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Genesys Info Mart Log Events Help

Log Events Supplement

5/10/2025

Log Events Supplement

This page supplements the Genesys Info Mart section of the [Combined Log Events Help](#) by providing information about changes to log events in all releases of Genesys Info Mart since the initial 8.1.4 release.

Refer to the Genesys Info Mart section of the [Combined Log Events Help](#) for information about log events that do not appear on this page.

Discontinued Log Events

The following log events have been removed from Genesys Info Mart since the most recent update to the Genesys Info Mart section of the [Combined Log Events Help](#).

55-20004	55-20023	55-20024	55-20032	55-20045	55-20046
55-20047	55-20048	55-20051	55-20084	55-20088	55-20089
55-20091	55-20112	55-20113	55-20114	55-20115	55-20116
55-20120	55-20121	55-20122	55-20153	55-20156	55-30014
55-31200	55-31203	55-34101	55-34107	55-35103	

For information about the release in which a given change occurred, see the [Log event change history](#).

Updated Log Events

The following log events have changed since the most recent update to the Genesys Info Mart section of the [Combined Log Events Help](#).

55-20037	55-20101	55-20105	55-20106	55-20110	55-20152
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For information about the release in which a given change occurred, see the [Log event change history](#).

55-20037

Level	Standard
Text	Configuration check failed.
Attributes	(none)

Description	The Genesys Info Mart Server encountered a configuration error.
Alarm Advisory	Indicates an abnormal condition. Consider setting an Alarm Condition for this event. The correct Cancel Event is 55-20169 .
Actions	See the Genesys Info Mart log file for error-related information, and correct any problems with Genesys Info Mart Server configuration.

55-20101

Level	Standard
Text	Memory usage size of [number] bytes has exceeded the threshold ([percent] percent of maximum size [amount]) for memory pool [name]. Exceeded count is [count].
Attributes	<p>[number] — The number of bytes currently in use that triggered the memory notification.</p> <p>[percent] — The percentage of the maximum memory used to determine the threshold amount.</p> <p>[amount] — The maximum amount of memory (in bytes) guaranteed for use by the Java Virtual Machine.</p> <p>[name] — The name of the memory pool.</p> <p>[count] — The number of times the threshold has been exceeded.</p>
Description	Memory usage has exceeded the threshold amount. The threshold amount is based on a percentage of the maximum amount of memory available to the Java Virtual Machine. This percentage value is configured with the memory-threshold option in the gim-etl section. This message also displays the number of times the threshold has been exceeded.
Alarm Advisory	Set an alarm on this event to alert you that memory usage has exceeded the threshold. The correct Cancel Event is 55-20168 .
Actions	Evaluate whether more memory is necessary to run Genesys Info Mart. If this message appears frequently, the configured threshold amount may be too low.

55-20105

Level	Standard
Text	Aggregation cannot start, because aggregation engine is not configured properly. [error].
Attributes	[error] — Error text with a more detailed specification of the reason why aggregation cannot

	start.
Description	The aggregation engine requires that the aggregation JAR file be available and the aggregation-engine-class-name option from the Genesys Info Mart section <i>gim-etl</i> should specify the proper class name of the aggregation engine.
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. The correct Cancel Event is 55-20167 .
Actions	Check that the Genesys Info Mart aggregation-engine-class-name configuration option in the <i>gim-etl</i> section specifies the proper aggregation engine class name. Also, make sure that the aggregation engine JAR file is available in the Genesys Info Mart environment and contains the specified class.

55-20106

Level	Standard
Text	Transform ignored inconsistent data. [data].
Attributes	[data] — A list of data items that are found to be inconsistent and are ignored during transformation.
Description	Interaction Concentrator data may be inconsistent if connections in the chain "Switch-> data source-> ICON" (and IS-Link, if used) were lost during data processing. Genesys Info Mart does not transform inconsistent data; as a result, some information is not available in reports.
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event.
Actions	Make sure that your data source and Interaction Concentrator are running without any interruptions or errors. If the problem persists, contact Genesys Technical Support.

55-20110

Level	Standard
Text	Extract of the following data is delayed from [current_time] by more than ([delayed-data-threshold]:[Application(s)]).
Attributes	<p>[current_time] — The time when the extraction job verifies availability of data sources.</p> <p>[delayed-data-threshold] — The value of the delayed-data-threshold configuration option.</p> <p>[Application(s)] — The name(s) of the ICON application(s) from</p>

	which the data is delayed; for example, ICON_CFG_PR.
Description	Indicates that data has been unavailable for extraction from the IDB(s) that are associated with the named ICON application(s) for longer than the configured threshold. Potential reasons for data to be delayed is that ICON cannot write the data from its Persistent Queue (icon.pq) file into a respective IDB, or that Genesys Info Mart cannot access the IDB. In a high-availability (HA) deployment, the message is generated only when data is delayed from both IDBs in the HA pair.
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. The correct Cancel Event is 55-20171 .
Actions	Investigate the reasons for data delays and correct them as soon as possible. For instance, verify that: <ul style="list-style-type: none"> • The ICON application is running and is writing data into its IDB. • Genesys Info Mart has access to the IDB.

