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Chat Server

8.5.301.06

12/24/2025

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

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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).
- 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](#).

Helpful Links

Releases Info

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

Product Documentation

[eServices](#)

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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.