GENESYS™

Chat Server

Release Notes 8.5.x

9/22/2025

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Chat Server 8.5.x Release Note

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

This Release Note applies to all 8.5.x releases of Chat Server. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Chat Server, see the 8.1 Release Note (Cumulative).

Available Releases

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.

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the eServices page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Chat Server at the following links:

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.318.09	04/22/25	Update			X		X
8.5.317.02	09/13/24	Update			X		X
8.5.316.02	10/03/22	Update			X		X
8.5.315.05	01/31/22	Update			X		X
8.5.314.02	07/20/21	Update			X		X
8.5.312.10	02/19/21	General			X		X
8.5.311.06	05/15/20	Update			X		X
8.5.310.09	03/12/20	Update			X		X
8.5.309.17	12/19/19	Update			X		X
8.5.308.06	09/16/19	Update			X		X
8.5.307.04	05/31/19	Update			X		X
8.5.306.03	03/26/19	General			X		X
8.5.304.04	01/11/19	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.303.01	10/17/18	Update			X		X
8.5.302.03	09/27/18	Update			X		X
8.5.301.06	08/22/18	General			X		X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.201.07	09/08/17	Hot Fix			X		X
8.5.201.05	08/23/17	General			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.109.06	06/26/17	General		X	X	X	X
8.5.108.03	05/03/17	General		X	X	X	X
8.5.107.11	03/24/17	General		X	X	X	X
8.5.106.10	11/14/16	General		X	X	X	X
8.5.105.05	07/29/16	General		X	X	X	X
8.5.104.10	04/22/16	General		X	X	X	X
8.5.104.08	04/06/16	Hot Fix		X	X	X	X
8.5.104.07	03/28/16	General		X	X	X	X
8.5.103.22	01/06/16	General		X	X	X	X
8.5.102.08	10/09/15	General		X	X	X	X
8.5.101.07	07/31/15	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.000.30	04/17/15	General		X			X	X	X

Discontinued Support

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*.

- Windows Server 2012 64-bit
- Red Hat Enterprise Linux 6
- Cassandra 2

Discontinued as of: 8.5.314.02

- Windows Server 2008 64-bit

Discontinued as of: 8.5.302.03

- AIX 7.1 64-bit
- Red Hat Enterprise Linux 5
- Solaris 10 64-bit

Discontinued as of: 8.5.201.05

- AIX 6.1

Discontinued as of: 8.5.105.05

- AIX 5.3, Solaris 9
- Windows Server 2003 32-bit
- Windows Server 2008 32-bit

Discontinued as of: 8.5.000.30

Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Chat Server, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations

- **Internationalization Issues**

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation also contains information about this software.

- The following are accessible directly from the eServices product page on the Genesys Documentation website:
  - *eServices Deployment Guide* describes deployment procedures for all eServices components. It also contains a high-level description of the eServices system, its architecture, and a list of new features in the current release.
  - *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.
  - *eServices Reference Manual* provides a reference listing of configuration options; see also the *eServices Options Reference* below.
  - *eServices Social Media Solution Guide* describes deployment and use of the Genesys Social Messaging product.
- Configuration options for release 8.5.0 and later are described in the *eServices Options Reference*.
- For help on Messaging Applications including Configuration information, see Messaging Applications.
- For help on Bot Gateway Server including deployment information, see Bot Gateway Server.
- 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 eServices page in the *Genesys Supported Operating Environment Reference Guide*.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Chat Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Chat 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.

The **ChatServer.xml** template file contains an error that blocks the import of metadata. To correct this error:

1. Open **ChatServer.xml** in a text editor.
2. Locate the line that includes "Debugging purposes only".
3. Remove and from this line and save the file.

| ID: **ESR-12037** | Found In: **8.5.105.05** | Fixed In: **8.5.106.10** |

If Chat Server is switched from backup mode to primary mode, Chat Server will exit if inactivity control is enabled and the alert timer expires.

| ID: **ESR-11548** | Found In: **8.5.102.08** | Fixed In: **8.5.104.08** |

Chat Server leaks memory during a session closure when the chat session is moved to another instance of Chat Server in High Availability mode.

| ID: **CHAT-3611** | Found In: **8.5.000.30** | Fixed In: **8.5.309.17** |

When attempting to restore the chat session in Chat Server (when deployed in High Availability mode with Cassandra), the final transcript in UCS can be overwritten by the previous, incomplete, intermediate transcript when the configuration option **leave-transcript** is set with the value true.

