Genesys Info Mart Business Continuity Deployment Guide

Change History

12/17/2025

Change History

Contents

This section lists all the changes between the 8.1.2 and 8.1.3 versions of this document.

New Pages

No pages have been added in this revision with the exception of this Change History page.

Removed Pages

No pages have been removed in this revision.

Updated Pages

The content of the following pages has been modified to reflect the most recent recommendations that apply to both 8.1.2 and 8.1.3 releases of Genesys Info Mart.

Page Info Mart Database Replication

- The list of tables to be excluded from replication has been extended to include additional Staging and Control tables:
    - STG_SM_RES_ST_REASON_FACT_MM
    - STG_SM_RES_ST_REASON_FACT_V
    - STG_SM_RES_STATE_FACT_MM
    - STG_SM_RES_STATE_FACT_V
    - CTL_SCHEMA_INFO

Page Setting Up Replication

- A new note calls your attention to the tenant views replication.
- The Deployment Prerequisites have been modified to recommend a single Genesys Info Mart Application object as the means to prevent the issues with configuration synchronization between Genesys Info Mart servers at the standby and active sites.
- The Configuring Database Replication for Info Mart Database procedure has been updated to:
    - Modify the configuration of the Extract, DataPump, and Replicat modules.
    - Modify instructions in Step 6 regarding copying the Info Mart database from the replication source to target.

Page Disaster Recovery

- The Disaster Recovery Procedure has been modified to:

- Add a new recommendation to use a single Genesys Info Mart Application object.

- Add instructions for a partitioned Info Mart database.

- Add instructions to temporarily disable the aggregation.

- Add instructions to run a migration job.

- The Procedure to Return to Normal Operation has been updated in line with the recommendation to use a single Genesys Info Mart Application object for Genesys Info Mart Servers at the standby and active sites.