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Predictive Routing - Agent State Connector

Release Notes 9.0.x

1/4/2022

Table of Contents

Predictive Routing - Agent State Connector 9.0.x Release Note	3
Known Issues and Recommendations	6
Release 9.0.0	9
9.0.015.04	10
9.0.015.01	12
9.0.015.00	14
9.0.014.01	16
9.0.012.02	18
9.0.012.01	20
9.0.009.00	22
9.0.008.00	24
9.0.007.00	26
9.0.006.08	28
9.0.006.06	30

Predictive Routing - Agent State Connector 9.0.x Release Note

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

This Release Note applies to all 9.0.x releases of Predictive Routing - Agent State Connector. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.015.04	07/19/19	General	Under Shipping Control		X		X
9.0.015.01	02/26/19	General	Under Shipping Control		X		X
9.0.015.00	02/15/19	General	Under Shipping Control		X		X
9.0.014.01	12/21/18	General	Under Shipping Control		X		X
9.0.012.02	11/02/18	Hot Fix			X		X
9.0.012.01	08/23/18	General	Under Shipping Control		X		X
9.0.009.00	03/28/18	General	Under Shipping Control		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.008.00	03/05/18	Restricted			X		X
9.0.007.00	12/22/17	General	Under Shipping Control		X		X
9.0.006.08	11/28/17	Hot Fix			X		X
9.0.006.06	09/26/17	General	Under Shipping Control		X		X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Predictive Routing](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Predictive Routing - Agent State Connector, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Predictive Routing - Agent State Connector, see the following documentation:

- The documentation related to this software is available from the [Genesys Predictive Routing](#) page.
- The [Genesys Predictive Routing Deployment and Operations Guide](#) provides details about installing and configuring Agent State Connector.
- The [Genesys Predictive Routing](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Predictive Routing components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Predictive Routing - Agent State Connector

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Predictive Routing - Agent State Connector. 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.

The same `dataset_upload_worker` that handles Dataset imports also handles the Apply Sync and Accept Sync operations for Agent and Customer Profiles. As a result, you cannot create an Agent or Customer Profile schema and upload agents to the Profile at the same time as a Dataset import.

Workaround: Genesys recommends that you plan data uploads so as to initialize the Dataset before or after creating Agent or Customer Profile schemas and uploading agents.

ID: PRR-5160	Found In: 9.0.015.04	Fixed In:
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The default values and valid values for the following two options appear incorrectly in the Configuration Manager window in GAX. The values given below and in the [Configuration Options](#) topic in the *Genesys Predictive Routing Deployment and Operations Guide* are correct.

- **ss-monitoring-reconnect-count**

Specifies the maximum number of reconnect attempts to Stat Server before ASC generates log event 60703, for which you should set an alarm. To be exact, if ASC detects a switchover or disconnection the number of times set in this option during the time period set in the option, ASC generates the log event. The cancel event for this alarm should be 60704.

- Configured in: Agent State Connector object, **[default]** section
- Default value: 4
- Valid values: Integers from 1–10000
- Changes take effect: On restart

- **ss-monitoring-reconnect-min**

Specifies a time interval, in minutes, that ASC uses when monitoring multiple Stat Server switchover events. If ASC detects as many switchovers or disconnects as specified in the **ss-monitoring-reconnect-count** during the time period configured in this option, ASC generates log event 60701, for which you should set an alarm.

- Configured in: Agent State Connector object, **[default]** section

- Default value: 60
- Valid values: Integers from 1–50000
- Changes take effect: On restart

ID: **PRR-4029**

Found In: **9.0.014.00**

Fixed In: **9.0.015.01**

Although Configuration Server and Agent State Connector accept skills with spaces in the skill name, AI Core Services does not add top-level skills with spaces in their names to the Agent Profile schema. As a result, such skills are not used in scoring requests, which use top-level skills.

ID: **PRR-2110**

Found In: **9.0.007.01**

Fixed In: **9.0.014.01**

Agent State Connector does not support TLS protocol for connections to Configuration Server and Stat Server.

ID: **PRR-1876**

Found In: **9.0.006.06**

Fixed In: **9.0.008.00**

Agent State Connector cannot be started from Solution Control Interface (SCI). You must start and stop ASC from the command line. However, ASC appears in SCI and can be monitored from the SCI interface.

ID: **PRR-177**

Found In: **9.0.000.01**

Fixed In:

If your environment contains multiple configured tenants but not all tenants are specified in the ASC Application object **Connections** tab, ASC might add objects from unspecified tenants in the following scenario:

- The environment contains Tenant_1 and Tenant_2. ASC is connected to the Configuration Server(s) for both tenants.
- Tenant_1 is added to the ASC **Connections** tab but Tenant_2 is not. Consequently, ASC adds all agents configured for Tenant_1 and none for Tenant_2.
- ASC then receives an update from Configuration Server indicating that something changed in the configuration for an agent in Tenant_2.
- ASC sends JOP the update concerning this agent and subscribes to Stat Server for statistics updates for this agent.