| ID: **CHAT-3524** | Found In: **8.5.201.07** | Fixed In: **8.5.308.06** |

When attempting to save an intermediate transcript in the case of an unrecoverable Cassandra failure, Chat Server (when deployed in High Availability mode with the Cassandra) does not update

UCS with the final transcript content or mark the interaction as **offline** when the configuration option **transcript-save-on-error** is set with the value `close`.

| ID: **CHAT-3495** | Found In: **8.5.302.03** | Fixed In: **8.5.308.06** |

In Chat Server logs, the subject and nickname are not masked according to the log-filter-data keys.

| ID: **CHAT-3388** | Found In: **8.5.109.06** | Fixed In: **8.5.304.04** |

Chat Server might leak memory on the Windows platform when the chat session is being established.

| ID: **CHAT-3374** | Found In: **8.5.104.08** | Fixed In: **8.5.107.11** |

Chat Server cannot handle PII rules configuration information when UCS is running in Unicode mode.

| ID: **CHAT-3372** | Found In: **8.5.302.03** | Fixed In: **8.5.304.04** |

Chat Server wrongly adds the initial routing time to the agent reply time in the reporting metrics.

| ID: **CHAT-3351** | Found In: **8.5.302.03** | Fixed In: **8.5.306.03** |

Chat Server might exit in the rare scenario of a reconnected agent not re-joining the chat session after it was restored and closed on the Chat Server.

| ID: **CHAT-3054** | Found In: **8.5.106.10** | Fixed In: **8.5.107.11** |

For Workspace Desktop Edition, when agents attempt to end a chat consultation that is in progress with another agent, Chat Server replies to the initiating agent with `error 8226 Invalid parameters`.

| ID: **CHAT-1286** | Found In: **8.5.201.05** | Fixed In: **8.5.201.07** |

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.3

Chat Server Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Chat Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.318.09

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/22/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries have been updated with the latest versions in compliance with our security policies and best practices. (CHAT-3938, CHAT-3937)

- Chat Server now supports TLS 1.3 for secure connections. (CHAT-3945)

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> **Important**
>
> TLS supported version for each connection is restricted by the TLS support for the corresponded component.

- Chat Server now works in mixed environments where the default port might be configured as secure or non-secure for different Chat Server nodes. To enable this mode, add the configuration option **session-restore-conn-update** (in section **settings**) with the value `true`. (CHAT-3932, CHAT-3931)

- Chat Server Windows IP (build 2) does not install the "Microsoft Visual C++ Redistributable" for old versions (2005, 2010). (CHAT-3949)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.318.09.

8.5.317.02

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/13/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the eServices page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.

    - Windows Server 2022

    - Red Hat Enterprise Linux 9

        (CHAT-3912, CHAT-3911)

- Chat Server now supports Cassandra 5 in high availability (HA) mode. (CHAT-3936)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.317.02.

8.5.316.02

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/03/22	Update			X			X

What's New

This release includes only resolved issues.

- Chat Server now supports Cassandra 4 in HA (high-availability) mode. (CHAT-3868)

Resolved Issues

This release contains the following resolved issues:

Chat Server now has the ability to force Interaction Server to notify all instances of Chat Server that the interaction has stopped in the workflow. Use the configuration option ixn-submittedby-name to enable this feature. When the notification is received, Chat Server closes the chat session. Previously, only the instance which submitted that interaction was notified. (CHAT-3853)

Chat server now correctly restores chat sessions after a loss of connection. Use the session-restore-push-send option (introduced in 8.5.315.05) to enable this feature. (CHAT-3852)

The Chat Server log no longer displays the value of the Cassandra connection password. (CHAT-3851)

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Chat Server now permits the transfer of **userdata** within a change visibility request from a supervisor during a barge-in. (CHAT-3850)

Support for CentOS 7 is now restored on Chat Server. (CHAT-3845)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.316.02.

