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Chat Server

8.5.107.11

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Chat Server Release Notes

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

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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.

Helpful Links

Releases Info

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

Product Documentation

[Chat Server](#)

Genesys Products

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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.