Genesys Web Engagement Server

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Web Engagement Server. 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.

If your Load Balancer does not support WebSockets, the notification and engagement channels may not be switched automatically between the long-polling and callback-polling transports. To enable automatic transport switching, disable WebSockets on the client side. See Chat Application - disableWebSockets and Tracker Application - disableWebSockets for details.

ID: **WM-5501**	Found In: **8.1.200.36**	Fixed In: **8.5.000.11**

Starting with Web Engagement version 8.5.100.42, Web Engagement Server has implemented stricter validation criteria for input fields in incoming requests, including **engagementID**. However, some of these fields are not propagated to the default version of the web callback widget. You can work around this issue by following this procedure:

- Modify the invitation widget (by default **invite.html**) by adding the **engagementID** parameter to the **openWindow(page, title)** function, as shown here:

```
    function openWindow(page, title) {
        log('openWindow() title: ' + title);

        var url = page +
                '?visitID=' + window.encodeURIComponent(_trackerConfig.internal.visitID) +
                '&pageID=' + window.encodeURIComponent(_trackerConfig.internal.pageID) +
                '&serverUrl=' +
window.encodeURIComponent(_config.callbackOptions.callbackUrl) +
                '&locale=' + window.encodeURIComponent(_trackerConfig.languageCode) +
                '&debug=' + window.encodeURIComponent(_trackerConfig.debug) +
                'ŋagementID=' + window.encodeURIComponent(_config.engagementID);
...
```

- Modify the callback widget (by default **callback.html**) by adding the **engagementID**, **WCB_NOTIFY_BY_EMAIL**, **WCB_TIMEM_SHIFT**, and **WCB_WME_DELAY** parameters to the **getFormData()** function, as shown here:

```
function getFormData() {
        var result      = $('#callbackForm').serializeObject();
        result.WCB_CMD  = 'submit';
        // utility.getUrlVars('visitId') and utility.getUrlVars('pageId') used to support
8.1.2 version
        result.visitID  = utility.getUrlVars('visitId') || utility.getUrlVars('visitID');
        result.pageID   = utility.getUrlVars('pageId') || utility.getUrlVars('pageID');
        result.engagementID   = utility.getUrlVars('engagementID');
        result.WCB_NOTIFY_BY_EMAIL = '0';
        result.WCB_TIME_SHIFT = '0';
        result.WCB_WME_DELAY = '0';

        log('getFormData(): ' + JSON.stringify(result));

        return result;
    }
```

ID: **WM-7442**	Found In: **8.5.100.42**	Fixed In:

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.