8.5.315.05

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/31/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- Chat Server now provides the ability to exclude specific messages (such as temporal notifications from the Workflow) from being saved in a chat session transcript. This functionality is described in a new configuration option, transcript-content-control. (CHAT-3828)

- The Chat solution now provides the ability to send intermediate updates to historical reporting for long-running async chat sessions. For more information on intermediate updates, see "Configure Chat Server" in Setting up historical reporting. (CHAT-3802)

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Resolved Issues

This release contains the following resolved issues:

Chat Server now provides the ability to resume sending push notifications and to enforce the flex-push-timeout option after a chat session restoration by Agent Desktop or the Workflow. Previously,

push notifications and **flex-push-timeout** was resumed only after a session restoration from the customer side. A new configuration option session-restore-push-send must be set to `true` to enable this functionality. (CHAT-3821)

When Agent Desktop provides the `personId` (implemented in Genesys Workspace Desktop Edition), Chat Server now only counts the participant once in the `csg_PartiesAsAgentCount` during the **Hold** and **Resume** operations for async chat. (CHAT-3472)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.315.05.

8.5.314.02

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/20/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- When Cassandra High Availability (HA) is enabled, Chat Server can now be forced to save the current content of the chat session transcript to Universal Contact Server (UCS), along with saving it in Cassandra, when a qualified event is produced within the async chat session. The new configuration option **transcript-auto-ucs-mode** controls this behavior. (CHAT-3801)

- Chat Server can now provide the additional parameter, **InteractionId**, to any ESP request. Using this parameter overrides the value of the **InteractionId** KVP within the user data, which is used by Chat Server to identify the chat session. (CHAT-3785)

- Support for the following operating systems. See the eServices page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.

  - Windows Server 2019

  - Red Hat Enterprise Linux 8

    (CHAT-3722, CHAT-3809)

- Support for Hyper-V 2019. See the Virtualization Platform support page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all prerequisites. (CHAT-3723)

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Resolved Issues

This release contains the following resolved issues:

Chat Server can now unmask sensitive data in messages from an agent during a live session. This is controlled by setting the configuration option **unmask-live-dialog** with the new value, both. (CHAT-3784)

Chat Server now correctly processes single and double quotation marks in the key value of the user data. Previously, Chat Server did not properly escape these characters, preventing Agent Desktop from connecting to a chat session when these key-value pairs were present. (CHAT-3783)

Chat Server now excludes the **file-upload-path** property from the **file-uploaded** event in the chat session transcript delivered to the customer. Previously, when **file-upload-path** was included, it would reveal an agent-specific file location. (CHAT-3777)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.314.02.

8.5.312.10

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/19/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Introduced a new configuration option, session-restore-extend-by. This option enables a session restoration using Agent Desktop or the Workflow, and helps improve async chat High Availability (HA) mode when a customer is offline for a long period of time and Chat Server needs to be restarted. (CHAT-3706)

- Introduced a new configuration option, session-restore-do-purge. This option purges the chat session from the Chat Server instance that was processing the chat session before the session was restored. This option can be helpful in chat deployments where the chat session might accidentally be moved to another instance of Chat server. (CHAT-3750)

- Introduced new health metrics for Chat Server including the ability to request metrics in Prometheus format (CHAT-3766), as well as the addition of:

  - Application version (AppVersion), and seconds elapsed since Chat Server instance began (SecondsRunning). (CHAT-3728)

  - The estimated total size of all chat sessions transcript content (mem_sessions_now_size in sessions). (CHAT-3728)

  - Flex-push GMS-related health metrics, including the number of nodes connected and the number of sessions associated with the nodes. (CHAT-3681)

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Resolved Issues

This release contains the following resolved issue:

Now Chat Server correctly calculates the value for **current_sessions_async** and **current_sessions_dormant** health metrics. Previously, values could be distorted when chat sessions were restored in HA mode. (CHAT-3747)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.312.10.

8.5.311.06

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/15/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- For a deployment with multiple GMS clusters, which is needed for multi-data center operations, Chat Server now selects a GMS node from another cluster if the cluster that was registered initially, is empty (in other words, all GMS nodes in this cluster are down). (CHAT-3684)

- New health metrics for Chat Server, including the application name and the identifier (DBID), have been introduced. These metrics, together with an existing process identifier value, can be used in monitoring for capturing Chat Server application restart occurrences. (CHAT-3683)

- New health metrics mem_sessions_launched and mem_sessions_disposed have been introduced. These metrics are intended to report how many chat sessions Chat Server keeps in its memory. (CHAT-3673)

