Not Ready, Busy or ACW) for a long period of time without transitioning to a different state, such that the max-

state-duration limit is reached, Genesys Info Mart now adds a new row to the SM_RES_STATE_FACT table to show the continuation of that state (if the agent recently re-entered the state).

Previously, in some cases, **max-state-duration** caused the re-entered state to end, and a continuation state was not created for the recently re-entered state. (GIM-11011)

Extraction of GC_ANNEX data is no longer delayed in scenarios where:

- One ICON supports GC_ANNEX, while the other does not.

- There is no configuration activity during the reporting period.

- The two ICONs do not share a connected Configuration Server Proxy.

Previously in such scenarios, extraction of GC_ANNEX data might have been delayed. (GIM-10978)

Genesys Info Mart now correctly populates the CONTACT_DAILY_FROM_TIME and CONTACT_DAILY_UNTIL_TIME columns of the CONTACT_ATTEMPT_FACT table with correct values, and correctly sends CONTACT_ATTEMPT_FACT change notifications to the aggregation engine.

Previously, in certain scenarios, Genesys Info Mart sometimes populated those columns with incorrect values (with a date from the year 1970), or failed to send CONTACT_ATTEMPT_FACT change notifications to the aggregation engine. (GIM-10977)

Genesys Info Mart now correctly reports a technical result of `CustomerAbandoned` in the INTERACTION_RESOURCE_FACT (IRF) table in scenarios where a chat interaction is abandoned by the customer while an agent is connected to the interaction. This can occur in race conditions where the agent has connected to the chat interaction, but not yet connected to the chat session.

Previously in such scenarios, Genesys Info Mart populated the IRF record for the connected agent with an incorrect technical descriptor (66) referring to a resource role, and technical result of `Unknown/None`.

Note: This Resolved Issue was added to this Release Note on 3/19/18 but the issue was fixed and implemented in this release on 3/28/17.
(GIM-10917)

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 release 8.1.514.06 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.006.11

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/09/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly processes multimedia interactions that have multiple records in GIDB_G_USERDATA_HISTORY_MM with KEYNAME values ChatServerSessionClientLeftAt or ChatServerSessionClosedAt.

Previously in such scenarios, the transformation job might fail with the following error:

`… FillTmpUdHistoryForCurChunk threw runStep - JdbcUniqueConstraintViolationException`

(GIM-11243)

The migration job now successfully upgrades the Genesys Info Mart database schema in deployments where release 8.5.006.06 was previously installed. Previously, if release 8.5.006.06 had been installed, upgrade to a release in which the schema changed (such as 8.5.006.09) would fail. (GIM-11238)

Genesys Info Mart now correctly reports the technical result in the Interaction Resource Fact (IRF) table in scenarios where:

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- The introduced-transfer-threshold configuration option is set to a value greater than zero.

- Two agents participate in a conference, and the conference receiver, followed by the conference initiator, both hang up before the number of seconds specified by the value of the **introduced-transfer-threshold** configuration option has elapsed.

- The call is sent to a routing point for post-call survey purposes.

Previously in such scenarios, Genesys Info Mart populated the IRF record for the conference initiator with an incorrect technical result of `Transferred/IntroducedTransfer` instead of `Conferenced`.

(GIM-11225)

Genesys Info Mart now correctly links the MEDIATION_SEGMENT_FACT (MSF) record for a virtual queue to the INTERACTION_RESOURCE_FACT (IRF) record for the answering agent and assigns a correct technical result of `Diverted/AnsweredByAgent` in scenarios where:

- A predictive outbound call originates on one site and is routed to an agent on another site, using a strategy that includes a virtual queue.

- After the agent hangs up, the call is sent to a routing point for post-call survey purposes.

(GIM-11209)

The transformation job now correctly processes multimedia interactions on Oracle and PostgreSQL multimedia deployments.

Previously, on Oracle and PostgreSQL multimedia deployments that had been upgraded to Genesys Info Mart release 8.5.006.09 or later, multimedia interactions might not have been transformed correctly, resulting in data loss. Contact Genesys Customer Care if you lost data due to this issue.

(GIM-11203)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.006.10

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/30/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- The export job now exports data from two additional tables: GIDB_GC_LOGIN and GIDB_GCX_LOGIN_INFO. Note that, if you migrate Genesys Info Mart to this release, and the output directory contains previously exported data, data from the GIDB_GC_LOGIN and GIDB_GCX_LOGIN_INFO tables is exported starting from the current export time range of the export job.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly populates CUSTOMER_* metrics in the INTERACTION_RESOURCE_FACT (IRF) table in scenarios where:

- The environment uses SIP Server, and the ICON **use-server-partyuuid** configuration option is set to 1.
- An agent makes a cross-site consultation call through a local routing point.

Previously in such scenarios, CUSTOMER_* metrics might have been incorrectly populated with non-zero values for the consult initiator and receiver IRF records. (GIM-11111)

Genesys Info Mart now correctly reports the technical result in the MEDIATION_SEGMENT_FACT (MSF) table in scenarios where:

- A two-step transfer or conference is completed to a cross-site routing point whose strategy includes a virtual queue.

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- The call is abandoned by the customer while still in the virtual queue.

Previously in such scenarios, the MSF record for the virtual queue contained an incorrect technical result of `Cleared/Unspecified` instead of `CustomerAbandoned/AbandonedWhileQueued`. (GIM-11093)

Genesys Info Mart now correctly represents voice interactions for scenarios where:

- A predictive outbound call originates on one site and is routed to an agent on another site.

- The ICON **advanced-ext-party-reconstruction** configuration option is set to 1.

Previously in such scenarios, Genesys Info Mart may have created an extra IRF record for the routing point that originated the call. (GIM-11067)

In high availability (HA) deployments where redundant Interaction Concentrators (ICON) monitor a given set of data sources, the extraction job now correctly processes data in scenarios where:

- One ICON in the HA pair writes data for all its data sources to its Interaction Database (IDB), but with a delay.

- The second ICON in the HA pair writes data to its IDB promptly, but doesn't have an active data source session for one of the data sources that both ICONs are monitoring.

Previously in such scenarios, Genesys Info Mart might have extracted only partial data. (GIM-10989)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.006.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In deployments where the Info Mart database resides on a Microsoft SQL Server RDBMS with the Turkish collation set:

- The migration job no longer fails with an error message similar to the following:
  `Invalid object name 'information_schema.columns'`
  (GIM-11050)

- The migration job no longer fails with an error message similar to the following:
  `Invalid column name 'index_name'`
  (GIM-11008)

- During IDB updates, the **update_idb_for_gim.sql** script no longer fails with an error message similar to the following:
  `com.microsoft.sqlserver.jdbc.SQLServerException: Invalid column name 'index_name'`
  (GIM-10666)

- Genesys Info Mart jobs no longer fail with an error message similar to the following:
  `Invalid column name 'index_name'`
  (GIM-10985)

For calls in which a callback offer was accepted, Genesys Info Mart now correctly records a technical result of `Deferred/CallbackAccepted` in the INTERACTION_RESOURCE_FACT (IRF) table, even if the call was previously routed on no answer (RONA scenario). Previously in such scenarios (for example,

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in the case of a second callback attempt), an incorrect technical result of `CustomerAbandoned` was recorded.
(GIM-10986)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.006.07

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/29/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The extraction job now extracts all data for the second during which a data source switchover occurs. Previously, partial data might have been extracted for the switchover second. (GIM-10885)

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

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Dependencies

- To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.006.06

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/18/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Enhanced outbound fact reporting** — In eServices outbound scenarios where an outbound interaction is originated outside the scope of eServices (for example, by OCS) and is placed into an Interaction Queue, an IRF record is now created when a strategy handles and completes the interaction without agent involvement. When user data changes initiated by the strategy are reported, they are associated with the new IRF record.

- **Enhanced user data tracking** — A new propagation rule, IRF_ROUTE, enhances the flexibility of user-data reporting with the capability to store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource, or whether the KVP value changes while the call is at a handling resource (that is, after mediation).

- **Enhanced dialing target reporting** — A new column, TARGET_ADDRESS, has been added to the INTERACTION_RESOURCE_FACT (IRF) table. For voice interactions, if the IRF row represents a resource initiating an interaction or consultation, this column contains the target media address that received the interaction or consultation; otherwise, a null value is recorded in this column.

- **Decreased IDB maintenance effort** — Genesys Info Mart now automatically creates missing IDB indexes during extraction, without running the update_idb_* scripts.

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Resolved Issues

This release contains the following resolved issues:

Voice transformation is no longer delayed in the following scenario:

- There are inactive data sources.
- There is no voice call activity, but there is other activity (for example, only UserEvents).

Previously in such scenarios, voice transformation might be delayed.

> **Tip**
> To find inactive data sources, look for records in the CTL_DS table that have ACTIVE_FLAG=0.

(GIM-10890)

Genesys Info Mart now correctly reports the resource role in the IRF table in scenarios where an interaction is simultaneously handled by resources on different switches, and one of the handling resources subsequently completes a transfer or conference. Previously in such scenarios, the IRF row for the handling resource not involved in the transfer or conference might have been assigned an incorrect resource role of RECEIVEDTRANSFER or INCONFERENCE. (GIM-10849)

The transformation job now correctly records technical results for inbound multimedia interactions in scenarios where some activity persisted after an agent completed an interaction. Previously in such scenarios, an incorrect technical result of Transferred might have been reported in the IRF table instead of Completed. (GIM-10808)

Genesys Info Mart now correctly reports the resource role in the IRF table in scenarios where the recipient of a cross-site conference is later merged back into the main call due to path optimization. Previously in such scenarios, the IRF row for the conference recipient might have had an incorrect resource role of RECEIVEDTRANSFER instead of INCONFERENCE. (GIM-10807)

In deployments with PostgreSQL RDBMS, Genesys Info Mart now uses the correct database connection parameters from a non-JDBC database access point (DAP). Previously, Genesys Info Mart might have used incorrect connection parameters, unless the parameters were explicitly specified in the **jdbc-url** configuration option. (GIM-10794)

Genesys Info Mart now correctly populates SM_MEDIA_NEUTRAL_STATE_FACT records in unusual situations where some agent state records in the SM_RES_STATE_FACT table remain active for an extended time.

