Genesys Info Mart

error-policy Section

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Use this configuration section to specify options that are related to error handling during transformation.

Important

- By default, all of the **[error-policy]** options — except for **error-policy-irf-exception, error-policy-irf-exception-resumable, error-policy-campaign-group-missing,** and **error-policy-cfg-check-backup-data-source** — are set so as not to generate an exception when the transformation job encounters data inconsistencies. The default settings mean that Genesys Info Mart will attempt to recover from inconsistencies in the source data and continue processing. The implications for data quality depend on the particular call flow and environment. The `STATUS` field in the `INTERACTION_FACT` record indicates the type of error that was encountered.
- The default value for error-policy-irf-exception is `log_db_resume`. If you set the value of this option to `exception`, Genesys Info Mart will fail the transformation job when it encounters error-policy exceptions. You can set an alarm on the log event that is generated when the job fails.

error-policy-call-mergecall-missing

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when the MERGECALLID field in the GIDB_G_CALL_V table refers to missing records in the table.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to ignore references to the missing data and continue with transformation. The transformation job logs the following error message: Interaction(...):call(...): merge call(...) is missing.

error-policy-campaign-group-missing

Default Value: exception
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when an Outbound Contact campaign record refers to a campaign group, but group records that have the referenced GROUPID do not exist.

- **exception**—Instructs the transformation logic to fail the job.
- **resume**—Instructs the transformation logic to ignore the missing data and continue processing. In all campaign-related records that are associated with the missing group(s), the tenant is identified as unknown (the TENANT_KEY field in campaign-related fact tables is populated with -1).

error-policy-cfg-check-backup-data-source

Default Value: error
Valid Values: error, warning
Changes Take Effect: At the next configuration check
Dependencies: None
Introduced: 8.5.014.26

Specifies the severity level of the error Genesys Info Mart generates in high availability (HA) deployments if it detects that ICON connections to the HA pair(s) of data sources (T-Server, Outbound Contact Server, or Interaction Server) have not been configured correctly. Misconfiguration occurs when the primary data-source application is not specified for both ICON connections in the HA pair.

When misconfiguration is detected, Genesys Info Mart behavior depends on the defined severity level:

- warning — Error message 55-20162 (GIM_ETL_CFG_OBJ_INVALID) is logged, describing the illegal connection.
- error — The configuration check fails, preventing the ETL from running. Two error messages are logged: 55-20162 (GIM_ETL_CFG_OBJ_INVALID), which describes the illegal connection, and 55-20037 (GIM_ETL_CONFIG_CHECK_FAILED), which indicates that the configuration check failed.

error-policy-ipurpose-numberformat

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when the IPurpose attached data key-value-pair (KVP) is present and the value of IPurpose is not a number. The error usually arises because of incorrect configuration.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to process the data as if the IPurpose KVP were not attached. In this case, whether the IVR is treated as a handling resource or a mediation resource depends on the value that is configured for the default-ivr-to-self-service option.

error-policy-irf-exception

Default Value: log_db_resume
Valid Values: log_db_resume, resume, exception
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when an exception is encountered during transformation of some interaction thread.

- **log_db_resume** (default)—Instructs the transformation logic to discard the problematic interaction thread, write corresponding information into the STG_TRANSFORM_DISCARDS table, and resume processing.
- **resume**—Instructs the transformation logic to discard the problematic interaction thread and resume processing, without writing corresponding information into the database.
- **exception**—Instructs the transformation logic to fail the job.

error-policy-irf-exception-resumable

Default Value: Exception
Valid Values: Any valid Java regular expression
Changes Take Effect: On the next ETL cycle
Dependencies: error-policy-irf-exception=log_db_resume or resume

The value defines a filter, which enables you to fine-tune the job level behavior (as specified by the **error-policy-irf-exception** option) by controlling which exceptions that might be triggered during interaction transformation can be considered to be discardable. If the specified regular expression matches the name of the exception class or the name of the exception super classes, then the exception is considered to be noncritical; the results of the interaction transformation (IRFs and MSFs) will be discarded, but Job_TransformGIM will continue. If the specified regular expression does not match the name of the exception class or the exception super class, the job will be aborted.

For example, if **error-policy-irf-exception**=`log_db_resume` or `resume`, **error-policy-call-mergecall-missing**=`exception`, and the transformation job encounters that particular data inconsistency, the transformation job will generate an InteractionTransformException. If **error-policy-irf-exception-resumable** is set to:

- `Exception`—Genesys Info Mart will behave as described for **error-policy-irf-exception**=`log_db_resume` or `resume`.
- `InteractionTransformException`—Genesys Info Mart will behave as described for **error-policy-irf-exception**=`log_db_resume` or `resume`.
- `NullPointerException`—The transformation job will fail.
- `IllegalStateException`—The transformation job will fail.

error-policy-islink-dangling

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when information for only one side of an IS_LINK is available.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to process the interaction as if the missing IS-Link information were for a remote site that is not monitored by ICON. For example, an internal transfer will be transformed as an inbound or outbound interaction.

error-policy-islink-multiple-sources

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when there are multiple (>1) source IS_LINKs that have the same LINKID.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to choose one of the source records randomly and ignore the other source records.

error-policy-islink-multiple-targets

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when there are multiple (>1) target IS_LINKs that have the same LINKID.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to choose one of the target records randomly and ignore the other target records.

error-policy-islink-multiple-vertices

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when there are more than two bidirectional IS_LINKs that have the same LINKID. The option is similar to error-policy-islink-multiple-targets and error-policy-islink-multiple-sources, but it applies to bidirectional links. This data inconsistency occasionally occurs with older T-Servers.

error-policy-islink-source-party-missing

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when the source call for the IS_LINK for a dial-out attempt does not have a remote dialed party. As a result, the transformation job does not have sufficient information to build the order for Interaction Resource Facts (IRFs).

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to build the order for IRFs randomly as it processes the interaction.

error-policy-party-created-duplicated

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when G_PARTY_HISTORY contains multiple records that have ChangeType=1(party_created) for some party.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to treat the first record that it reads as the party created record and to ignore the other party created records.

error-policy-party-created-missing

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when G_PARTY_HISTORY does not contain a record that has ChangeType=1(party_created) for some party.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an exception, which is handled as specified by the error-policy-irf-exception option.
- **resume**—Instructs the transformation logic to construct a party created record, based on assumptions from the first party history record that it reads.

error-policy-party-parent-missing

Default Value: resume
Valid Values: exception, resume
Changes Take Effect: On the next ETL cycle
Dependencies: None

Policy on handling the situation when the party refers to a parent, but party records that have the referenced PARTYID do not exist.

- **exception**—Instructs the transformation logic to interrupt transformation of the interaction with an

exception, which is handled as specified by the error-policy-irf-exception option.

- **resume**—Instructs the transformation logic to ignore the missing data and continue processing.