- Chat Server now correctly sets idle alert timeout after a session restoration, taking in account the idle waiting time before the restoration. Previously, Chat Server was resetting idle alert timeout completely after a session restoration. (CHAT-3597)

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Resolved Issues

This release contains the following resolved issues:

Chat Server now sends a different **Party Left** reason code when a customer is removed from the chat session by the flex-no-agents-timeout configuration option. Bot Gateway Server uses it to correctly stop a bot session when `StopBotOnCustomerLeft` is set to `true` during the bot startup. (CHAT-3694)

Chat Server now correctly applies Personally Identifiable Information (PII) configuration from UCS after a session is restored. Previously, for restored sessions, only the default hardcoded PII configuration was applied. (CHAT-3679)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.311.06.

8.5.310.09

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/12/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- The values for configuration options include-notices (section **[inactivity-control]**) and async-idle-notices (section **[settings]**) have been extended to add the value "**major2**", which now includes custom notifications, along with major option values. (CHAT-3550)

Resolved Issues

This release contains the following resolved issues:

Chat Server now ignores a chat bot presence in a chat session when processing the logic for the configuration option **stop-abandoned-interaction**. Previously, Chat Server would not stop the chat session, as directed by **stop-abandoned-interaction**, when a chat bot was present. (CHAT-3633)

Chat Server now correctly sets the event ID numbering after a chat session restoration by increasing the event ID value for the next, new, event after the session restoration. Previously, if some of the

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session events were not saved before the restoration (due to configuration specifics or failed communications), these events could be rewritten with the content from another, identical, event ID after the restoration. (CHAT-3591)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.310.09.

8.5.309.17

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Introduced a new ESP request, `PlaceOnHold`, that allows the workflow to place async chat interactions on hold. (CHAT-3602)

- Introduced support for Interaction Acceptance Report in Genesys Customer Experience Insights (GCXI), which is used to view statistics such as the amount of time it took for agents to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay. (CHAT-3570)

- Introduced new Key Performance Indicator (KPI) health counters which report the number of async and dormant chat sessions present in the workflow. (CHAT-3566)

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer leaks memory upon a session closure when the chat session is moved to

another instance of Chat Server in High Availability mode. (CHAT-3611)

If the `ContactId` is provided in the `userdata`, this information is now used for contact identification if it is enabled by the identifyCreateContact option. (CHAT-3608)

When running in cluster mode (in other words when a web application is subscribed to either mobile or custom push notifications), Chat Server no longer permits establishing a CometD connection if the specified Genesys Mobile Services (GMS) node is not registered. (CHAT-3593)

Chat Server now correctly initializes flex-push-timeout when the web chat application establishes a new CometD connection without closing the existing CometD connection. Previously, in certain instances, the `flex-push-timeout` initialization could lead to the premature removal of the chat participant from the chat session during an active CometD connection. (CHAT-3589)

Chat Server now sets the most recent async status (`GCTI_Chat_AsyncStatus`) after the session is restored. Previously Chat Server would automatically set the status with 2 after a session restoration. (CHAT-3576)

Chat Server now reports the correct value in the KPI health counters for `sessions_waiting_agent` after a session restoration. (CHAT-3565)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.309.17.

8.5.308.06

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/16/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Improvements in ESP request handling:
    - Introduced a new parameter **async-idle-reset** in the request **ConfigureSession** that resets async idle timers. (CHAT-3510)
    - Introduced a new **ScriptPos** attribute to the response for **Notice Method**. (CHAT-3482)
- Support for Bot Gateway Server High Availability (HA) mode:
    - Chat Server now exposes special API methods for bot context preservation. (CHAT-3506)

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Resolved Issues

This release contains the following resolved issues:

When attempting to restore the chat session in Chat Server (when deployed in High Availability mode with Cassandra), the final transcript in UCS is no longer being overwritten by the previous, incomplete, intermediate transcript. Previously, the transcript could be overwritten when the configuration option **leave-transcript** was set with the value `true`. (CHAT-3524)

To save an intermediate transcript in the case of an unrecoverable Cassandra failure, Chat Server (when deployed in High Availability mode with the Cassandra) now updates UCS with the final transcript content and marks the interaction as **offline**. Previously, Chat Server would fail to do this when the configuration option **transcript-save-on-error** was set with the value `close`. (CHAT-3495)

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No special procedure is required to upgrade to release 8.5.308.06.

