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Genesys Info Mart

8.5.014.19

5/7/2025

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

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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:
 - **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

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Deployment Procedure

[8.5.0 Deployment Procedure](#)

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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.
- 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.