ID: **n/a**

Found In: **9.0.005.04**

Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Predictive Routing - Agent State Connector

unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Predictive Routing - Agent State Connector Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Predictive Routing - Agent State Connector, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.015.04

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/19/19	General	Under Shipping Control		X		X

What's New

This release includes the following new features and improvements:

- The numeric datatype now replaces both float and integer datatypes in Agent and Customer Profiles. This change resolves confusion about when to use float and integer datatypes. This is a breaking change from previous releases of AICS and Agent State Connector (ASC). If you upgrade either component you **MUST** also upgrade the other. The following versions are compatible:
 - AICS 9.0.015.03 and higher + ASC 9.0.015.04 and higher.
 - AICS 9.0.015.00 and lower + ASC 9.0.015.01 and lower (PRR-4834; PRR-5100)
- You can now optionally run ASC without a connection to Stat Server. ASC automatically detects whether there is a Stat Server Application in the ASC Application **Connections** tab. If so, ASC connects as in previous releases. If not, ASC does not connect to Stat Server and does not send agent login status updates to the GPR platform. In this case, AICS receives agent availability information from Universal Routing Server (URS). (PRR-4569)
- ASC now validates the values you enter in the **include-skills** and **include-groups** configuration

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

options. If ASC detects a skill name or Agent Group specified in these options that does not exist in Configuration Server, ASC triggers one of the following Standard-level log messages (Message Server log event number: 60401):

- The following Agent Groups are not found in Configuration Server. Please verify the correct names for these Agent Groups: ".."
- There are no agents present in Configuration Server with the following skills. Please verify the correct names for these skills: ".."

(PRR-4344)

- The *Deployment and Operations Guide* now contains complete instructions for configuring HTTPS connections among all GPR components. [Configure GPR to Use HTTPS](#)

Resolved Issues

This release contains the following resolved issues:

ASC deployed with Java 8 no longer generates a `ConcurrentModificationException` error message. This error message was the result of a known issue with Java 8. (PRR-4511)

ASC now logs the Duplicate 'RequestID' log message as an error instead of a warning. You can safely disregard this error message. (PRR-4388)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.04.

9.0.015.01

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/26/19	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Agent State Connector (ASC) now asynchronously reads Configuration Server responses, which enables faster, more efficient handling of large quantities of event data from Configuration Server. (PRR-4398)

Resolved Issues

This release contains the following resolved issues:

This release improves how ASC handles changes to Agent Skills and Groups at runtime. (PRR-4346)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.01.

9.0.015.00

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/15/19	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

You can now set an Agent Skill level to 0. Previously, if you set a Skill level to 0, ASC disregarded the update and retained the previous value. (PRR-4362)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.00.

9.0.014.01

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- AI Core Services (AICS) now requires HTTPS communication by default. Note that this change also requires you to adjust your configuration for Agent State Connector and the URS instance implementing the URS Strategy Subroutines component. For instructions, contact your Genesys representative. (PRR-1940)
- If the ASC configuration contains non-empty values for the new **filter-by-skills** and/or **filter-by-groups** configuration options, ASC subscribes to Stat Server for agent statistics only for the agents included in the specified Agent Groups or those satisfying the configured skill expression. If both options are configured, the agents are subscribed for statistics if they either satisfy the skill expression specified in the **filter-by-skills** option or are included in one of the Agent Groups specified in the **filter-by-groups** option.
 - This functionality enables you to limit the number of agents monitored by GPR or to use GPR in environments where multiple Stat Servers are deployed to monitor different groups of agents.
- These options are configured in the **[default]** section in the ASC Application object. They take effect on restart of ASC.
- The & (ampersand) and | (pipe) operators are not supported in skill expressions used as the value of

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

the **filter-by-skills** option. The skill expression must include only a single valid skill name. (PRR-3775)

- Agent State Connector (ASC) now supports email interactions, as well as voice.

Note: As of this release, email is supported on ASC only. End-to-end support for email in Predictive Routing is forthcoming.

To monitor agent login status on the new email channel, perform the following steps:

1. Set the value for the Agent State Connector **ss-custom-statistic-name** configuration option to **CurrentTargetState**.
2. Configure Stat Server to include the following statistic. This procedure is explained in [Create a Custom Stat Server Statistic](#) in the *Genesys Predictive Routing Deployment and Operations Guide*.

[CurrentTargetState]

- Category=CurrentTargetState
- MainMask=*
- Objects=Agent
- Subject=DNAction

If an agent is logged into the email channel, the Agent Profile submitted to AI Core Services includes the **loginStatusEmail** field, with the value set to 1. In addition, the **routeableEmail** field indicates whether the agent is ready to accept interactions on the email channel (value = 1) or not (value = 0). If the agent is logged out of the email channel, both the **loginStatusEmail** and **routeableEmail** fields have the value 0. (PRR-3608)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.01.

9.0.012.02

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Agent login status is no longer lost after Agent State Connector reconnects to Configuration Server. (PRR-3767)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.02.