For example, if all multimedia DAPs are removed from the Genesys Info Mart configuration, there is no further transformation of multimedia data until multimedia DAPs are added back to the Genesys Info Mart configuration. Previously in such scenarios, if there were active multimedia agent states at the time the multimedia data transformation ceased, those agent states might have appeared to be active for an indefinite time. As a result, the multimedia agent states that remained active could cause an incorrect representation of the media-neutral agent states in the SM_MEDIA_NEUTRAL_STATE_FACT table.

(GIM-10703)

Genesys Info Mart now correctly processes the removal of Message Server from the **Connections** tab

of the Genesys Info Mart Server application. Previously, when the connection was removed, Genesys Info Mart generated the following error:

```
ERROR com.genesyslab.PCT.invoker.default Subscriber
com.genesyslab.gim.etl.cfg.client.Loader$2@2a64793e with filter null had exception
java.lang.NullPointerException: configuration is null.
```

(GIM-10588)

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

Dependencies

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- 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.

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8.5.005.24

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/12/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- In deployments that include aggregation, the transformation job now includes media-neutral agent states in notifications sent to the aggregation engine about new or changed data.

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly processes multimedia interactions in scenarios where one inbound interaction (parent) has a large number of child outbound interactions. Previously in such scenarios, the transformation job might fail with an OutOfMemoryError exception. (GIM-11342)

The transformation job now completes in scenarios where one or more background tasks cannot open a connection to the Info Mart database. Previously in such scenarios, the transformation job stopped responding. (GIM-11211)

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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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.20

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/03/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- To support survey transcription data , this release includes a new table, SDR_SURVEY_TRANSCRIPT_FACT, and a new configuration section, **[elasticsearch-sdr1]**, for the Genesys Info Mart application object. To enable population of survey transcription data into the SDR_SURVEY_TRANSCRIPT_FACT table, add the configuration section, **[elasticsearch-sdr1]** to the Genesys Info Mart application object, and within it add the **client** and **cluster.name** options, specifying the same parameters to connect to Elasticseach as those in the **[elasticsearch-sdr0]** configuration section. Genesys Designer support is available in certain Genesys Engage cloud deployments.

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Resolved Issues

This release contains no resolved issues.

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.19

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/14/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- The export job now creates indexes based on CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY. These indexes improve export performance. Previously, users created these indexes by running the script `make_export_indexes.sql`.

- The export job now exports data from the following additional tables:
  - GIDB_GC_FOLDER
  - GIDB_GC_LOGIN
  - GIDB_GCX_LOGIN_INFO

  If you migrate Genesys Info Mart to this release, and the output directory contains previously exported data, data from these three tables is exported starting from the current export time range of the export job.

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly populates CUSTOMER_* metrics in the INTERACTION_RESOURCE_FACT (IRF) table in scenarios where:

- The environment uses SIP Server, and the ICON **use-server-partyuuid** configuration option is set to 1.

- An agent makes a cross-site consultation call through a local routing point.

Previously in such scenarios, CUSTOMER_* metrics might have been incorrectly populated with non-

zero values for the consult initiator and receiver IRF records. (GIM-11111)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.18

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In high availability (HA) deployments where redundant Interaction Concentrators (ICON) monitor a given set of data sources, the extraction job now correctly processes data in scenarios where:

1. One ICON in the HA pair writes data for all its data sources to its Interaction Database (IDB), but with a delay.

2. The second ICON in the HA pair writes data to its IDB promptly, but doesn't have an active data source session for one of the data sources that both ICONs are monitoring.

Previously in such scenarios, Genesys Info Mart might have extracted data partially. (GIM-10989)

For calls in which a callback offer was accepted, Genesys Info Mart now correctly records a technical result of `Deferred/CallbackAccepted` in the INTERACTION_RESOURCE_FACT (IRF) table, even if the call was previously routed on no answer (RONA scenario). Previously in such scenarios (for example, in the case of a second callback attempt) an incorrect technical result of `CustomerAbandoned` was recorded. (GIM-10986)

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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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.17

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/03/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When upgrading Genesys Info Mart, the upgrade script (**update_gim8.5.002.10.sql**) now correctly populates the MEDIA_TYPE_KEY in the STG_ACTIVE_CALL table. Previously, starting with Genesys Info Mart 8.5.003.12, some 3rd Party Media interactions, if they were active and had been previously handled by agents at the time of the upgrade, might have had the MEDIA_TYPE_KEY incorrectly populated with a value of 1000. As a result, the affected interactions might not have been transformed due to a `NullPointerException`.

(GIM-10852)

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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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.12

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/16	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release optimizes analysis of Interaction Database (IDB) metadata in deployments where database links are not configured. Previously in such deployments, the processing logic could result in a slight increase of the extraction job duration. (GIM-10790)

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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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.11

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/09/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly populates the TECHNICAL_DESCRIPTOR_KEY column in the INTERACTION_RESOURCE_FACT (IRF) table for OutboundNew interactions.

Previously, in scenarios where the party who sent the interaction was processed in one chunk, and the rest of the interaction was processed in another chunk, the transformation job might have recorded an incorrect technical descriptor of Transferred, instead of Completed. (GIM-10765)

The export job now correctly exports the tables GROUP_ANNEX and RESOURCE_ANNEX. (GIM-10762)

The transformation job no longer uses a partition range in the query used to select GIDB_GO_CHAIN records on nonpartitioned databases. Previously, in nonpartitioned deployments, if the chain-processing duration exceeded the value specified by the **max-chain-processing-duration-in-hours configuration** option, Genesys Info Mart might fail with the following error:

```
Cannot insert the value NULL into column 'CAMP_GROUP_SESSION_ACTIVE', table 'TMP_REC_STOP';
column does not allow nulls.
```

(GIM-10747)

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Genesys Info Mart no longer discards IRF records because of a NullPointerException in certain scenarios where a two-step transfer or conference is initiated by an unmonitored DN. (GIM-10749)

In deployments with a partitioned IDB, the extraction job no longer fails with an error similar to the following:

```
InvalidConfiguration: update_idb_for_gim.sql missing views check FAIL:
DAP=DAP_ICON_ORACLE_VOICE_OCS1, missingViews=[GIM_G_AGENT_STATE_RC_TS.GSYS_SHORT_DAY,
GIM_G_AGENT_STATE_RC_TTS.GSYS_SHORT_DAY].
```

(GIM-10731)

The migration job no longer fails when upgrading Genesys Info Mart in scenarios where the GIDB_G_IR_MM table has duplicate entries both having the same value for IRID, but with unique values for IR_KEY.

Previously in such scenarios, when upgrading Genesys Info Mart from release 8.5.002.09 to 8.5.003.01, the migration job might have failed with a unique constraint violation on the STG_ACTIVE_CALL primary key. (GIM-10729)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.005.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Genesys Info Mart now supports reporting on Genesys Callback activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Genesys Info Mart support for Genesys Callback reporting is provided out-of-box. Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated CALLBACK_* tables, which were initially introduced in an earlier Genesys Info Mart release.

  Genesys Callback reporting requires Interaction Concentrator 8.1.506.07 or higher and GMS 8.5.105.12 or higher, with Genesys Callback properly configured. For links to more information about configuring GMS, ICON, and other components to support Genesys Callback reporting, see the *Genesys Info Mart Deployment Guide*.

- **Data Export** —A new export job, Job_ExportGIM, enables you to incrementally export data from the Info Mart database into .csv files. The job exports data from the dimensional model fact and dimension tables, including custom fact extension tables, and creates a .zip archive containing individual .csv files for each table. This Data Export functionality is available for Genesys Engage cloud deployments; contact your Genesys representative for more information.

- **Miscellaneous schema changes**—This release includes additional schema changes to support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In addition to the preparatory schema and configuration changes made in various earlier releases of Genesys Info Mart, the following observable changes in the 8.5.005.09 installation package are added to support functionality in a future release:

  - Additional new SDR_* dimension tables, which are defined in the **make_gim.sql** and **make_gim_partitioned.sql** scripts.

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Resolved Issues

This release contains the following resolved issues:

In scenarios where an interaction in a workbin is considered by Genesys Info Mart to be on hold (because **populate-workbin-as-hold** is enabled), Genesys Info Mart now correctly populates metrics in the INTERACTION_RESOURCE_FACT (IRF) table in cases where more than one record has the same EMPLOYEE_ID in the RESOURCE_ table.

Previously in such scenarios, when Genesys Info Mart looked up a record by EMPLOYEE_ID, it might have selected the wrong agent (an agent who was not the owner of the relevant workbin), and might therefore have not reported the time as Hold time. (GIM-10704)

Genesys Info Mart now correctly populates the START_DATE_TIME_KEY in the SM_MEDIA_NEUTRAL_STATE_FACT table using a value that is consistent with values from the START_TS of the SM_MEDIA_NEUTRAL_STATE_FACT row.

Previously, in scenarios where a single state remained the winning Media Neutral state for a long period of time, that state was sometimes represented by multiple successive rows in the SM_MEDIA_NEUTRAL_STATE_FACT table. While the START_TS of these successive rows was increasing over time, the START_DATE_TIME_KEY continued to have a value associated with the time when this state became the winning Media Neutral state. (GIM-10702)

The transformation job no longer fails when processing call flows that include a sequence of unsuccessful attempts to route an interaction from a virtual queue.

Previously, when processing such call flows in Genesys Info Mart 8.5.002.07 and later releases, and when the option **expand-mediation-time-for-gapless** was also configured as **true**, the transformation job might have failed. On deployments with a partitioned database, the following exception appeared:

```
ORA-14400: inserted partition key does not map to any partition.
```

(GIM-10674)

Genesys Info Mart now more accurately reports facts in scenarios where a network reroute is performed to a switch that was previously the target of cross-site routing.