8.5.307.04

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Chat Server now supports Cassandra 3.11 in HA (high-availability) mode. (CHAT-3481)

- Support for two new historical reports for GCXI: Chat Engagement Report and Chat Session Report. (CHAT-3461, CHAT-3460)

- A new configuration option, async-chat-enforce, forces Chat Server to process all chat sessions as async. (CHAT-3455)

- The addition of the following ESP methods: CloseSession and GetSessionInfo. Refer to the Chat Server documentation for more information. (CHAT-3454)

- The following pages were added to the Chat Server documentation:

    - Overview

    - Deployment guidelines for async and regular chat

    - Rich Messaging Support

    (CHAT-3356)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.307.04.

8.5.306.03

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/19	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Oracle Linux 7 operating system. See the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (CHAT-3448)

- Chat Server now supports outbound chat sessions which were introduced in messaging channels like WhatsApp and others. (CHAT-3426)

- In GMS Chat API Version 2, Chat Server now provides reason codes to explain how a customer has quit a chat session. (CHAT-3417)

- Chat Business Process Sample is now a separate component and no longer included with the Chat Server IP. (CHAT-3414)

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer initiates a chat session restoration in High Availability (HA) mode upon receiving a *push notifications unsubscribe* request (`push-flex-unsubscribe`) from GMS. (CHAT-3703)

Chat Server now excludes the initial routing time from the agent reply time in the reporting metrics. (CHAT-3351)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.306.03.

8.5.304.04

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/11/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- The Async chat SQL script for Interaction Server is now provided for MS SQL Server, and Oracle and PostgreSQL databases.

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Resolved Issues

This release contains the following resolved issues:

Chat Server now correctly applies log-filtering configuration for the **Nickname** and **Subject** fields. Previously, in Chat Server logs, the subject and nickname were not masked according to the **log-filter-data** keys. (CHAT-3388)

Chat Server now correctly provides PII functionality when UCS is working in Unicode mode. Previously, Chat Server was not able to read the PII rules configuration when UCS was running in Unicode mode. (CHAT-3372)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.04 .

8.5.303.01

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/17/18	Update			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Chat Server no longer relays excess details about errors from Universal Contact Server to Genesys Mobile Services (GMS). Previously, if creating or restoring a chat session failed, GMS disclosed too much information about the internal error in the response. (CHAT-3359)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.01.

8.5.302.03

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- Chat Server updates to support async reporting statistics calculations.

Resolved Issues

This release contains the following resolved issues:

Before disconnecting the client connected over Basic Protocol, Chat Server now notifies the client that it should not reconnect again if the same user re-joins the chat session from a different connection. Also, Chat Server now sends a positive reply for the **Join** request if an agent is already in the session. Previously, in this scenario, an error reply was sent. (CHAT-3072)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.03.

8.5.301.06

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/22/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Chat Server now supports asynchronous mode for chat sessions:

  - Chat sessions can now be declared as "async" where Chat Server applies a specific method for handling such sessions:

    - For async chat sessions, Chat Server now detects when a chat session is placed on hold (in other words, is placed in a "dormant" state).

    - For dormant chat sessions, Chat Server now signals the workflow when a customer replies or an async idle timeout expires.

    - Chat Server closes an async chat session if no activity is detected for the configured amount of time.
      Note: The following new options, async-idle-alert , async-idle-close , async-idle-notices were introduced in this release. Please see the Chat Server page in the *eServices Options Reference Guide* for information on all Chat Server-related options.

  - The Chat Server IP provides a sample IRD/URS workflow which demonstrates the integration for an async chat session.

  - The reporting statistic calculation for async chat sessions now considers the nature of async communication between a customer and an agent.

- Chat Server now supports UCS 9.1 in compatibility mode only (in other words, configured as pairs of primary and backup applications).

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- Support for CentOS Linux 7 operating system. See the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

- Additional improvements provided:

  - A special mandatory key-value pair `csg_MediaType` has been added to Chat Server Reporting Data.

  - A special key-value pair `GCTI_Chat_UnmaskPII` can be provided by the chatbot when joining the chat session if the configuration option allow-bot-unmask is enabled. This forces Chat Server to suppress sensitive data masking for the chatbot, while keeping it masked for all other participants and in the contact history transcript.
    Note: Chatbots are a part of Bot Gateway Server which is a restricted product at the time of this release of Chat Server. For more information on chatbots, contact your Genesys representative.