9.0.012.01

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/23/2018	General	Under Shipping Control		X		X

What's New

This is a general release for this component. For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- You can now configure Agent State Connector (ASC) to monitor the StatAgentOccupancy Stat Server statistic. Statistics monitoring requires you to configure ASC and might require you to add the statistic and the time profile to Stat Server. **(Optional) Configure ASC to Monitor Statistics** provides complete instructions for configuring this functionality.
- You can now configure ASC to monitor a subset of the total list of agent groups present in agent profiles. ASC ignores all groups except those listed in the new **include-groups** configuration option. To monitor all groups, leave the option value empty (the default setting). (PRR-3063)
- You can now choose to have ASC ignore the following unsupported ASCII characters: [Space], -, <, >. To have ASC remove the specified characters from Agent Profile schema column names, but add the affected columns to the schema, set the new **ignore-ascii-characters** option to true. If you set the option to false (the default value), columns with the specified characters in the column name are omitted from the schema.
 - NOTE:** Columns with column names that include other unsupported characters continue to be omitted from the schema. For a complete list of unsupported characters, see **Configuring Agent Profiles**. (PRR-2949)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

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- You can now configure ASC to monitor a subset of the total list of skills present in agent profiles. ASC ignores all skills except those listed in the new **include-skills** configuration option. To monitor all skills, leave the option value empty (the default setting). (PRR-2948)
 - ASC now supports a connection to Stat Server running in single-server mode, without a backup. Previously ASC would connect only to Stat Server running as part of a primary-backup high availability (HA) pair. (PRR-2758)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.01.

9.0.009.00

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/2018	General	Under Shipping Control		X		X

What's New

This is a restricted release for this component. For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- The component name has been updated from Genesys Predictive Matching - Agent State Connector to Genesys Predictive Routing - Agent State Connector.
- Journey Optimization Platform was renamed to AI Core Services in release 9.0.009.01.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.00.

9.0.008.00

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/05/2018	Restricted			X		X

What's New

This is a restricted release for this component. For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- You can now have Agent State Connector collect call connId data from Stat Server and write it to the Agent Profile schema for use in Predictive Routing. To enable this functionality, create a new stat type definition in the Stat Server Application object and configure the new Agent State Connector **ss-custom-statistic-name** option.

For complete configuration information, see [Enable Collection and Storage of Call ConnIds](#) in the *Predictive Routing Deployment and Operations Guide*. (PRR-2113)

- ASC now supports connections to an upgraded (secure) Configuration Server port and supports TLS 1.2 protocol for its connection to a secure Stat Server port.

Note: Genesys does not support the use of TLS 1.1. (PRR-1876)

- Agent State Connector can now be configured to automatically create an Agent Profile schema, if none exists, or to verify the existing schema. Both behaviors are enabled by the new **auto-schema-discovery** configuration option, which is set to true (on) by default. (PRR-1665)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

- Agent State Connector is supported on Windows operating systems. For exact versions supported, see the *Genesys Supported Operating Environment Reference Guide*.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.00.

9.0.007.00

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General	Under Shipping Control		X		X

What's New

For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- The product name has changed from Genesys Predictive Matching to Genesys Predictive Routing. This change is not yet reflected in the application interface or in the documentation.
- Genesys Predictive Routing, including Agent State Connector, now supports both single-site and multi-site HA architectures.
- Agent State Connector (ASC) now enables you to set alarms if there are persistent connection issues with Configuration Server or Stat Server.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.00.

9.0.006.08

Predictive Routing - Agent State Connector Release Notes

9.x Predictive Routing - Agent State Connector is part of 9.x starting in **9.0.006.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/28/17	Hot Fix			X		X

What's New

For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- The following two configuration options are no longer supported as of this release:
 - reset-jop-on-startup** - This option is no longer required, and is now permanently set to false. To delete agents, delete your current agent profile schema in the Predictive Matching application, and then upload an updated schema.
 - stat-srv-ws-conn** - This option is no longer required, and is now permanently set to true. ASC now supports warm standby connections by default.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Agent State Connector (ASC) no longer falls out of synchronization after it loses its connection to Configuration Server. Previously, this loss of synchronization caused issues, such as empty groups appearing in the Predictive Matching application. (PRR-1460; PRR-1421)

ASC now correctly handles changes to an employee ID. Previously in this scenario, ASC erroneously created two agents, one with the old ID and a second with the new one. (PRR-1302)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.08.

9.0.006.06

Predictive Routing - Agent State Connector Release Notes

9.x This is the first 9.x release of **Predictive Routing - Agent State Connector**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/17	General	Under Shipping Control		X		X

What's New

For availability of this release, contact your Genesys representative. This release contains the following new features and enhancements:

- Agent State Connector (ASC) now enables high availability configurations using primary and backup ASC instances in warm standby mode.
- A new option, **ss-subscription-timeout**, enables you to specify a timeout between each subscription to avoid overloading Stat Server.
- Predictive Matching now supports HTTPS.
- Predictive Matching now supports TLS 1.2 encryption. Support for TLS 1.1 has been discontinued.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Predictive Routing](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

This release provides improved synchronization with Journey Optimization Platform with respect to renaming and deleting skills. Previously, changes of this type were sometimes missed due to different behavior in how skills were read. (PRR-1070)

This release corrects an issue that led to a memory leak. (PRR-1044)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.06.