GENESYS™

Chat Server

8.5.308.06

5/10/2025

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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

Contents

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)

Helpful Links

Releases Info

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

Product Documentation

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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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.308.06.