  - Use the file-name-check configuration option for files being uploaded by a customer. This enables filename verification against path and Windows naming validation rules.

  - Chat Server now allows you to use any locale when running in HA mode with Cassandra. Previously, only the UTF-8 locale was supported.

  - Chat Server now includes security improvements as a fix for vulnerability CVE-2017-9765.

Resolved Issues

This release contains the following resolved issues:

Chat Server now allows Genesys Mobile Services (GMS) to specify the cluster node name when unsubscribing from flex-push notifications in CometD mode. Supported GMS versions are GMS 8.5.201.08, and GMS 8.5.203.04 and later. (CHAT-3160)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.301.06.

Release 8.5.2

Chat Server Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Chat Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.201.07

Chat Server Release Notes

9.x **Chat Server** is part of 9.x starting in 8.5.201.05.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/08/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

For Workspace Desktop Edition, Chat Server now allows agents to end chat consultations that are in progress with another agent. Previously, when the initiating agent tried to end a chat consultation, Chat Server replied with `error 8226 Invalid parameters`. (CHAT-1286)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.07.

8.5.201.05

Chat Server Release Notes

9.x This is the first 9.x release of **Chat Server**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/23/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Redesigned Chat Server IP to align with new Genesys branding.

- Chat Server now accepts event attributes in nested lists in ESP requests from a workflow.

- A new configuration option, `allow-duplicated-kvp`, allows you to prohibit duplicated key-value pairs in userdata and event attributes in chat protocol requests.

- Chat Server now attaches an additional set of chat session characteristics at the end of each chat session. For more information on these chat session characteristics, refer to the Chat Server Reporting Data section in the Administrator's Guide.

- Chat Server now allows you to retain the latest version of the intermediate transcript in the Cassandra Database when Cassandra is used for High Availability mode.

- Improved support for GMS CometD, including combined flex join and subscription, repeating reply as push-notification, and return transcript in system notice reply.

- Support for Windows Server 2016 operating system. See the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

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Resolved Issues

This release contains the following resolved issues:

Chat Server now correctly accepts typing notification requests from Siebel Gplus Adapter (default client protocol version set to 101). Previously, Chat Server would reply with error 8233 "Unsupported request".(CHAT-235)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.05.

Release 8.5.1

Chat Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Chat Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.109.06

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- GMS CometD support improvements.

- Agent and supervisor participants can now be marked as automated chat bot participants, which implies a special handling during session closure and for reporting purposes.

- Chat Server can now associate an optional session password (a crypto-random security token) with the chat session ID. This feature prevents join attempts from unintended participants.

- If any PII rule is executed for a chat message, Chat Server now attaches information about what was changed/modified or detected in the message.

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer terminates when agent is removing a flex user with push-notification subscription from the chat session. This applies only to push-flex notification functionality which is used by GMS for CometD support. (ESR-12995)

Chat Server now connects to Message Server via TLS using host-level or application-level configuration. Previously, when configuring Chat Server on Linux, the TLS connection to Message Server would not work using these configuration levels. (ESR-12958)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.109.06.

8.5.108.03

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/03/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Chat Server now supports push notifications about session activity via flex protocol, which is required by GMS for CometD support.

- Chat Server now provides the ability to send a direct message in a chat conference and/or coaching mode. For example, in a conference with 3 agents, an agent can send a direct message to another agent, and this message will not be visible to the third agent.

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Resolved Issues

This release contains the following resolved issues:

Chat Server now correctly processes the closing of chat sessions when an ESP message is received during a chat session closure. Previously, in certain environments, chat interactions might get stuck looping after upgrading to chat server 8.5.x from 8.1.x. (ESR-12822)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.03.

8.5.107.11

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Chat Server now supports case-insensitive file extensions (see the option upload-file-types).

- A language code can be assigned for every chat session. This language code is used to display inactivity control messages according to the language configuration in Configuration Server.

- The end session and transcript statistic are always attached to an interaction in Interaction Server. Previously, depending on the value of the stop-abandoned-interaction option, the end session and transcript statistic were not always attached.

- Two new configuration options, message-alert2 and timeout-alert2, allow you to specify an additional intermediate timer for inactivity monitoring control. See documentation for more details.

