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Genesys Web Engagement Server

8.5.100.17

12/22/2025

8.5.100.17

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/15/21	Hot Fix			X			X

Contents

- **1 8.5.100.17**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

- A new configuration option, **disableIntegrationAgent**, is added to the Tracker Application instrumentation script. When set to **true**, communication between the TrackerJS script and other browser windows is disabled. This impacts the functionality of the InTools Chrome extension, as it will not be able to set and get the DSL. However, it will be able to continue monitoring events. The default value of this option is **false**, to maintain backward compatibility. (WM-8449)

Resolved Issues

This release contains the following resolved issues:

Web Engagement Server no longer gets blocked when there are systematic errors in traffic redirection. (WM-8441, WM-8452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.17.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Web Engagement](#)

Genesys Products

[List of Release Notes](#)