Previously in such scenarios, Genesys Info Mart might have created an extra IRF record for the premise resource from which the reroute occurred, and, earlier in the call flow, created a MEDIATION_SEGMENT_FACT (MSF) record that was not correctly linked to the IRF record for the handling resource to which the call was distributed. (GIM-10669)

The migration job now completes successfully, and does not modify aggregation tables.

Previously, when upgrading to Genesys Info Mart release 8.5.003.12 or later, the job attempted to modify aggregation tables, which sometimes caused the job to fail, producing the following error:

```
ORA-01429: Index-Organized Table: no data segment to store overflow row-pieces.
```

(GIM-10667)

Genesys Info Mart now more accurately reports facts in network reroute scenarios where a call passes through multiple premise switches, and then encounters a cross-site routing failure before a network reroute is performed.

Previously in such scenarios, Genesys Info Mart might have created an extra IRF record for the premise resource from which the reroute occurred, and, earlier in the call flow, created an MSF record that was not correctly linked to the IRF record for the handling resource to which the call was distributed. (GIM-10668)

Genesys Info Mart now correctly populates the PREV_IRF_ID column in the IRF table in chat conference scenarios where the chat is stopped by a strategy.

Previously, Genesys Info Mart might have populated the PREV_IRF_ID column with an incorrect value. (GIM-10665)

The transformation job now calculates the correct state for SHORT_ABANDONED_FLAG in the MSF table in scenarios where 3rd Party media interactions are abandoned in a queue or workbin.

Previously in such scenarios, the transformation job might have set this flag to an incorrect value. (GIM-10603)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.004.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new configuration option, **link-vrp-vq-msf-to-irf**, in the **[gim-transformation]** section, enables linking of the MSF record for a virtual queue to the IRF record for the target agent, with a technical result of `Diverted/AnsweredByAgent`, in scenarios where a nonself-service IVR port uses a virtual routing point for routing operations, and the strategy includes a virtual queue.

  The default value of `false` preserves the existing behavior of not linking the MSF record to the agent's IRF record, and assigning a technical result of `Diverted/Unspecified`.

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> **Important**
> Do not change this value unless directed to do so by Genesys Customer Care.

Resolved Issues

This release contains the following resolved issues:

When upgrading Genesys Info Mart instances with a partitioned database, the following tables are now correctly created as partitioned tables:

- SDR_EXT_REQUEST_FACT
- SDR_USER_INPUTS_FACT

Previously in scenarios where Genesys Info Mart was upgraded to release 8.5.004.06 in Microsoft SQL Server and Oracle deployments, these tables were created as non partitioned.

Note that support for Genesys Designer and SDR_* tables is available only in certain Genesys Engage cloud implementations.

(GIM-10638)

The transformation job no longer fails in deployments where the Info Mart database resides on a Microsoft SQL Server RDBMS with the Turkish collation set. Previously in such deployments, the transformation job might fail with an error about `Invalid column name 'CALLID'`. (GIM-10626)

In PostgreSQL deployments, the update statistics job (Job_UpdateStats) no longer fails. Previously, when Genesys Info Mart release 8.5.003.12 or later was operating in a PostgreSQL deployment, Job_UpdateStats might fail with the error message: `Database error: ERROR: relation "run_analyze_tables" does not exist.` (GIM-10605)

Genesys Info Mart now correctly reports the technical descriptor in the IRF table in scenarios where:

1. The **introduced-transfer-threshold** configuration option is set to a value greater than zero.
2. An agent initiates a consultation call that goes through more than one nonself-service IVR Port prior to reaching a second agent.
3. The consultation call is completed with a conference.
4. The initiator of the conference hangs up before the number of seconds specified by the value of the **introduced-transfer-threshold** configuration option has elapsed.

Previously, Genesys Info Mart populated the IRF record for the conference recipient with an incorrect technical descriptor (66) referring to a resource role and reason of Unknown/Unspecified instead of ReceivedTransfer/IntroducedTransfer.

(GIM-10587)

In PostgreSQL deployments, Genesys Info Mart now correctly passes job history data to Genesys Info Mart Manager, allowing Genesys Info Mart Manager to correctly display job history information. Previously in such deployments, an error in the SQL query syntax prevented Genesys Info Mart from passing job history data to Genesys Info Mart Manager. (GIM-10582)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.004.06

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Focus Time reporting** — Genesys Info Mart now supports reporting of agent focus time. Focus time is calculated by Genesys Workspace Desktop Edition (WDE).

  Multiple interactions can be active on an agent desktop, but only one interaction has the agent's focus at any given moment. For each of an agent's active interactions, the focus time indicates the total amount of time the agent was focused on that particular interaction.

  Genesys Info Mart populates two new columns in the INTERACTION_RESOURCE_FACT (IRF) table with focus time data: FOCUS_TIME_COUNT and FOCUS_TIME_DURATION.

  This functionality requires WDE release 8.5.112.08 or higher and Interaction Concentrator release 8.1.507.06 or higher.

- **Reporting on multiple routing attempts** — In deployments with the SIP Server configuration option **divert-on-ringing** set to `false`, Genesys Info Mart now associates multiple routing attempts with the same mediation in scenarios when multiple attempts are made to route a call from a virtual queue. The same MEDIATION_SEGMENT_ID value is used in the IRF records for all routing attempts. The technical result of Redirected/RouteOnNoAnswer is reported for all but the last routing attempt, if the attempts were unsuccessful. For prerequisites and configuration information, see *Genesys Info Mart Deployment Guide*.

- **Indicate which party ended chat** — Genesys Info Mart now stores data that enables you to determine who ended a chat session. This functionality requires Interaction Concentrator release 8.1.507.06 or higher. The following changes support this feature:

  - A new flag, CUSTOMER_LEFT_FIRST, has been added to the ANCHOR_FLAGS dimension. When a customer leaves a chat before the agent, this flag is set in the ANCHOR_FLAGS_KEY column in the IRF table. For conference calls, the flag is set for each IRF record that was active when the customer left the chat session.

  - The column IRF_ANCHOR_SENT_TS in the IRF table has been renamed to IRF_ANCHOR_TS. If a customer leaves a chat session before the agent, this column records the time when the customer left. Otherwise, it records the time when the chat session was stopped by the agent. This field is populated in each IRF record that is active when the customer leaves the chat session.

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- **ASM engage duration reporting**—In Outbound VoIP environments, with Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode, the time that the engaged agent spends waiting to be connected to the customer (ASM engage duration) is now reported separately from regular talk time:

  - Two new columns, ASM_COUNT and ASM_ENGAGE_DURATION, have been added to the IRF table.

  - A new configuration option, *No results*, in the **[gim-etl-populate]** section controls population of the new columns. When the option is set to its default value of `false`, the existing behavior of not differentiating ASM engage duration from regular talk duration is preserved.

  - The GSW_CALL_TYPE key has been added to the list of Outbound Contact KVPs in the attached data specification sample, `ccon_adata_spec_GIM_example.xml`.

- **Miscellaneous:**

  - To improve processing of user data that is attached during mediation, a new column, USERDATA_FLAG, is added to the MEDIATION_SEGMENT_FACT (MSF) table. This new flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation. This flag prevents rare scenarios where a join only by MEDIATION_SEGMENT_ID without USERDATA_FLAG might cause Genesys Info Mart to inappropriately select user data records that were stored in fact extension tables but not attached to MSF records. This might have occurred, for example, when an interaction was abandoned in the ACD queue, and the ACD queue was not configured to attach user data.

  - The field IRF.LAST_INTERACTION_RESOURCE is now supported for all media types. Previously, this field was supported only for voice interactions.

  - In high availability (HA) deployments with redundant Interaction Concentrators, the extraction job now waits to extract data in scenarios where one Interaction Database (IDB) from an HA pair has more recent, but potentially less reliable, data than the other IDB. This ensures that the most reliable data is extracted.

Resolved Issues

This release contains the following resolved issues:

The transformation job no longer fails when processing data associated with a chat conference that was initiated when no agent was connected to the chat. Previously in such scenarios, the transformation job may have failed with the exception `java.lang.StackOverflowError`. (GIM-10580)

The transformation job no longer fails when attempting to insert a table name of more than 30 characters into the STG_TRANSFORM_DISCARDS.TABLE_NAME field. Instead, the table name is truncated to 30 characters. (GIM-10519)

In scenarios where a call is not diverted from an ACD queue (for example, the call is abandoned), Genesys Info Mart now reports a value of NULL in MEDIATION_SEGMENT_FACT.TARGET_IXN_RESOURCE_ID. Previously in such scenarios, the reported value was not NULL. (GIM-10518)

In deployments with ICON 8.1.400.08 or higher, Genesys Info Mart now correctly reports the resource role in the IRF table for scenarios where a call from another site is routed to an agent who later performs a single-step transfer. Previously in such scenarios, Genesys Info Mart recorded an incorrect resource role of RECEIVED, ROUTEDTO, or DIVERTEDTO (instead of RECEIVEDTRANSFER) in the IRF row representing the recipient of the single-step transfer. (GIM-10514)

Genesys Info Mart now correctly populates the link between an IRF record and the MSF record for its distributing ACD queue in scenarios where the following sequence of events occurs:

1. The **msf-target-route-thru-queue** configuration option is set to true.

2. A call is distributed to an agent by a routing point that is not running a strategy that uses a virtual queue.

3. The call passes through an ACD queue prior to reaching the agent.

Previously in such scenarios, the IRF record for the agent had a null value in the MEDIATION_SEGMENT_ID column, instead of a link to the MSF record for the ACD queue.

(GIM-10451)

The transformation job now correctly populates records in INTERACTION_FACT, IRF, and MSF tables in scenarios where the following sequence of events occurs:

1. An agent marks as **Completed** an interaction that is in the agent's workbin.

2. Media Server pulls the interaction from the workbin and places it in a queue.

3. A strategy places the interaction in an archived queue.

Previously in such scenarios, Genesys Info Mart might have recorded incorrect values in END_TS and END_DATE_TIME_KEY in the INTERACTION_FACT table, created redundant records in the IRF table, and missed records in the MSF table.

