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Chat Server

8.5.104.07

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Chat Server Release Notes

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

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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.

Helpful Links

Releases Info

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

Product Documentation

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