55-20152

Level	Standard
Text	GIM Server - current state is MIGRATION.
Attributes	(none)
Description	When Info Mart detects an outdated version of the Info Mart database, it allows you to run only Job_MigrateGIM. Beginning with release 8.5.005.19, it is possible to configure Genesys Info Mart Server to run the migration job automatically. In earlier releases, you must manually run the job using Genesys Info Mart Manager.
Alarm Advisory	Indicates that the only job that can be run is Job_MigrateGIM. You might consider setting an Alarm Condition for this event. The correct Cancel Event is 55-20104.
Actions	If the on-demand-migration configuration option is set to true , Genesys Info Mart Server runs the migration job automatically, and no corrective action is required. Otherwise, start the migration job manually using Genesys Info Mart Manager.

New Log Events

The following log events were added to Genesys Info Mart since the most recent update to the Genesys Info Mart section of the [Combined Log Events Help](#).

55-20120	55-20163	55-20164	55-20165	55-20166	55-20167	55-20168
55-20169	55-20170	55-20171	55-20172	55-20174	55-20175	55-20176
55-22000	55-22001	55-22002	55-22003	55-22004	55-22005	55-31406

For information about the release in which a given change occurred, see the [Log event change history](#).

55-20120

Level	Standard
Text	Number of MSFs per IRF in an interaction with irld='xxxx' exceeds the limit 'xx'. Some MSFs in this interaction will be discarded.
Attributes	(none)
Description	Generated (not more than once per interaction in each ETL) when the limit described by max-msfs-per-irf (in the gim-etl section) is exceeded.
Actions	Check the value of max-msfs-per-irf, and increase it if necessary.

55-20163

Level	Standard
Text	Installed version of Aggregation engine does not support input parameters.
Attributes	(none)
Description	The current version of the Reporting and Analytics Aggregates (RAA) does not support taking input parameters from Genesys Info Mart.
Actions	Check the compatibility requirements in the RAA documentation and upgrade RAA if necessary.

55-20164

Level	Standard
Text	[violation description] => [substitute]
Attributes	[violation description] — description of the violation. [substitute] — value that will be used instead of the invalid value.
Description	Indicates that the transformation job encountered

	an invalid value, and substituted a valid value.
Alarm Advisory	You might consider setting an Alarm Condition for this event. There is no recommended Cancel Event.
Actions	Examine the source of the invalid value.

55-20165

Level	Standard
Text	GIM database lock has been acquired
Attributes	(none)
Description	Indicates that Genesys Info Mart acquired a database lock to the Info Mart database.
Actions	No action required.

55-20166

Level	Standard
Text	Aggregation engine initialization failed - [error].
Attributes	[error] — Error text with a more detailed specification of the reason why aggregation cannot be initialized.
Description	The aggregation engine encountered an internal initialization error.
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. The correct Cancel Event is 55-20167 .
Actions	Examine the log files to determine the source of the problem.

55-20167

Level	Standard
Text	Aggregation engine initialization completed successfully.
Attributes	(none)
Description	The aggregation engine successfully created.
Alarm Advisory	This event cancels 55-20166 and 55-20105 .
Actions	No action required.

55-20168

Level	Standard
Text	Memory usage size of [number] bytes is below the threshold ([percent] percent of maximum size [amount]) for memory pool [name].
Attributes	<p>[number] — The number of bytes currently in use that triggered the memory notification.</p> <p>[percent] — The percentage of the maximum memory used to determine the threshold amount.</p> <p>[amount] — The maximum amount of memory (in bytes) guaranteed for use by the Java Virtual Machine.</p> <p>[name] — The name of the memory pool.</p>
Description	Memory usage is below the threshold amount.
Alarm Advisory	This event cancels 55-20101 .
Actions	No action is required.

55-20169

Level	Standard
Text	Configuration check passed.
Attributes	(none)
Description	Configuration check passed; no severe issues were found.
Actions	No action is required.

