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Chat Server

Known Issues and Recommendations

5/9/2025

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Chat Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

The **ChatServer.xml** template file contains an error that blocks the import of metadata. To correct this error:

1. Open **ChatServer.xml** in a text editor.
2. Locate the line that includes "Debugging purposes only".
3. Remove and from this line and save the file.

ID: ESR-12037	Found In: 8.5.105.05	Fixed In: 8.5.106.10
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If Chat Server is switched from backup mode to primary mode, Chat Server will exit if inactivity control is enabled and the alert timer expires.

ID: ESR-11548	Found In: 8.5.102.08	Fixed In: 8.5.104.08
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Chat Server leaks memory during a session closure when the chat session is moved to another instance of Chat Server in High Availability mode.

ID: CHAT-3611	Found In: 8.5.000.30	Fixed In: 8.5.309.17
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When attempting to restore the chat session in Chat Server (when deployed in High Availability mode with Cassandra), the final transcript in UCS can be overwritten by the previous, incomplete, intermediate transcript when the configuration option **leave-transcript** is set with the value true.

ID: CHAT-3524	Found In: 8.5.201.07	Fixed In: 8.5.308.06
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When attempting to save an intermediate transcript in the case of an unrecoverable Cassandra failure, Chat Server (when deployed in High Availability mode with the Cassandra) does not update

UCS with the final transcript content or mark the interaction as **offline** when the configuration option **transcript-save-on-error** is set with the value `close`.

ID: CHAT-3495	Found In: 8.5.302.03	Fixed In: 8.5.308.06
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In Chat Server logs, the subject and nickname are not masked according to the log-filter-data keys.

ID: CHAT-3388	Found In: 8.5.109.06	Fixed In: 8.5.304.04
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Chat Server might leak memory on the Windows platform when the chat session is being established.

ID: CHAT-3374	Found In: 8.5.104.08	Fixed In: 8.5.107.11
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Chat Server cannot handle PII rules configuration information when UCS is running in Unicode mode.

ID: CHAT-3372	Found In: 8.5.302.03	Fixed In: 8.5.304.04
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Chat Server wrongly adds the initial routing time to the agent reply time in the reporting metrics.

ID: CHAT-3351	Found In: 8.5.302.03	Fixed In: 8.5.306.03
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Chat Server might 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.

ID: CHAT-3054	Found In: 8.5.106.10	Fixed In: 8.5.107.11
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For Workspace Desktop Edition, when agents attempt to end a chat consultation that is in progress with another agent, Chat Server replies to the initiating agent with error 8226 Invalid parameters.

ID: CHAT-1286	Found In: 8.5.201.05	Fixed In: 8.5.201.07
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.