- A new configuration option, security-token-size, allows you to increase the security token length in a chat protocol.

- New documentation topics:

    - How to send messages from routing workflow/strategies in different languages.

    - How Chat Server reports end session reason codes and transcript statistics.

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer leaks memory on the Windows platform. Previously, a memory leak was caused by secure key generation when the chat session was being established. (CHAT-3374)

Chat Server no longer exits during agent disconnect. Previously, Chat Server would sometimes exit in the rare scenario of a reconnected agent not re-joining the chat session after it was restored and closed on the Chat Server. (CHAT-3054)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.107.11.

8.5.106.10

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/14/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Inactivity control configurations can be set differently for each chat session, either manually by a request from the agent desktop (currently supported only for custom desktops) or triggered by the workflow.

- A new configuration option, unmask-live-dialog (section **[transcript-cleanup]**), makes it possible to suppress sensitive data masking (when enabled) in an ongoing chat session only for the customer and the active/serving agent, keeping it masked for other participants and in the contact history transcript.

- Chat Server provides control and notification API for GMS and Workspace (supported by Desktop Edition only, not supported by Web Edition) for bidirectional file transfer between a customer and an agent. See File Transfer for more information.

- New health metrics about Cassandra operation were added.

- eServices Administrator's Guide (Chat Server Administration) was rearranged and extended with several useful topics.

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Resolved Issues

This release contains the following resolved issues:

Chat Server now logs the detailed reason why it could not connect to Configuration Server during the initialization procedure. (ESR-12037)

The **ChatServer.xml** template file now allows metadata importing. Previously, this file contained an error that blocked the import of the metadata. (ESR-12033)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.10.

8.5.105.05

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Documentation regarding data retention (TTL) and sample initialization scripts for automating cleanup procedures in case of failure.

- Ability for agent to alter participant nicknames while a chat session is in progress.

- Improvement to Chat Server load control management (configuration option limit-for-reply-delay). This improvement is essential for deployments running several Chat Server instances.

- New key-value pairs attached at the end of a session describing the reason that the session ended:

  - csg_SessionEndedBy indicates the type of user that initiated the end of the session: CLIENT (i.e. end customer), AGENT, SUPERVISOR, SYSTEM.

  - csg_SessionEndedReason describes how the session was closed: DISCONNECT, QUIT (participant logged out), FORCE (participant requested that the session be closed), INACTIVE, DB_ERROR

- Support of read receipt notifications. Notification can be used by widgets and desktops to display read receipts to agents and customers.*

- Ability to send notifications to participants when an agent or supervisor joins a chat session for coaching or silent monitoring, based on configuration. The notification message can then be used by Chat Widget or Desktop to notify the respective attendees.*

***Note:** Check the appropriate Genesys Workspace and Widget/GMS releases for compatibility. Custom agent desktops can utilize these features via the corresponding PSDK version.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.05.

8.5.104.10

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/22/16	General		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Chat Server now reads data masking rules for the personally identifiable information (PII) configuration correctly if added to UCS while Chat Server is running, even if that configuration was originally empty when Chat Server started. (ESR-11623)

Chat Server no longer exits when a chat session is restored after the corresponding interaction was stopped in Interaction Server and the UCS record was not updated with status 3 (completed by workflow). (ESR-11618)

When using a custom agent desktop, Chat Server no longer exits when an agent participates in multiple, concurrent chat sessions on the same connection. (ESR-11613)

Transcripts are no longer sent as a reply from one session to another if during session restoration the original connection ID was re-used by another client. This occurred when the original connection was closed or the same client used another connection to send another request. (ESR-11588)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.10.

8.5.104.08

Chat Server Release Notes

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If Chat Server is switched from backup mode to primary mode, Chat Server no longer exits if inactivity control is enabled and the alert timer expires. (ESR-11548)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.08.

8.5.104.07

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- To provide better scalability, high availability, and reduce the UCS load, Chat Server now supports optional storage of intermediate transcripts in Cassandra. Please see Deploying Chat Server with Cassandra for more information.

Resolved Issues

This release contains the following resolved issues:

Chat Server now correctly processes requests for changing the visibility of agents in a session. In release 8.5.103.22, this issue caused an exception in the Platform Software Development Kit (PSDK) in Chat Server replies. (ESR-11525)

Chat Server now correctly processes notices, including `typing on/off`, for Agent Desktop after high availability session restoration. (ESR-11388)

Upgrade Notes

For storage of intermediate transcripts in Cassandra, additional configuration in Chat Server is required. See Deploying Chat Server with Cassandra for more information.