55-20170

Level	Standard
Text	DSS truncated to current time: [currentTime], [DSS], [truncatedDSS]
Attributes	<p>[currentTime] — The current time (GMT).</p> <p>[DSS] — The data-source session (DSS) that the extraction job was processing when the log event was generated.</p> <p>[truncatedDSS] — The data-source session (DSS) with timestamps truncated to the current time.</p>
Description	Indicates that the extraction job encountered IDB data having a timestamp later than the current date/time.
Alarm Advisory	Consider setting an alarm to alert you that there is a problem with the time on the server.

Actions	Check to ensure that the clock is set to the correct time.
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55-20171

Level	Standard
Text	Extract is not delayed.
Attributes	(none)
Description	Indicates that verification of data sources at the start of the extraction job is completed successfully and that data from all data sources is available for extraction. In a high-availability deployment, the message indicates that data is available from at least one IDB in each HA pair.
Alarm Advisory	This event cancels 55-20110 .
Actions	No action is required.

55-20172

Level	Standard
Text	GDPR: Processing of [file_name] for Tenant [tenant_ID] encountered exception: [exception].
Attributes	[file_name] — The name of the JSON file that caused the exception. [tenant_ID] — The identifier of the Tenant configuration object. [exception] — The text of the exception.
Description	GIM_ETL_GDPR_ERROR is issued if an exception occurred while processing the input JSON file that you provided for General Data Protection Regulation (GDPR) “forget” or “export” requests, causing the maintenance job to fail. Most commonly, this error occurs because of incorrect formatting or content of the JSON file.
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. The correct Cancel Event is 55-31406 .
Actions	Locate the problematic file in a directory indicated by the configuration of the referenced Tenant object. Investigate the reasons for the exception and correct them. For example, correct the formatting or content of the JSON file.

55-20174

Level	Standard
Text	Illegal dialing mode [code] in [column] for chainguid [chainguid] will be treated as 0
Attributes	[code] — The unsupported dialing mode value. [column] — The name of the column from which the unsupported dialing mode value was read. [chainguid] — The unique identifier of the chain processing attempt.
Description	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), Genesys Info Mart replaces the incorrect data with the default value (0), continues processing, and logs this message.
Actions	No action is required.

55-20175

Level	Standard
Text	[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]'.
Attributes	[column_name] — The name of the column in which a field contained a value that was out range for the column type. [original value] — The original (out-of-range) value. [chainguid] — The unique identifier of the chain processing attempt. [field-dbid] — The unique identifier of the field that contained out-of-range data. [replacement] — The new (valid) value that Genesys Info Mart inserted in place of the out-of-range value.
Description	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.
Actions	No action is required.

55-20176

Level	Standard
Text	History for OCS chainguid=[chainguid] exceeds the limit [limit].
Attributes	[chainguid] — The unique identifier of the chain processing attempt. [limit] — The value configured in the option ocs-chain-history-limit.
Description	<p>Genesys Info Mart logs this message whenever the number of GIDB_GO_FIELDHIST or GIDB_GO_CHAINREC_HIST records recorded for a given CHAINGUID exceeds the value configured in the option ocs-chain-history-limit.</p> <p>For example, this could occur in scenarios where an internal case is reopened from the closed state and the result of the dialed call to the customer is NO_ANSWER, and suboptimal SCXML logic causes SCXML to repeatedly add records to the calling list, and Outbound Contact Server (OCS) to repeatedly dial the number until the customer answers the call. As a result, a large number of GIDB_GO_FIELDHIST and GIDB_GO_CHAINREC_HIST records are created for the associated CHAINGUID.</p>
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. There is no recommended Cancel Event.
Actions	Correct problematic scenario logic if necessary.

55-22000

Level	Standard
Text	Aggregation job started successfully. Ready to process aggregation requests.
Attributes	(none)
Description	This is a confirmation message from Reporting and Analytics Aggregates (RAA) that the aggregation job started successfully under Genesys Info Mart Server.
Actions	No action is required.

55-22001

Level	Standard
Text	Aggregation job stopped successfully.
Attributes	(none)
Description	This is a confirmation message from Reporting and

	Analytics Aggregates (RAA) that the aggregation job that was running under Genesys Info Mart Server has stopped successfully.
Actions	No action is required.

55-22002

Level	Standard
Text	RAA configuration error: [text].
Attributes	[text] — Details of the configuration error.
Description	The specified configuration is incorrect for the Reporting and Analytics Aggregates (RAA) that is being started under Genesys Info Mart Server.
Alarm Advisory	Indicates an abnormal condition. You might consider setting an Alarm Condition for this event. There is no recommended Cancel Event.
Actions	Correct the configuration problem based on the details that the message provides.

