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# Genesys Driver for Use with Facebook

Release Notes 8.5.x

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# Genesys Driver for Use with Facebook 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Driver for Use with Facebook. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Genesys Driver for Use with Facebook, see the [8.1 Release Note](#) (Cumulative).

## Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Genesys Driver for Use with Facebook at the following links:

### Release 8.5.1:

| Release                    | Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|----------------------------|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| <a href="#">8.5.101.19</a> | 05/12/16     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.18</a> | 12/04/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.17</a> | 11/16/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.15</a> | 08/25/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.14</a> | 07/30/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.11</a> | 07/20/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.10</a> | 07/09/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| <a href="#">8.5.101.08</a> | 06/08/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |

| Release    | Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 8.5.101.06 | 05/06/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| 8.5.101.04 | 02/25/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| 8.5.101.03 | 01/08/15     | General      |              | X   |          |           | X     | X       | X       |

## Release 8.5.0:

| Release    | Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 8.5.000.11 | 12/15/14     | Hot Fix      |              | X   |          |           | X     | X       | X       |
| 8.5.000.10 | 07/16/14     | General      |              | X   |          |           | X     | X       | X       |

## Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- Windows 2003 operating system
- Windows 2008 32-bit operating system
- Red Hat Enterprise Linux AS 5 32-bit operating system

**Discontinued as of:** 8.5.000.10

## Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Genesys Driver for Use with Facebook, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the *Social Media Solution Guide* first.

- The following are accessible directly from the [eServices product page](#) on the Genesys Documentation website:
  - *eServices Social Media Solution Guide* describes deployment and use of the Genesys Social Messaging product. It also includes a reference listing of Social Media configuration options.
  - *eServices Deployment Guide* describes deployment procedures for all eServices components. It also contains a high-level description of the eServices system, its architecture, and a list of new features in the current release.
  - *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.
- The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide*.

# Known Issues and Recommendations

## Genesys Driver for Use with Facebook

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Driver for Use with Facebook. 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](#).

---

Because of changes made by Facebook, it is no longer possible to highlight posts.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-2693</b> | Found In: <b>8.5.101.17</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

---

The Driver is not able to deliver pictures attached to milestone Posts because Facebook doesn't send this information. A bug [has been opened on the Facebook site](#) for this issue.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-2673</b> | Found In: <b>8.5.101.05</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

---

Agents cannot like/unlike or comment/reply on a milestone post.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-2602</b> | Found In: <b>8.5.101.03</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

---

With Event and Group monitors, Agents cannot hide a post with picture.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-2600</b> | Found In: <b>8.5.101.03</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

---

When monitoring Facebook Private Messages, "Service temporarily unavailable" FacebookOAuthException might occur.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-2093</b> | Found In: <b>8.5.101.03</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

---

When the Driver reads posts from a Facebook Event timeline, it retrieves Replies but does not submit them, because FQL doesn't return Parent Comments for Replies on Event timelines. As of May 14 2015, it is impossible to leave Reply on a Comment for Event. So, the impact of the problem is minimal. This bug was [reported on the Facebook site](#), and Facebook "will not fix"

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-2090</b> | Found In: <b>8.5.101.03</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

Occasionally, Facebook returns inactive links for attached files. Facebook changes the file location and sends the new URL in a couple of days. A bug [was opened on the Facebook site](#).

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-1981</b> | Found In: <b>8.5.101.03</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

If a Post has a picture attached, and a Comment with attached picture is added, Facebook Query Language (FQL) does not return these Comment attachments. This bug was [reported on the Facebook site](#), but Facebook has classified it as "will not fix."

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-1894</b> | Found In: <b>8.5.000.10</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

Starting with release 8.5.000.10, the Facebook Driver cannot publish Posts on behalf of Users on Event walls.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-1861</b> | Found In: <b>8.5.000.10</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

Starting on 05/01/14, Facebook applications can access only the following User parameters: first\_name, last\_name, name (combination of the preceding two), link to Facebook profile, and profile\_updated\_time. All other User parameters, such as birthday, birthday\_date, email, home\_town, locale, sex, and many more, are no longer accessible.

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-1820</b> | Found In: <b>8.1.400.08</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

The Facebook Driver cannot retrieve all comments for a particular time period. As a workaround, set the "max-objects-per-request" option to 1000, or use the default value of the "x-max-objects-per-request" option from the template (which is also 1000).

|                     |                             |           |
|---------------------|-----------------------------|-----------|
| ID: <b>SMD-1171</b> | Found In: <b>8.1.210.04</b> | Fixed In: |
|---------------------|-----------------------------|-----------|

## Internationalization Issues

Information in this section is included for international customers.