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8.5.103.22

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/06/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Improved Chat Server performance by implementing advanced techniques for processing XML content replies.

- In Chat Server the personally identifiable information (PII) configuration can now be read from UCS, where it must be specified by the Privacy Manager (GAX plugin). This expands the currently available ability of the Chat Server configuration to mask sensitive data. See the Chat Server Administration Guide for more information. **Note:** UCS 8.5.200.08 or later is required.

- Chat Server now publishes Key Performance Indicator (KPI) counters about the server performance through the HTTP API interface. See the Chat Server Administration Guide for more information.

- Chat Server now prints application configurations in the header of log files to assist with troubleshooting.

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Resolved Issues

This release contains the following resolved issues:

The ChatServer.xml template file now allows metadata importing. Previously, this file contained an error that blocked the import of metadata. (ESR-10934)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.22.

8.5.102.08

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/09/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- It is possible to establish inactivity control monitoring, which automatically closes inactive chat sessions.

- Chat Server can replace all digits in typing preview content, if desired for purposes of masking sensitive information.

- Chat Server can output KPI counters to logs, monitoring the health of the chat deployment.

- Log messages are improved, making tracing of activity more efficient.

- Support for the following operating systems.See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.

    - Windows Server 2012 Hyper-V

    - Red Hat Enterprise Linux 7

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Resolved Issues

This release contains the following resolved issues:

Chat Server replaces illegal XML characters in incoming data with the character specified by the **illegal-xml-char-mask** option. (ESR-10332)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.08.

8.5.101.07

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- In High Availability mode, Chat Server now restores interrupted sessions only if it is properly configured for High Availability. In particular, setting **session-restoration-mode** to simple (which enables Chat Server's session restoration functionality) has no effect unless **transcript-auto-save** is enabled (has a valid positive value).

- The option attach-session-statistics is added. If this option is set to **all** or **fired**, Chat Server generates statistics about the chat transcript and attaches them to the interaction's user data at the end of the chat session.

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer adds an extra hour between transcript events after a chat session is restored (in HA mode) when DST (Daylight Saving Time) is in effect. (ESR-10184)

Chat Server now adjusts the from-position (for the first request after session restoration) to the latest position in the restored transcript (obtained from UCS). Previously, customer-facing (web) applications might not receive some transcript events after session restoration (in HA mode) if the from-position was advanced by non-saved events in the UCS transcript. (ESR-10036)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.07.

Release 8.5.0

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You can find links to Release Notes for particular 8.5.0 releases of Chat Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.000.30

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- The default values of the following options have changed:

    - In the **[log]** section: verbose

    - In the **[log-filter-data]** section: MessageText

    - In the **[settings]** section: flex-disconnect-timeout, max-waiting-requests, message-log-print-size, stop-abandoned-interaction, user-register-timeout.

- You can enhance performance by limiting the maximum number of chat sessions that each Chat Server can accept and/or restore.

- You can enable and configure masking of sensitive data (such as credit card numbers, Social Security numbers, and other patterns) in logs and transcripts.

- Support for UTF-8.

- Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.

    - Windows Server 2012

    - Red Hat Enterprise Linux 6

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Resolved Issues

This release contains the following resolved issues:

This release introduces the connection-down-report-scs configuration option. If Chat Server is

configured in primary/backup mode, you may want to stop it from reporting `service unavailable` to SCS when it detects disconnection from Interaction Server and/or UCS; you can do so by setting **connection-down-report-scs** to `false`. Blocking these notifications avoids a scenario in which Chat Server in primary/backup mode closes a chat session because (1) Chat Server detects disconnection from Interaction Server and/or UCS, (2) it sends a `service unavailable` notification to Solution Control Server, (3) SCS switches Chat Server to backup, which closes the chat session. (This scenario does not apply if Chat Server is in N+1 mode: multiple Chat Servers with no backup configured). (ESR-7623)

Chat Server now properly reads the command-line argument `-transport-ip-version 6,4` while connecting to Configuration Server. Previously, Chat Server's failure to read this argument prevented it from connecting to Configuration Server using IPv6. (ESR-7234)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.30.