55-22003

Level	Standard
Text	Starting processing aggregation requests.
Attributes	(none)
Description	This is a confirmation message from Reporting and Analytics Aggregates (RAA). The aggregation job running under Genesys Info Mart Server has received aggregation requests and is starting to process them.
Actions	No action is required.

55-22004

Level	Standard
Text	Finished processing aggregation requests, no pending requests found.
Attributes	(none)
Description	This is a confirmation message from Reporting and Analytics Aggregates (RAA). The aggregation job running under Genesys Info Mart Server has completed all outstanding aggregation requests.
Actions	No action is required.

55-22005

Level	Standard
Text	Aggregation query error: [Exception]
Attributes	[Exception] — The exception.
Description	A SQL query exception error occurred which prevented the aggregation query from being executed correctly.
Actions	Check the text of this exception. The problem may be handled automatically (for example, the database may reconnect automatically if the RDBMS becomes unavailable), or may require manual correction. If this problem persists, contact your Database Administrator or Genesys Customer Care.

55-31406

Level	Standard
Text	GDPR: Processing of [file_name] for Tenant [tenant_ID] completed.
Attributes	[file_name] — The name of the JSON file provided for General Data Protection Regulation (GDPR) “forget” or “export” requests. [tenant_ID] — The identifier of the Tenant configuration object.
Description	GIM_ETL_GDPR_SUCCESS indicates that GDPR “forget” or “export” processing completed successfully.
Alarm Advisory	This event cancels 55-20172 (GIM_ETL_GDPR_ERROR).
Actions	No action is required.

Log Event Change History (by release)

This section briefly describes changes to log events in each 8.x release. See other sections on this page for more detailed information about [recently added](#) or [updated](#) log events, or for a complete list of [recently removed](#) log events.

Changes in release 8.1.0

The following Genesys Info Mart log events changed in release 8.1.0:

ID	Default Level	Text	Type of Change	Details
55-20119	Standard	Missing group with ID=[group_ID] referred from GIDB_GO_CAMPAIGN table.	Added	
55-20120	Standard	Number of parties in an interaction with irld=[id] exceeds the limit [limit_value]. Some parties in this interaction will be discarded.	Added	
55-20121	Standard	Number of party history records in an interaction with irld=[id] exceeds the limit [limit_value]. Some party history records in this interaction will be discarded.	Added	
55-20122	Standard	Number of VQ records in an interaction with irld=[id] exceeds the limit [limit_value]. Some VQ records in this interaction will be discarded.	Added	
55-20153	Standard	Dynamic updates of the [option_name] option are not supported. Restart of GIM Server is required.	Added	
55-20154	Standard	GIM database lock is not held.	Added	

Changes in release 8.1.1

The following Genesys Info Mart log events changed in release 8.1.1:

ID	Default Level	Text	Type of Change	Details
55-20123	Standard	An active interaction with irld=[id] exceeds the limit days-to-	Added	

ID	Default Level	Text	Type of Change	Details
		keep-active-facts=[number]. This interaction will be artificially terminated.		
55-20155	Standard	Database error: [message]; CODE=[code]; SQLSTATE=[SQL state]; DBError=[error][additional information].	Added	

Changes in release 8.1.2

The following Genesys Info Mart log events changed in release 8.1.2:

ID	Default Level	Text	Type of Change	Details
55-20084	Standard	In the ICON application [applname] option [optionname] in section [sectionname] has the wrong value. [additional information].	Changed	New attribute added.
55-20089	Standard	GIM Server - lost connection to Config Server: [name]. Cause: [additional Information].	Changed	New attribute added.
55-20120 55-20121 55-20122	Standard	These log events warn about limits being exceeded: the number of parties in an interaction, the number of party history records in an interaction, and the number of virtual queue records in an interaction, respectively.	Changed	Removed default limits because the default limits can differ between 8.1.1 releases and 8.1.2 releases.
55-20156	Standard	Connected to Config Server [host_name:port] for application [application_name].	Added	Replaces 55-30014

ID	Default Level	Text	Type of Change	Details
55-20157	Standard	Illegal call result [bad-result] in [column] for chainguid [guid] will be treated as [result].	Added	
55-20159	Standard	Aggregation engine is not initialized, which effectively disables [section_name]:[option_name] option.	Added	
55-30014	Trace	Connected to Config Server [name] for application [applname].	Removed	Replaced by Standard-level message number 55-20156.