(GIM-10450)

Genesys Info Mart now limits how far into the future it attempts to populate the DATE_TIME table. Previously, the maintenance job might have failed if the DATE_TIME table was configured to populate a date range extending extremely far into the future.

Note: Genesys does not recommend that you populate the calendar tables more than a year in advance.

(GIM-10466)

On Oracle deployments, fields RECORD_FIELD_11 through RECORD_FIELD_30 in the CONTACT_ATTEMPT_FACT table can hold up to ten digits (to a maximum value of 9999999999). Previously, Genesys Info Mart expected a value in these fields between -2147483648 and 2147483647, and if the value was greater than expected, the transformation job failed and logged the following exception:

`java.lang.NumberFormatException.`

(GIM-10446)

Genesys Info Mart now correctly populates INTERACTION_FACT, IRF, and MSF records in multimedia deployments with scenarios involving archived queues and where a Media Server moves an interaction to a different queue. (GIM-10444)

In scenarios where a call is abandoned while queued in multiple parallel virtual queues, Genesys Info Mart now reports only the last-entered virtual queue as **Abandoned**. Other parallel virtual queues are reported as **Cleared/Unspecified**. Previously in such scenarios, MSF records for all virtual queues were reported as **Abandoned**. (GIM-10258, GIM-10517)

In high availability (HA) deployments with redundant Interaction Concentrators storing data from a data source, Genesys Info Mart now considers time deviation and maximum call duration when determining data reliability in redundant IDBs. Genesys Info Mart considers that data reliability increases with the exclusion of the following data:

- The first and last seconds of a data source session (DSS). Excluding this data minimizes data loss associated with seconds partially committed by ICON to IDB.

- The time periods near the start and end of a DSS, as defined by the existing **max-time-deviation** configuration option. Excluding this data minimizes data loss associated with time deviation between hosts.

- For voice data, the time period near the start of a DSS, as defined by the **max-call-duration** configuration option. Excluding this data minimizes data loss associated with calls that are in progress when ICON is establishing a connection to T-Server.

Once data from these time periods is excluded, the remaining data is considered as reliable. Previously, Genesys Info Mart could extract less reliable IDB data instead of more reliable IDB data for these time periods, which might have compromised data quality.

(GIM-10364)

The Genesys Info Mart extraction job no longer extracts IDB data that has a timestamp later than the current date/time. As well, if the IDB has such data, the extraction job now records a new log event (**ID=55-20170**) for which you can set an alarm. Previously, in scenarios where time on the ICON or data source host was incorrectly set to a future time, Genesys Info Mart might have extracted IDB data with incorrect timestamps (timestamps with a future date/time), which might have caused data loss or data quality issues. (GIM-9454)

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 release 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.003.20

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/14/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart no longer delays transformation of data in Genesys Engage cloud deployments that include multi-node SIP Server architecture. Previously in such scenarios, Genesys Info Mart might delay transformation of data until the stuck threshold timeout value was reached (8 hours by default). (GIM-10837)

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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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.003.19

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/03/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly reports CUSTOMER_TALK_DURATION and CUSTOMER_RING_DURATION in scenarios where a predictive outbound call originates on one site and is routed to an agent on another site.

Previously in such scenarios, Genesys Info Mart recorded a value of 0 for CUSTOMER_TALK_DURATION, and sometimes recorded a value of 0 for CUSTOMER_RING_DURATION. (GIM-10664)

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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.003.17

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/29/16	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Genesys Info Mart now stores data to distinguish an agent from other persons in a contact center. A newly introduced value, Person, is set in the RESOURCE_.RESOURCE_SUBTYPE column for any persons who are not agents. The previously existing value, Agent, is now used in the RESOURCE_.RESOURCE_SUBTYPE column only to identify Agents (that is, the resources for whom the IsAgent flag is set in the Person configuration object). Both subtypes are associated with the Agent resource type that is stored in the RESOURCE_.RESOURCE_TYPE column.

- This release includes additional schema changes to support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In addition to the preparatory schema and configuration changes for additional interaction flows that were described in the Release Notes for Genesys Info Mart 8.1.402.07 and 8.5.001.12, the following observable changes in the 8.5.003.17 installation package are added to support functionality in a future release:
  - Additional new SDR_* fact and dimension tables, which are defined in the **make_gim.sql** and **make_gim_partitioned.sql** scripts.

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Resolved Issues

This release contains no resolved issues.

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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.003.16

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/16	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new configuration option, **populate-sip-im-facts**, is added to the **[gim-etl-populate]** section to control the transformation of SIP IM (SIP Chat) data. This option controls the transformation of both interaction data and agent activity data.
  The default value of this option is `false`, indicating that SIP IM data will not be transformed by Genesys Info Mart.

- Support is added for Linux Community Enterprise Operating System (CentOS) 7. See the Supported Operating Environment: Genesys Info Mart page for more detailed information and a list of all supported operating systems.

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Resolved Issues

This release contains the following resolved issues:

The transformation job now creates a record in the MEDIATION_SEGMENT_FACT table for an interaction queue that has the same parent party as the workbin from which the interaction was placed into the queue. Previously in such scenarios, a record was not created. (GIM-10442)

Genesys Info Mart no longer discards interactions because of an `UnsupportedOperationException` in scenarios where a Genesys Designer application is used in the call flow, and multiple two-step transfers or conferences later occur. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) (GIM-10430)

The after-call work (ACW) duration that appears in the INTERACTION_RESOURCE_FACT (IRF) and INTERACTION_RESOURCE_STATE_FACT (IRSF) tables is now correct in scenarios where an agent was logged in to multiple queues, entered the ACW state, and then logged out of the session (thereby ending the ACW state). Previously in such scenarios, an additional second was sometimes added to the ACW duration in the IRF and IRSF tables, while the SM_RES_STATE_FACT reported the correct duration for the ACW state. (GIM-10429)

In scenarios where the extraction job fails and the transformation job subsequently fails, Genesys Info Mart now starts both jobs in the next ETL cycle. Previously in such scenarios, Genesys Info Mart started only the transformation job in the next ETL cycle. (GIM-10419)

For multi-site scenarios in which interactions are routed back to a switch where they previously resided and the T-Server reuses the original CallUUID, Genesys Info Mart merge now sets a value for the ROOTIRID column in GIDB_G_IR_V and GIDB_G_CALL_V records based on the first call in the call flow. Previously in such scenarios, Genesys Info Mart selected a value for the ROOTIRID without considering time. (GIM-10366)

The transformation job now correctly records a technical result of `Completed` in the INTERACTION_RESOURCE_FACT table in scenarios where the option **populate-workbin-as-hold** = `true`, and an agent pulls email from the agent workbin and marks it as `Completed`. Previously in such scenarios, the transformation job recorded a technical result of None. (GIM-10344)

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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.003.12

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Tenant metric enhancements** — This release introduces a number of enhancements that allow Tenant metrics to include active multimedia interactions that have not yet been handled:

    - Two new columns, ANCHOR_ID and ANCHOR_SDT_KEY, are added to the INTERACTION_FACT table. Values in these columns are derived as follows:

        - For interactions that have been completed or handled, Genesys Info Mart populates the value of ANCHOR_ID based on the INTERACTION_RESOURCE_ID of the INTERACTION_RESOURCE_FACT (IRF) record with IRF_ANCHOR = 1. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same IRF record.

        - For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), Genesys Info Mart populates the value of ANCHOR_ID based on the MEDIATION_SEGMENT_ID of the MEDIATION_SEGMENT_FACT (MSF) record for the most recent mediation DN. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same MSF record.

    - Starting with this release, Genesys Info Mart creates an MSF record for the first Interaction Queue that an inbound interaction enters, even if the **populate-mm-ixnqueue-facts** configuration option is set to `false` (which is the default value). Because the MSF record for the first Interaction Queue is now always populated, Genesys Info Mart is able to specify an ANCHOR_ID for active multimedia interactions that have not yet been handled, which in turn, allows Genesys Info Mart to associate the current user data values with this active interaction while it is in mediation. Because of this change in MSF population, at least one record in either IRF or MSF table now represents an active multimedia interaction. **Note**: In deployments with **populate-mm-ixnqueue-facts** = `false`, custom reports might need to be modified to exclude the first Interaction Queue activity.

    - The following changes simplify configuration steps needed to take advantage of active interactions reporting in Tenant metrics:

        - Two new configuration options are added to the **[gim-etl]** section of the Genesys Info Mart

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Application to enable user data storage for all mediation resources. To simplify configuration, instead of configuring **link-msf-userdata** for each individual queue, it is possible to specify:

- link-msf-userdata-voice = `true` to see the user data associated with all voice mediations.

- link-msf-userdata-mm = `true` to see the user data associated with all multimedia mediations.

The default value for these two options is `false`.

Note: Because storing extra user data can have performance implications, Genesys recommends that you use these options only when absolutely required. In many deployments you can instead specify **link-msf-userdata** for the desired queues.

- The default value of the **expand-mediation-time-for-gapless** option, in the **[gim-transformation]** section, has been changed from `false` to `true`. This change ensures there is no gap during user data collection for mediations of active multimedia interactions that have not yet been handled.

- **Multimedia processing improvement**—Genesys Info Mart now correctly processes scenarios that include a late reply to an e-mail interaction. When a multimedia interaction that represents the reply is created after the parent interaction has already been terminated, the transformation job now processes the child interaction as a separate interaction. In this scenario, the transformation job creates a new record in the INTERACTION_FACT table with a new INTERACTION_ID value. If the parent interaction has not been terminated, the child interaction uses the same INTERACTION_ID value as the parent interaction. Previously, the metrics related to a late reply could be lost because the transformation job might have discarded the child interactions during processing.

