Genesys Info Mart

Known Issues and Recommendations

5/5/2025

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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.