Changes in release 8.1.3

The following Genesys Info Mart log events changed in release 8.1.3:

ID	Default Level	Text	Type of Change	Details
55-20000	Standard	[Text].	Added	
55-20034	Standard	[Database] database information is not up to date: current: [version1] required: [version2].	Changed	Text changed.
55-20093	Standard	GIM Server [name] - cannot start listener, because port = 0.	Changed	Text changed.
55-20110	Standard	Extract of the following data is delayed from [max_extract_HWM] by more than [delayed-data-threshold]:[text].	Changed	Text and generation timing changed.
55-20116	Standard	Configuration error: 'ADMIN_CONSOLE' DAP must be configured for the Genesys Info Mart application.	Removed	Replaced by Standard-level message number 55-20050.
55-20118	Standard	[Application] -	Changed	Text changed.

ID	Default Level	Text	Type of Change	Details
		configuration option has invalid value: [section name]:[option name] = [actual value]. [Valid values].		
55-20160	Standard	Wrong Daylight saving time (DST) settings for [timezone_name] timezone. DST is ignored for this time zone. [Text].	Added	
55-20161	Standard	[Application] - configuration option not found: [section name]:[option name]. [Valid values].	Added	
55-20162	Standard	[Application] - invalid configuration. [Text].	Added	
55-25000	Standard	[Text].	Level changed	Added to the Help because of change in level from Info to Trace.
55-30000	Trace	[Text].	Added	

Changes in release 8.1.4

The following Genesys Info Mart log events changed in release 8.1.4:

ID	Default Level	Text	Type of Change	Details
55-20120	Standard	Number of parties in an interaction with IRID=[id] exceeds the limit [limit_value]. Some parties in this interaction will be discarded.	Removed	Description is preserved in the Help for customers using 8.1 releases prior to 8.1.4.
55-20121	Standard	Number of party history records in an interaction with IRID=[id] exceeds the limit [limit_value]. Some party history	Removed	

ID	Default Level	Text	Type of Change	Details
		records in this interaction will be discarded.		
55-20122	Standard	Number of VQ records in an interaction with IRID=[id] exceeds the limit [limit_value]. Some VQ records in this interaction will be discarded.	Removed	
55-20163	Standard	Installed version of Aggregation engine does not support input parameters.	Added	
55-22000	Standard	Aggregation job started successfully. Ready to process aggregation requests.	Added	
55-22001	Standard	Aggregation job stopped successfully.	Added	
55-22002	Standard	RAA configuration error: [text].	Added	
55-22003	Standard	Starting processing aggregation requests.	Added	
55-22004	Standard	Finished processing aggregation requests, no pending requests found.	Added	
55-22005	Standard	Aggregation query error: [Exception]	Added	

Changes in release 8.5.0

The following Genesys Info Mart log events changed in release 8.5.0:

ID	Default Level	Text	Type of Change	Details
55-20110	Standard	Extract of the following data is delayed from [current_time] by	Updated	Attributes changed. Added Cancel Event information.

ID	Default Level	Text	Type of Change	Details
		more than ([delayed-data-threshold]:[Application(s)]).		
55-20165	Standard	GIM database lock has been acquired	Added	
55-20166	Standard	Aggregation engine initialization failed - [error].	Added	
55-20167	Standard	Aggregation engine initialization completed successfully.	Added	
55-20168	Standard	Memory usage size of [number] bytes is below the threshold ([percent] percent of maximum size [amount]) for memory pool [name].	Added	
55-20169	Standard	Configuration check passed.	Added	
55-20170	Standard	DSS truncated to current time: [currentTime], [DSS], [truncatedDSS]	Added	
55-20171	Standard	Extract is not delayed.	Added	
55-20172	Standard	GDPR: Processing of [file_name] for Tenant [tenant_ID] encountered exception: [exception].	Added	
55-20174	Standard	Illegal dialing mode [code] in [column] for chainguid [chainguid] will be treated as 0	Added	
55-20175	Standard	[column_name]: value '[original value]' from chainguid=[chainguid], fieldid=[field-dbid] is out the types representable range, replaced by nearest valid value '[replacement]'.	Added	
55-20176	Standard	History for OCS chainguid=[chainguid] exceeds the limit	Added	

ID	Default Level	Text	Type of Change	Details
		[limit].		
55-20105	Standard	Aggregation cannot start, because aggregation engine is not configured properly. [error].	Updated	Added Alarm Advisory.
55-20101	Standard	Memory usage size of [number] bytes has exceeded the threshold ([percent] percent of maximum size [amount]) for memory pool [name]. Exceeded count is [count].	Updated	Added Cancel Event information.
55-20037	Standard	Configuration check failed.	Updated	Added Alarm Advisory.
55-31406	Standard	GDPR: Processing of [file_name] for Tenant [tenant_ID] completed.	Added	