Chat Server

8.5.106.10

5/10/2025

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Chat Server Release Notes

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

Contents

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.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Chat Server

Genesys Products

List of Release Notes

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.