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Genesys Web Engagement Server

8.5.000.15

12/21/2025

8.5.000.15

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/16	General			X		X

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What's New

This release contains the following new features and enhancements:

- Web Engagement now uses the **Web Engagement Root directory/server/work** directory as a temporary directory for the Jetty server.
- The Web Engagement provisioning tool now installs the **Interactions_Processed** and **Interactions_Processing_Time** statistics if they are not available on the Stat Server connected to the Web Engagement Cluster.
- Web Engagement Server now includes a file you can use to configure Elasticsearch index properties for embedded Cassandra. This file can also be used as a resource when you are configuring **external Cassandra**. The file is called **es-index.properties** and is located in the **Web Engagement root/server/resources** directory.
- The **default time to live (TTL) for all Cassandra database entities** in the Web Engagement Cluster application template is now 1 day.
- The Web Engagement provisioning tool now allows you to skip verification of IP addresses for your Web Engagement hosts. This means that you can run the provisioning tool before all of your hosts—for example, your load balancers—have been set up.
- The **monitoring.event.timer.slidingWindowSize** option was added to the **[metrics]** configuration options section. You can use it to control the Event Duration of your alarms.
- The Web Engagement provisioning tool now accepts both primary and backup Configuration Servers as input parameters.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Web Engagement](#)

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Resolved Issues

This release contains the following resolved issues:

Web Engagement Server now correctly processes disposition messages containing explicitly specified media. (WM-6563)

The expiration time for the invite messages cache has been corrected. Previously, an incorrect value would sometimes cause Web Engagement Server to send fake notification events, which were then filtered on the browser side. (WM-6545)

The MaxMind database file (**GeoLite2-City.mmdb**) is no longer corrupted when the **create.sh** script creates a new Web Engagement application. (WM-6540)

Web Engagement Server can now be started—and works properly—even if the MaxMind database file (**GeoLite2-City.mmdb**) is corrupted. (WM-6537)

Web Engagement Server no longer throws an exception when a disposition message's **engagementID** attribute is empty. This attribute can be legitimately empty under some circumstances, such as if you use Web Engagement 8.1.2 widgets. (WM-6510)

Time to live (TTL) values are now correctly applied for visit data. Previously, if these values were cached, they could not be removed from the Cassandra database. (WM-6357)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.15.