- **Unicode characters support**—For deployments with Oracle and PostgreSQL RDBMS, this release of Genesys Info Mart adds supports for data storage in multiple languages. To take advantage of Unicode characters, the Info Mart database must be created with UTF-8 encoding. To enable this functionality on Oracle, the fields with the varchar data types now use the explicit CHAR character length semantics.

- **Reporting on Hunt Group Call Distribution**—Genesys Info Mart now supports reporting on Genesys SIP Server calls that are distributed through Hunt Groups with parallel or sequential distribution strategy. For accurate data representation, Interaction Concentrator release 8.1.504.04 or later is required.

- **Logging enhancements**:

  - Genesys Info Mart configuration check can generate two new log messages:

    - 55-20037 Configuration check failed.
      Alarm Advisory: Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. Cancel event: 55-20169

    - 55-20169 Configuration check passed.
      Description: Configuration check passed, no severe issues were found

- **Purging enhancement**—The maintenance job now purges configuration fact data from GIDB and relevant fact tables. A new configuration option, days-to-keep-cfg-facts, sets the retention policy for configuration fact data.

- **Miscellaneous:**

  - Extraction job performance has been improved in the area of merge for voice interactions.

  - New combinations in the TECHNICAL_DESCRIPTOR table are added for multimedia online interactions that are placed into archive queues.

  - For the deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, two new scripts are added to the Genesys Info Mart installation package:

    - make_gim_post_call_survey.sql—for use with nonpartitioned databases

- `make_gim_post_call_survey_partitioned.sql`—for use with partitioned databases

  Run the appropriate script manually if your deployment uses Post-Call Survey functionality.

- The Application object settings for the following configuration options can now be overridden at the level of individual supported objects:

  - **q-short-abandoned-threshold-voice**—You can now set this value at the Switch or DN (for Virtual Queues or ACD Queues) object level.

  - **q-short-abandoned-threshold**—You can now set this value at the Switch, DN (for Virtual Queues), or Script (for Interaction Queues or Workbin) object level.

- A new column, CREATE_AUDIT_KEY, has been added to the SM_MEDIA_NEUTRAL_STATE_FACT table.

- To accommodate additional custom record fields with high cardinality values, 20 new columns (RECORD_FIELD_41 through RECORD_FIELD_60) of the varchar data type are added to the CONTACT_ATTEMPT_FACT table.

- In the INTERACTION_RESOURCE_FACT table, the name of the IRF_ANCHOR_DATE_TIME_KEY column is changed to IRF_ANCHOR_SENT_TS. This field is now populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated only if IRF.IRF_ANCHOR has a value of 2; otherwise the field has a value of NULL.

- Subsequent to the changes that were originally introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.

  - PUSH_DELIVERY_CONFIRMED_TS field has been added to the CALLBACK_FACT table.

  - CUSTOMER_READY_TO_START_IXN_TS field has been added to the CALLBACK_FACT table.

  - DESIRED_TIME field in the CALLBACK_FACT table has been renamed to DESIRED_TIME_TS.

  - A constraint, NOT NULL, has been added for the DESIRED_TIME_TS field (with a default value of 0).

- **Supported Environments**:

  - This release adds support for Java version 8.0.

  - This release adds support for Red Hat Enterprise Linux AP 64 bit x86 7.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly verifies the presence of indexes in the maintenance job. Previously, Genesys Info Mart might have generated the warning `No index for` for tables that have indexes. (GIM-10921)

The transformation job now correctly processes updates on TMP_CHUNK_IF tables. Previously, the transformation job sometimes failed, logging an exception about `CardinalityViolationException`. (GIM-10339, GIM-10342)

Genesys Info Mart no longer erroneously creates an IRF record for a routing point in scenarios where the routing point is running a Genesys Designer application that sets the IPurpose KVP with a value of 1 prior to routing the call to a target resource. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) (GIM-10305)

On PostgreSQL deployments, the extraction job no longer fails when IDB data contains 'new line' or 'carriage return' special characters. Previously in such a scenario, the extraction job might fail, generating a log message similar to the following:

`PSQLException: ERROR: missing data for column "<column-name>" Where: COPY <table-name>`
(GIM-10298)

The transformation job now correctly processes data in scenarios where a chat conference is placed in a queue that is configured as an archive queue, while another part of the chat session is still active. Previously in such a scenario, the transformation job might have recorded that the interaction ended earlier than it actually did, and the transformation job might have missed some records in Genesys Info Mart Fact tables. (GIM-10302)

When migrating from release 8.1.301.03 (or earlier), the migration job no longer fails in Microsoft SQL Server deployments with large amounts of multimedia data. Previously in such scenarios, the migration job might have failed with messages in the log similar to the following:

`Applying XXXXXX\\mssql\update_gim8.1.301.03.sql`
`com.microsoft.sqlserver.jdbc.SQLServerException: The conversion of the varchar value 'XXXXXXXXX' overflowed an int column..PatchSchema threw runStep - SQLServerException`

(GIM-10295)

The extraction job no longer delays transformation when processing the backlog. Previously in such scenarios, the transformation job might have been delayed, and logged warnings such as:

`Transformation of chunk has been postponed due to delayed data in dependent tables`

(GIM-10288)

The transformation job now correctly processes data in scenarios where the records in the GIDB_G_PARTY_MM table indicate that a child party was created with an unusual delay (more than a few seconds) after the parent was terminated. Previously in such scenarios, the transformation job might have left the interaction active in the Genesys Info Mart fact tables, and ignored any subsequently-created parties. (GIM-10285, GIM-9909)

Genesys Info Mart now correctly records a technical result of `CustomerAbandoned/` `AbandonedWhileRinging` in the INTERACTION_RESOURCE_FACT (IRF) table in the following scenario:

- A strategy is loaded on a SIP Server routing point that is configured with the SIP Server **divert-on-ringing** configuration option set to `false`.

- The strategy places the call into a virtual queue.

- The call is routed to an initial target, where a `route on no answer` (RONA) occurs.

- The customer releases the call prior to the call being routed to a second agent.

Previously in this scenario, the IRF record would have had a technical result of `Redirected/`
`RouteOnNoAnswer`, while the MEDIATION_SEGMENT_FACT (MSF) record would have indicated
`CustomerAbandoned/AbandonedWhileQueued`. Moreover, if this scenario had occurred in the context
of an outbound voice callback attempt, the MSF row might have been missing. (Support for callback
reporting is available in certain Genesys Engage cloud implementations.) (GIM-10281)

The field IRF.LAST_INTERACTION_RESOURCE, which was reserved in previous releases, is now
supported for voice interactions. (GIM-10261)

Genesys Info Mart now correctly associates user data with the MEDIATION_SEGMENT_FACT (MSF) row
for a virtual queue in the following scenario:

- The **link-msf-userdata** configuration option is set to `true` for a virtual queue DN.

- User data that is mapped using the IRF_INITIAL propagation rule is set prior to (but during the same
  second as) the call entering the virtual queue

Previously in this scenario, the user data associated with the MSF row might not have reflected the
correct value. (GIM-10260)

In deployments where predictive callback media attempts are placed into specific outbound virtual
queues, for callback calls that are distributed and successfully answered by an agent, Genesys Info
Mart now assigns a technical result of `Diverted/AnsweredByAgent`. Previously in this scenario,
Genesys Info Mart assigned a technical result of `Cleared/DefaultRoutedBySwitch`. (Support for
callback reporting is available in certain Genesys Engage cloud implementations.) (GIM-10259)

The transformation job now correctly terminates any expired multimedia interactions that missed
their termination in IDB. Previously in scenarios where multimedia interactions were purged from IDB
before they were actually terminated, the transformation job sometimes left active records in the
INTERACTION_FACT table. (GIM-10256)

In deployments that use the **agg-jdbc-url** option, when other options are changed, Genesys Info
Mart no longer generates an error message indicating that a Genesys Info Mart restart is required.
Previously in such scenarios, Genesys Info Mart logged an inappropriate message, such as the
following:
`{panel} ERROR main 20000 Aggregation engine parameters changed, you need to restart`
`GIM {panel}`

(GIM-10255)

The transformation job now successfully completes when a KVP (that is configured to be stored in a
user data dimension table) exceeds the maximum permitted column length. Previously in this
scenario, the transformation job might fail, and generate a log message similar to one of the

following:

```
ORA-00918: column ambiguously defined ... INSERT INTO STG_TRANSFORM_DISCARDS
OR
ORA-12899: value too large for column
```

(GIM-10231)

The transformation job now correctly processes data in scenarios where a chat interaction was stopped in a strategy with a virtual queue (VQ). Previously in such a scenario, the transformation job might have failed to create an IRF record for this strategy. (GIM-10238)

On deployments with PostgreSQL, the maintenance job now correctly purges partitions. Previously, a purge might fail, generating log messages similar to the following:

```
ERROR: could not obtain lock on relation ...
ERROR: current transaction is aborted, commands ignored until end of transaction
block ...
```

(GIM-10230)

On deployments with PostgreSQL, the maintenance job now correctly purges partitions. Previously in PostgreSQL deployments with Genesys Info Mart release 8.5.002.01 and later, the maintenance job did not purge partitions. (GIM-10229)

Genesys Info Mart now correctly reports a technical result of `Completed` in the IRF table in scenarios where an agent places the customer on hold prior to hanging up. Previously in such scenarios, the agent IRF would have had an incorrect technical result of `CustomerAbandoned/AbandonedFromHold`, even though it wasn't the customer who ended the call. (GIM-10226)

Using UPDATE_CONFIG, Genesys Info Mart automatically notifies Genesys Interactive Insights (GI2) and Reporting and Analytics Aggregates (RAA) whenever aggregation properties change in the Annex of DN, Switch or Tenant objects. Previously in such scenarios, Genesys Info Mart detected the change, but did not notify GI2 and RAA unless aggregation options were changed at the Application level, or Genesys Info Mart was restarted. (GIM-10204)

In scenarios where the extraction job fails, subsequent execution of the extraction job is not affected. Previously, after the failure of the extraction job in Genesys Info Mart release 8.5.002.11, subsequent executions of the extraction job might have taken longer than expected. (GIM-10201)

Genesys Info Mart now correctly populates CUSTOMER_* metrics in the IRF table in scenarios where:

- An agent makes a cross-site consultation call to a routing point.

