



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Chat Server

8.5.314.02

8.5.314.02

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	Mac	Solaris	Windows
07/20/21	Update			X			X

Contents

- **1 8.5.314.02**
 - **1.1 Helpful Links**
 - **1.2 What's New**
 - **1.3 Resolved Issues**
 - **1.4 Upgrade Notes**

What's New

This release contains the following new features and enhancements:

- When Cassandra High Availability (HA) is enabled, Chat Server can now be forced to save the current content of the chat session transcript to Universal Contact Server (UCS), along with saving it in Cassandra, when a qualified event is produced within the async chat session. The new configuration option **transcript-auto-ucs-mode** controls this behavior. (CHAT-3801)
- Chat Server can now provide the additional parameter, **InteractionId**, to any ESP request. Using this parameter overrides the value of the **InteractionId** KVP within the user data, which is used by Chat Server to identify the chat session. (CHAT-3785)
- Support for the following operating systems. See the [eServices](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
 - Windows Server 2019
 - Red Hat Enterprise Linux 8(CHAT-3722, CHAT-3809)
- Support for Hyper-V 2019. See the [Virtualization Platform support page](#) in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (CHAT-3723)

Helpful Links

Releases Info

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

Product Documentation

[eServices](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Chat Server can now unmask sensitive data in messages from an agent during a live session. This is controlled by setting the configuration option **unmask-live-dialog** with the new value, both. (CHAT-3784)

Chat Server now correctly processes single and double quotation marks in the key value of the user data. Previously, Chat Server did not properly escape these characters, preventing Agent Desktop from connecting to a chat session when these key-value pairs were present. (CHAT-3783)

Chat Server now excludes the **file-upload-path** property from the **file-uploaded** event in the chat session transcript delivered to the customer. Previously, when **file-upload-path** was included, it would reveal an agent-specific file location. (CHAT-3777)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.314.02.