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Configuration Server

8.5.100.02

12/21/2025

8.5.100.02

Configuration Server 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/30/14	General		X	X	X	X

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What's New

This release contains the following resolved issues:

- Configuration Server no longer terminates unexpectedly when transcoding characters that are invalid for the specified locale. Invalid characters in strings are replaced with a question mark (?). Previously, Configuration Server would terminate when it tried to transcode an invalid character.
- New Application Types:
 - Genesys Knowledge Center CMS
 - Genesys Knowledge Center Server

Resolved Issues

This release contains the following resolved issues:

In Linux environments with external authentication enabled, Configuration Server now properly encodes the passwords containing extended ASCII characters before sending them to the LDAP external authentication server. Previously, Configuration Server could not encode such passwords correctly and thus sent an empty password to the LDAP server. Based on the LDAP settings, this resulted in successful authentication of users in Configuration Server even if the user did not enter a correct LDAP password. (MFWK-22087)

Configuration Server is now able to calculate Virtual Agent Group (VAG) membership on the Solaris platform. Previously, Configuration Server was unable to calculate the membership, generating the following log message at startup for each VAG, instead:

```
Std 22400 Initialization error: CFGValueOutOfRange, object: [CfgAgentGroup], ...  
Script expression is not valid
```

This problem was specific to Solaris. No other platforms were affected.

(MFWK-16423)

If you delete all content in a section of the annex of a configuration object and add new content to that section in the same operation, Configuration Server now retains that section in the database and stores the new content in that section. Previously in this scenario, Configuration Server removed the

Helpful Links

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section from the database and stored the new content without a related section. The problem did not become evident until Configuration Server was restarted, when the section and the new content was not displayed in the annex. (MFWK-16367 [MFWK-16194])

Configuration Server no longer rejects configuration updates because of database error, if those requests are submitted by LRM (or another Genesys server) that is configured to use the SYSTEM account and elevated permissions were assigned to that account as directed by the deployment guide for LRM or the other server. Previously, you had to configure LRM (or the other server) with enough permissions for it to operate with a regular user account. (MFWK-16338)

Configuration Server no longer terminates unexpectedly while externally authenticating a person with authentication parameters configured in the User object. (MFWK-16292)

Configuration Server no longer generates an exception during shutdown when it is connected directly to the DBMS. Previously in this scenario, Configuration Server sometimes generated an exception in the final stage of shutdown, even though it shutdown successfully with no loss of data. (MFWK-16274)

When Configuration Server is running on UNIX and is configured to connect directly to the DBMS (the default behaviour), it no longer generates zombie (defunct) dbclient processes when it is having connectivity issues with the DBMS.

Previously in this scenario, Configuration Server sometimes experienced connectivity issues with the DBMS and generated zombie (defunct) dbclient processes when it tried to reconnect. The longer Configuration Server was unable to reconnect to the DBMS, the more zombie (defunct) processes were created and consuming memory. The only way to solve the problem was to stop the main Configuration Server process.

Recommendation: Genesys strongly recommends that you restart Configuration Server if it is unable to connect to the DBMS for a long period of time. This avoids the creation of a large number of zombie (defunct) processes consuming memory.

(MFWK-16270)

Configuration Server no longer accepts incorrect API requests from certain versions of Genesys Administrator and Configuration Manager that previously might have resulted in data corruption when creating and/or editing Outbound Campaign and Campaign Group objects. If you are using affected versions of Genesys Administrator or other components, the following error message will be logged when you try to perform an illegitimate operation.

Std 23500 Configuration Server Error: Error [CFGValueOutOfRange], object [CfgCampaign], property [campaignGroups] Description: The value of the attribute is incorrect.

Previously in this scenario, the new Campaign was created in memory, and not saved to the Configuration Database or its backup. As a result, Campaign data was lost after switchover or after shutdown of the primary Configuration Server instance.

(MFWK-16145)

Configuration Server no longer terminates unexpectedly when transcoding characters that are invalid for the specified locale. Invalid characters in strings are replaced with a question mark (?). Previously, Configuration Server would terminate when it tried to transcode an invalid character. (MFWK-14994)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.01.