- The consultation call ends due to a transfer or conference and is routed back to an agent on the first switch, and the T-Server reuses the original CallUUID from the main call.

Previously in such scenarios, CUSTOMER_* metrics might have been incorrectly populated with values of 0 for the original and transfer/conference recipient agent IRF records, and with non-zero values for the consult initiator IRF record. (GIM-10179)

Genesys Info Mart now more accurately reports facts in scenarios where a network reroute is performed after the call has passed through multiple premise switches. Previously in such a scenario, Genesys Info Mart might have created an extra row in the INTERACTION_RESOURCE_FACT table for the premise resource from which the reroute occurred, and, earlier in the call flow, created a row in the MEDIATION_SEGMENT_FACT table that was not correctly linked to the IRF row for the handling resource to which the call was distributed. (GIM-10176)

Genesys Info Mart now correctly populates the MEDIA_SERVER_IXN_GUID, MEDIA_SERVER_IXN_ID, SOURCE_ADDRESS, and TARGET_ADDRESS columns in the INTERACTION_FACT table, as well as the INTERACTION_TYPE_KEY column in all related tables, in scenarios in which a consultation call is initiated during the first second of the main call. Previously, these columns might have contained values associated with the consultation call instead of the main call. (GIM-10175)

The transformation job no longer generates unique constraint violation errors in scenarios where previous transformation did not complete successfully and user data is configured to be associated with MEDIATION_SEGMENT_FACT (MSF). Previously in such scenarios, the transformation job might generate unique constraint violation errors against Genesys Info Mart user data fact tables, such as:

`Database error: ORA-00001: unique constraint (GIM.PK_IRF_USER_DATA_KEYS) violated`

(GIM-10171)

Genesys Info Mart now loads all MEDIATION_SEGMENT_FACT records that don't already exist in the database. Previously, when Genesys Info Mart encountered a situation where recently transformed MEDIATION_SEGMENT_FACT data already existed in the database, it did not insert MEDIATION_SEGMENT_FACT records with START_DATE_TIME_KEY values if there were already records with the same START_DATE_TIME_KEY in the database. (GIM-10170)

The transformation job now handles invalid KVP values more efficiently. Previously, the transformation of large amounts of user data containing invalid KVP values might have been significantly delayed.(GIM-10153)

On Oracle deployments, the transformation job no longer fails due to large values in outbound RECORD_ID fields.

The RECORD_ID field can hold up to ten digits (to a maximum value of 9999999999). Previously, Genesys Info Mart expected a value in the RECORD_ID field between 1 and 2147483647, and if the value was greater than expected, the transformation job failed and logged the following exception:

`java.lang.NumberFormatException`

(GIM-10150)

The transformation job no longer generates unique constraint violation errors in scenarios where the transformation job artificially terminates multimedia interactions that were stuck in a mediation queue used for user data metrics. Previously in such scenarios, the transformation job might generate unique constraint violation errors against Genesys Info Mart user data fact tables, such as the following:

`Database error: ORA-00001: unique constraint (GIM.PK_IRF_USER_DATA_KEYS) violated`

(GIM-10122)

Genesys Info Mart now correctly reports the resource role in the IRF table for scenarios in which a call is transferred to a routing point and subsequently queued on parallel mediation devices prior to reaching a target agent. Previously in such scenarios, Genesys Info Mart recorded an incorrect resource role of ROUTEDTO or DIVERTEDTO, instead of RECEIVEDTRANSFER. (GIM-10105)

The transformation job now correctly populates the IRF_ANCHOR field in the INTERACTION_RESOURCE_FACT table in scenarios with multiple OutboundReply interactions. Previously in such scenarios, the transformation job might attribute the first response to the wrong agent. (GIM-10101)

The transformation job now correctly populates records in the MSF table in multimedia scenarios where:

- The option **adjust-vq-time-by-strategy-time** = `true`, and

- The record in GIDB_G_PARTY_MM associated with a strategy was created in one ETL cycle and a record in GIDB_G_VIRTUAL_QUEUE_MM associated with a virtual queue defined in the strategy was created in another ETL cycle.

Previously, the transformation job might ignore virtual queues in such scenarios, and the MSF record associated with the virtual queue could be missing. (GIM-10096)

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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.002.11

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/24/15	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Extraction job performance has been improved in the area of merge for voice interactions.

- A CREATE_AUDIT_KEY column has been added to the SM_MEDIA_NEUTRAL_STATE_FACT table.

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Resolved Issues

This release contains the following resolved issues:

On Oracle deployments, the transformation job no longer fails due to large values in outbound RECORD_ID fields.

The RECORD_ID field can hold up to ten digits (to a maximum value of 9999999999). Previously, Genesys Info Mart expected a value in the RECORD_ID field between 1 and 2147483647, and if the value was greater than expected, the transformation job failed and logged the following exception: java.lang.NumberFormatException.
(GIM-10150)

Genesys Info Mart now correctly links the MEDIATION_SEGMENT_FACT (MSF) record for a virtual queue to the INTERACTION_RESOURCE_FACT (IRF) record for the answering agent and assigns a correct technical result of Diverted/AnsweredByAgent in scenarios where:

- The strategy is loaded on a SIP Server routing point that is configured with the SIP Server **divert-on-ringing** configuration option set to false.

- The call is routed to an agent, where a `route on no answer` (RONA) occurs.

- The call is routed back to the same agent, who now answers.

Previously in this scenario, the MSF was linked to the IRF that represented the RONA occurring and had a technical result of `Diverted/Redirected`.
(GIM-10141)

The transformation job no longer fails in scenarios where incorrectly defined user data, mapped to more than one user-data extension (UDE) fact table, is transformed in one chunk.

Previously in such scenarios, the transformation job might fail and log warnings such as:

`WARN setting invalid UD values to default: <UDE fact table>`
(GIM-10125)

Genesys Info Mart now correctly creates rows in the IRF table in scenarios where:

- An agent makes a cross-site consultation call.

- The consultation call ends due to a transfer or conference at the same second that the call is routed back to the first switch, and the T-Server reuses the original `CallUUID` from the main call.

Previously in such scenarios, the IRFs may have been missing, and a value of 14 was recorded in the `INTERACTION_FACT.STATUS` column.
(GIM-10123)

The transformation job no longer generates unique constraint violation errors in scenarios where the transformation job artificially terminates multimedia interactions that were stuck in a mediation queue used for user data metrics.

Previously in such scenarios, the transformation job might generate unique constraint violation errors against Genesys Info Mart user data fact tables, such as:

`Database error: ORA-00001: unique constraint (GIM.PK_IRF_USER_DATA_KEYS) violated`
(GIM-10122)

For multimedia child interactions that are created after the parent interaction has already been terminated, the transformation job now processes the child interaction as a separate interaction. In these scenarios, the transformation job creates a new record in the INTERACTION_FACT table with a new INTERACTION_ID value, rather than using the same INTERACTION_ID value used for the parent interaction.

Previously, when child interactions were created after the parent interaction terminated, the transformation job might have discarded the child interaction during processing.
(GIM-8213)

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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.002.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/20/15	General		X	X	X	X

What's New

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Info Mart.

- **Reporting on media-neutral agent states** — Genesys Info Mart now optionally reports the summarized states for each agent across all media—referred to as media-neutral agent states. To populate media-neutral agent states, Genesys Info Mart takes already transformed summarized states for each media as the source data. The highest-priority state in effect for any of the agent's media is reported as the media-neutral state for the agent. An existing configuration option, **sm-resource-state-priority**, controls priority of agent states relative to each other. A new configuration option, **populate-media-neutral-sm-facts** in the **[gim-etl-populate]** configuration section, which is set to `false` by default, controls reporting on media-neutral agent states. A new fact table, SM_MEDIA_NEUTRAL_STATE_FACT, stores the media-neutral agent states.

- **Gapless mediation reporting** — In eServices deployments in which routing activities are performed without the use of Virtual Queues, an optional capability allows you to report on routing activities without gaps in mediation time. For Genesys Info Mart to include the time at a Routing Strategy into the mediation duration of the appropriate MEDIATION_SEGMENT_FACT record, you must set the new **expand-mediation-time-for-gapless** option, in the **[gim-transformation]** section, and the previously available **populate-mm-ixnqueue-facts** option, in the **[gim-etl-populate]** section, to `true`.

- **Enhanced visibility of ETL status** — Genesys Info Mart now provides information about latency for each functional area. Latency, which is expressed in the hh:mm:ss format, reflects the time elapsed since the occurrence of the last contact center event for which reporting data has been successfully stored in the Info Mart database. Use Genesys Info Mart Manager release 8.5.0 to view these details.

- **Call Detail Record data reporting** — Genesys Info Mart now provides Call Detail Record (CDR) data. You can access CDR data using a new database view, CDR, which is created within the Info Mart database schema, to conveniently research the call volume or look for specific records by ID. In a multi-tenant configuration environment, you can also create tenant views on top of the CDR view.

- **New user-data propagation rule** — A new user-data propagation rule, **IRF_INITIAL**, enhances the flexibility of user-data reporting with the capability to store the KVP value that is associated with the

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interaction when the interaction enters the resource that is the subject of the IRF or MSF record.

- **Miscellaneous:**

  - New configuration options, **expand-mediation-time-for-gapless** and **populate-media-neutral-sm-facts** have been added to the Genesys Info Mart application template, in the **[gim-etl-populate]** and **[gim-transformation]** sections, respectively.

  - New **CDR** and **CDR_DATE_TIME** views have been added to the **make_gim.sql** and **make_gim_partitioned.sql** scripts.

  - As part of the configuration check, Genesys Info Mart now checks to ensure that the following ICON configuration options are set to the recommended values. If these options are not set as recommended, Genesys Info Mart logs an error and prevents any jobs from starting:

    - **route-res-vqid-hist-enabled**—must be set to `true`

    - **cseq-adjustment**—must be set to 2 (for ICONs that record Voice details).

  - This release of Genesys Info Mart adds support for Interaction Servers that have an application type of **Interaction Server** when used in ICON connections. Previously, only the **T-Server** application type was supported.

  - In Oracle deployments, Genesys Info Mart now logs the following messages, pertaining to master lock:

    - `55-20154 (GIM database master lock is not held)`—indicates that Genesys Info Mart failed to acquire a master lock to the Info Mart database.

    - `55-20165 (GIM database master lock has been acquired)`—indicates that Genesys Info Mart acquired a master lock to the Info Mart database.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart scans partition information only for Genesys Info Mart tables. Previously, Genesys Info Mart scanned partition information for all tables, and when scanning custom tables that used partitioning methods not supported by Info Mart, Genesys Info Mart could halt execution and display an error similar to the following:

```
ERROR main          20003 Exception For input string: "TIMESTAMP' 2004-01-01 00:00:00'"
java.lang.NumberFormatException: For input string: "TIMESTAMP' 2004-01-01 00:00:00'"
              at
java.lang.NumberFormatException.forInputString(NumberFormatException.java:65)
              at java.lang.Long.parseLong(Long.java:441)
              at java.lang.Long.parseLong(Long.java:483)
              at com.genesyslab.gim.etl.beans.DbPartition.parseLong(DbPartition.java:154)
```

(GIM-9911)

The transformation job now correctly populates records into the MEDIATION_SEGMENT_FACT table in "runaway strategy" scenarios where the number of MSFs per IRF exceeded the limit configured for

the option **max-msfs-per-irf**. Also, the logic that abbreviates some mediations in "runaway strategy" scenarios has been removed.

Previously in such scenarios, the transformation job sometimes incorrectly calculated which MSFs were already recorded, and attempted to add them a second time, resulting in the following database error (this error did not impact performance):
```
Database error: Violation of PRIMARY KEY constraint 'PK_M_SEGMENT_FACT'. Cannot
insert duplicate key in object 'dbo.MEDIATION_SEGMENT_FACT'. .
```

(GIM-9880)

In deployments with ICON 8.1.400.00 or later, Genesys Info Mart now more reliably recognizes SIP-Server out-of-signaling-path scenarios. It does this by utilizing information about the most recent transfer from the T-Server attributes **LastTransferHomeLocation** and **LastTransferOrigDN**, and information about the **IS_LINK** sequence (when available) from **EventSequenceNumber**. (GIM-2268)

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 8.1.500.04 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.

8.5.001.21

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/15	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In "runaway strategy" scenarios in which an interaction is canceled by a strategy and is never handled by an agent, the transformation job now correctly populates metrics in INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables.

Previously in such scenarios, the transformation job missed a record in the IRF table and populated incorrect metrics for some MSF records. (GIM-10036)

In scenarios in which an interaction is repeatedly transferred between an Interaction Queue and a strategy that includes a virtual queue (VQ), the transformation job now correctly reports on mediations in the MSF table.

Previously in this scenario, redundant records with incorrect durations were sometimes recorded in the MSF table. (GIM-10033)

Genesys Info Mart now correctly reports on call flows in the following scenario:

- A call is propagated from site A (call A) to site B (call B), then from site B (call B) to site C (call C), after which the call is returned back to Site B (call B).

- `Out-Of-Signaling-Path` is configured in SIP Server.

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Previously, Genesys Info Mart might have merged this call flow as separate, multiple call flows, and might have subsequently transformed the call data into multiple interaction facts. (GIM-9982)

The extraction job now correctly deletes extraction high-water marks (HWM) for manually deleted CTL_DS dimension data that has a DATA_SOURCE_KEY value of 1.

Previously in this scenario, Genesys Info Mart might have failed to advance the HWM, and transformation might have been delayed. (GIM-9971)

The transformation job now correctly processes only GC_ANNEX data that has not been previously processed.

Previously, the transformation job processed all GC_ANNEX data, including previously-transformed data. This caused transformation to take longer than expected, particularly in environments where large configuration annex updates frequently occur. (GIM-9931)

The transformation job no longer fails with an OutOfMemory exception during processing of voice scenarios in which a call is repeatedly routed back and forth between two switches (due, for example, to an erroneous routing strategy).

Previously in such scenarios, the job might have failed with an error similar to the following:
2015-05-19 09:56:21,186 WARN ecp-1-82 20049 Job step 'CORE_VOICE' failed java.lang.OutOfMemoryError: Java heap space.
com.genesyslab.gim.etl.exceptions.TaskExecutionException: java.lang.OutOfMemoryError: Java heap space
(GIM-9930)

Upgrade Notes

- Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

8.5.001.17

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/10/15	General		X	X	X	X

What's New

This version was first released as a Hot Fix on 06/01/2015.

Resolved Issues

This release contains the following resolved issues:

Genesys Info Mart now correctly populates IRF CUSTOMER_* metrics in certain scenarios where:

1. An inbound call arrives at a switch and is then routed cross-site.
2. The call is later routed back to the switch where it previously resided, and the T-Server reuses the original CallUUID.
3. The call is eventually routed cross-site to an agent.

Previously in such scenarios, the CUSTOMER_* metrics for the agent IRF may not have reflected the full duration of the time that the customer was connected to the agent. (GIM-9916)

In scenarios where an agent completes an interaction in one ETL cycle, and the associated OutboundReply is sent (interaction terminated) in a later ETL cycle, the transformation job now correctly populates the TENANT_KEY field in user data dimension tables.

Previously in such scenarios, the transformation job might have populated the TENANT_KEY field with an incorrect value (0 or -1). (GIM-9915)

In environments with very large Configuration Databases, Genesys Info Mart no longer fails to read

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the configuration because of an overloaded invoker queue. Previously in such scenarios, Genesys Info Mart may have stopped loading configuration data, with the following error:
`log message com.genesyslab.PCT.invoker.default Invoker is overloaded!`

(GIM-9883)

Genesys Info Mart now correctly transforms data from the GIDB_G_PARTY_MM table when values in ENDPOINTDN exceed 50 characters.

Previously in such scenarios, the job step CORE_MM failed with the following exception:

- ORACLE: `DBError=DATA_EXCEPTION_VALUE_TOO_LARGE_FOR_COLUMN; Update counts=[]; ORA-12899: value too large for column "GIM"."TMP_ACTIVE_CALL"."LP_ENDPOINTDN" (actual: 51, maximum: 50)`

- MSSQL: `SQLSTATE=22001; error code=8152; DBError=DATA_EXCEPTION_VALUE_TOO_LARGE_FOR_COLUMN; SQLException for SQL [INSERT INTO dbo.TMP_ACTIVE_CALL`

(GIM-9643)

Upgrade Notes

- Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

8.5.001.16

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/11/15	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- In scenarios where a Routing Strategy terminates an inbound eServices chat interaction before it reaches an available agent, the IRF for the Strategy that terminated the interaction now correctly indicates that IRF_ANCHOR=1. Previously in this scenario, an incorrect IRF_ANCHOR value was recorded. (GIM-9882)

- Subsequent to the changes that were introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.

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Resolved Issues

This release contains the following resolved issues:

In deployments with a partitioned database schema, the extraction job now successfully handles scenarios similar to the following:

- A terminated voice interaction is recorded as stuck by an ICON that is part of an HA pair.

- The extraction of data from one of the T-Servers is delayed.

Previously in such scenarios, the extraction job might fail during merge processing and generate a message similar to the following:
Unique Constraint Violation for SQL [INSERT INTO GIDB_G_IR_V ...]; ORA-00001: unique constraint (GIM_ETL_ORACLE_8XX.I_G_IR_V_IRID) violated

(GIM-9888)

The performance of the transformation job has been improved in certain scenarios in which a multimedia virtual queue is configured to link to user data (`link-msf-userdata=true`). Previously, if the virtual queue was associated with a "runaway strategy," transformation job performance was hindered because the job produced too many rows in the TMP_UDH_MM table. (GIM-9885)

Genesys Info Mart now correctly transforms data from the GM_L_USERDATA table when values in the G_STOP_REASON field exceed 50 characters. Previously in such scenarios, the transformation job might have failed with the following error:
```
error code=12,899; ORA-12899: value too large for column
"GSYS_INFOMART"."TMP_IRF_MM"."CALL_STOP_REASON" (actual: 74, maximum: 50)
```

(GIM-9818)

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 release 8.1.500.04 or higher. At a minimum, Genesys Info Mart release 8.5 requires Interaction Concentrator 8.1.000.24. 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.

8.5.001.14

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/08/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The transformation job now completes successfully after upgrading to Genesys Info Mart release 8.5.001.12 or later on deployments where IDBs have been in service for a long period of time.

Previously in such scenarios, the transformation job might have failed with the following exception:
SQLSTATE=S0002; error code=8115;
DBError=DATA_EXCEPTION_NUMERIC_VALUE_OUT_OF_RANGE;
Arithmetic overflow error converting expression to data type int
(GIM-9866)

Genesys Info Mart now correctly provides the **host name** attribute when sending log messages to the Message Server. Previously, `localhost` was used instead of the actual host name. (GIM-9864)

On partitioned deployments, `Job_MaintainGIM` adds partitions only for time ranges that are above the purge threshold. Previously in some scenarios (such as when adding a new custom fact table, or when switching to the backup Info Mart database during data recovery) `Job_MaintainGIM` might add partitions in time ranges that were below the purge threshold, and immediately drop the partitions. (GIM-9854)

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- 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 release 8.1.500.04 or higher. At a minimum, Genesys Info Mart release 8.5 requires Interaction Concentrator 8.1.000.24. 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.

8.5.001.12

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/27/15	General		X			X	X	X

New in This Release

- To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.500.04 or higher. At a minimum, Genesys Info Mart release 8.5 requires Interaction Concentrator 8.1.000.24. 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.

- Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Info Mart.

- Support for reporting on **additional interaction scenarios**:

  - **Introduced Transfer** — In voice deployments with business processes that require a transferring agent to introduce the customer to another agent before transferring the call, a new configuration option, **introduced-transfer-threshold** in the **[gim-transformation]** section, enables you to specify a time threshold for a conference. If the conference initiator's participation in the conference is less than the threshold while the receiving agent continues on the call, Genesys Info Mart treats this call flow as a special case of transfer.

    New technical descriptor combinations, using a role reason or result reason of `IntroducedTransfer,` identify IRFs for introduced transfer.

    Genesys Info Mart supports both single-step and two-step introduced transfers, but support for single-step introduced transfers is limited to deployments in which ICON 8.1.500.04 or higher supports single-step conference (see the *Interaction Concentrator 8.1.x Release Note*).

  - **Chat Consultation** — In eServices deployments with agent desktop applications, such as Workspace Desktop Edition (formerly Interaction Workspace [IW]), that offer a chat consultation feature by setting a visibility mode on the conference request, Genesys Info Mart can now distinguish whether an agent is being invited into a chat interaction for a conference (visibility mode = 1) or for a consultation (visibility mode = 3). For a consultation, the IRF of the receiving agent will have a resource role of `ReceivedConsult,` which previously applied only for voice or offline media types.

    Support for reporting on chat consultation requires ICON 8.1.500.04 or higher.

  - **Chat Conference or Consultation through a Queue** — In eServices deployments with agent desktop applications, such as Workspace Desktop Edition, that use the `InternalConferenceInvite` interaction subtype to identify the subordinate

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auxiliary interactions that implement a chat conference or consultation through a queue, Genesys Info Mart blends the main and auxiliary interactions to present a simplified reporting result. Previously, Genesys Info Mart reported fully on the internal handshaking and other subordinate interactions, which are not significant for reporting.

Support for reporting on chat consultation through a queue requires ICON 8.1.500.04 or higher.

- **Multimedia performance improvements** — To improve performance in multimedia deployments that do not need to track interaction threads, a new configuration option, **populate-thread-facts** in the **[gim-etl-populate]** section, controls whether thread-related metrics are populated. The default value (`false`) is a change in behavior compared with releases since Genesys Info Mart 8.1.101.04.

  When **populate-thread-facts** = `false`, the `FIRST_*_THRD` fields in the `ANCHOR_FLAG` dimension are ignored for the purposes of populating the `IRF.ANCHOR_FLAGS_KEY` metric. In deployments that use Reporting and Analytics Aggregates (RAA) or Genesys Interactive Insights (GI2), related agent thread metrics (for example, `AG2_ID_*.ACCEPTED_THREAD`) are also not populated. If you are currently using thread metrics, as part of your migration procedure you must change the value of the **populate-thread-facts** configuration option to `true` in the Genesys Info Mart application object.

- **Operating System changes** — This release includes the following changes to operating system support:

  - Support for VMware ESXi 6.0 and 6.5

  - For information about other operating system (OS) changes in this release, see Discontinued Support. See also the *Genesys Supported Operating Environment Reference Guide*.

- **Miscellaneous**:

  - To assist in exporting and archiving data, audit keys (`CREATE_AUDIT_KEY` and `UPDATE_AUDIT_KEY`) have been added to user-data fact extension tables.

    Note for PostgreSQL customers: Migration to this release might take a significant amount of time because of associated table updates.

  - To improve performance for downstream reporting applications, organization of the user-data fact and dimension tables has been changed to a clustered model (referred to as *index-organized* in Oracle). New user-data tables (in new or existing deployments) will be created with the clustered organization; existing user-data tables will not be changed.

  - This release includes schema and configuration changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. In addition to the preparatory schema and configuration changes for additional interaction flows that were described in the release note for Genesys Info Mart 8.1.402.07, the following observable changes in the 8.5.001 installation package are added to support functionality in a future release:

    - New SDR_* fact and dimension tables, which are defined in the **make_gim.sql** and **make_gim_partitioned.sql** scripts.

    - A new configuration section, **[elasticsearch-sdr0],** with a new configuration option, **client,** in the Genesys Info Mart application template.

    - A new configuration file, **EsConfiguration.xml,** to map rules for transformation.

Corrections and Modifications

This release also includes the following corrections or modifications:

The transformation job now correctly terminates MSF records associated with virtual queues when ICON has missed virtual queue termination and the related multimedia interaction expires (terminates artificially).

Previously in this situation, if the system time was not synchronized between Interaction Server and URS, the transformation job sometimes recorded incorrect values in END_TS (values less than the value of START_TS), or negative values in MEDIATION_DURATION. (GIM-9845)

The transformation job no longer fails when all user data KVPs mapped to dimension tables, including those that are predefined out-of-box, are deleted or disabled (by setting ACTIVE_FLAG=0) from the user data configuration table (CTL_UD_TO_UDE_MAPPING).

Previously in this scenario, transformation sometimes failed with an error similar to the following:

```
Uncategorized SQLException for SQL [SELECT
TMP_IRF_V.INTERACTION_RESOURCE_ID,TMP_IRF_V.START_DATE_TIME_KEY,TMP_IRF_V.TENANT_KEY
INTO dbo.TMP_IRF_USER_DATA_KEYS FROM ; SELECT @@ROWCOUNT]; SQLSTATE=S0001; error
code=102; DBError=UNCATEGORIZED; Incorrect syntax near ';'.
```

Note: Some queries for out-of-box GI2 reports rely on inner joins to the IRF_USER_DATA_KEYS and IRF_USER_DATA_GEN_1 tables; if there are no KVPs mapped to these tables, out-of-box GI2 reports might yield inaccurate or unexpected results. To avoid the risk of missing records in tables that GI2 uses, Genesys strongly recommends that you not remove or disable the predefined user-data configuration.

(GIM-9820)

In deployments with a non-partitioned database schema, error handling logic is improved for constraint violation issues.

Previously in such scenarios, Genesys Info Mart might not have automatically recovered after the transformation job failed or was interrupted. For example, Job_TransformGIM sometimes failed, and generated a message similar to the following:

```
2015-03-09 12:05:22,434 WARN ecp-1-200512 20049 Job step 'CORE_MM' failed.
com.genesyslab.gim.etl.exceptions.TaskExecutionException:com.genesyslab.gim.etl
.exceptions.JdbcUniqueConstraintViolationException: executeUpdate; Unique Constraint
Violation for SQL [INSERT INTO GENESYSINFO.IRF_USER_DATA_GEN_1
```

(GIM-9817)

Genesys Info Mart now correctly creates an IRF row to indicate that a call was abandoned while queued in a network mediation device in the following scenario:

1. A network call is pulled back or rerouted from a premise switch exactly once.

2. The network resource to which the call is pulled back or rerouted then routes the call to another local mediation device on the network switch, where the call is abandoned by the customer.

Previously in such scenarios, Genesys Info Mart did not create an IRF row representing the final mediation device in which the call was queued when the customer abandoned the call.

(GIM-9797)

The transformation job no longer sends incorrect warnings about non-unique virtual queues. Previously, the transformation job might have sent warnings such as the following, even in cases where duplicated records in GIDB_G_VIRTUAL_QUEUE_MM were expected:

```
WARN ecp-1-14/mm-xform-0 20000 Interaction(161292) - VIRTUAL_QUEUE
VQID=8B9690V2E92EJ5IP0SH2KA58ES00HEBS is not unique
```

(GIM-9768)

Genesys Info Mart now correctly transforms user event data when a key is updated multiple times during a one-second period. Previously in this scenario, the transformation job might have selected the wrong value from among the multiple values generated.

(GIM-9688)

Genesys Info Mart now correctly transforms data from the GIDB_G_PARTY_MM table when values in ENDPOINTID exceed 50 characters.

Previously in such scenarios, the job step CORE_MM failed with the following exception:

- ORACLE: DBError=DATA_EXCEPTION_VALUE_TOO_LARGE_FOR_COLUMN; Update counts=[]; ORA-12899: value too large for column "GIM"."TMP_ACTIVE_CALL"."LP_ENDPOINTDN" (actual: 51, maximum: 50)

- MSSQL: SQLSTATE=22001; error code=8152; DBError=DATA_EXCEPTION_VALUE_TOO_LARGE_FOR_COLUMN; SQLException for SQL [INSERT INTO dbo.TMP_ACTIVE_CALL

(GIM-9643)

Genesys Info Mart now correctly populates the PREV_IRF_* and PREVIOUS_MEDIATION_DURATION columns in the IRF table in scenarios where:

1. The strategy is loaded on a SIP Server routing point that is configured with the SIP Server **divert-on-ringing** configuration option set to `false`.

2. The call is routed to an initial target, where a `route on no answer` (RONA) occurs.

3. The strategy takes more than one second to select a second routing target.

4. The second routing target eventually answers the call.

Previously in this scenario, the IRF record for the answering agent had its PREV_IRF_* columns incorrectly populated with a null value, and its PREVIOUS_MEDIATION_DURATION column populated with a value of 0.

(GIM-9610)

Genesys Info Mart now correctly represents voice interactions for scenarios in which a single-step conference is performed.

Previously in this scenario, the IRF row for the conference initiator did not contain a correct technical result of `Conferenced`, and the IRF row for the conference target did not contain a correct resource role of `InConference`. In addition, the single-step conference initiator and target IRF rows were not appropriately linked together using the PREV_IRF_ID and RECEIVED_FROM_IXN_RESOURCE_ID columns.

Note: This change applies only in deployments in which Interaction Concentrator 8.1.500.04 or higher supports single-step-conference, and requires that the **ssc-processing** option be set to 1 in the `callconcentrator` section of the Interaction Concentrator application object (see the Interaction Concentrator 8.1.x Release Note).

(GIM-9607)