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There are no internationalization issues for this product.

---

# Release 8.5.1

## Genesys Driver for Use with Facebook Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Driver for Use with Facebook, if available, in the tree menu on the left or in the list of [Available Releases](#).

# 8.5.101.19

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/12/16     | Hot Fix      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

If there is no record regarding a particular private conversation in a history file when the Driver starts, it now reads private messages for a period defined as the current time minus the value of the **channel-any\_name/x-history-time-period** option. Previously, the period was the current time minus 24 hours, which resulted in unwanted messages being delivered to agents. (SMD-3008)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[eServices](#)

#### Genesys Products

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.19.

## 8.5.101.18

### Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/07/15     | Hot Fix      |              | X   | X     | X       | X       |

#### What's New

This release includes only resolved issues.

#### Resolved Issues

This release contains the following resolved issues:

---

When the Driver requests information about a monitored Page, the information is taken based on access token information and is updated once per 100 FQL requests. In the previous release, 8.5.101.17, these FQL requests were not done correctly for Private Messaging monitors; as a result, a Null exception occurred when the Driver was trying to initialize the Page information during interaction submission, and private messages were not delivered to agents. (SMD-2760)

---

The algorithm for sorting received comments has been revised. Previously the Driver did not sort retrieved comments correctly when a change in the comment ID resulted in adding a digit position; for example, when 9999 changed to 10000. (SMD-2758)

---

#### Helpful Links

##### Releases Info

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

##### Product Documentation

[eServices](#)

##### Genesys Products

[List of Release Notes](#)

#### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.18.

# 8.5.101.17

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/16/15     | Hot Fix      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

This release adds the channel-level option **x-faulty-conditions-delay** and its monitor-level equivalent **faulty-conditions-delay**. They specify, in the case of certain problems with Facebook communications, either a delay before the affected monitor is restarted or a period that the monitor is in sleeping mode, depending on the scenario.

See the description of **x-faulty-conditions-delay** for more discussion, including an explanation of how the delay is implemented in various scenarios. (SMD-2747)

### Helpful Links

#### Releases Info

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

#### Product Documentation

#### eServices

#### Genesys Products

#### List of Release Notes

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.17.

## 8.5.101.15

### Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/25/15     | Hot Fix      |              | X   | X     | X       | X       |

#### What's New

This release includes only resolved issues.

#### Helpful Links

##### Releases Info

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

#### Resolved Issues

This release contains the following resolved issues:

---

This release improves the Driver's response when Facebook is unable to return the requested number of posts or comments. Now the Driver's performance is optimized to minimize the number of API calls to Facebook while reading updates for previously read and submitted posts. (SMD-2736)

#### Product Documentation

##### eServices

##### Genesys Products

##### [List of Release Notes](#)

---

For recently retrieved User access tokens it is impossible to retrieve a list of Groups that the User belongs to, which means that the Driver cannot know whether a User can publish Posts on a given Group. In this release, the Driver reports to the desktop that the User is always able to publish Posts in a monitored Group. Then if the User is in fact a member, there is of course no issue; if the User is not a member, failed requests will accumulate in the "Facebook Serious Error Queue." To avoid generating failed requests, Genesys recommends that Administrators keep track of which Users belong to which monitored groups and inform Agents accordingly. (SMD-2726)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.15.

# 8.5.101.14

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/30/15     | Hot Fix      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

Facebook Driver now properly writes and reads history files. Previously, in versions 8.5.101.10 and 8.5.101.11, the Driver did not properly write data in history files; as a result, after restart or switchover of Social Messaging Server, the Driver could read only part of the history file, and it submitted many duplicate interactions for both generic and private messaging monitors. (SMD-2720)

---

#### Product Documentation

[eServices](#)

Genesys Products

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.14.

# 8.5.101.11

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/20/15     | Hot Fix      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

Facebook Driver now properly delivers private messages to an agent for new threads. Previously, the Driver did not deliver all private messages for new “conversations” between the page and the user if the user produced many messages during short period of time – only the last one was delivered to an agent. (SMD-2713)

---

#### Product Documentation

[eServices](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.11.

## 8.5.101.10

### Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/09/15     | Hot Fix      |              | X   | X     | X       | X       |

#### What's New

This release includes only resolved issues.

#### Helpful Links

##### Releases Info

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

#### Resolved Issues

This release contains the following resolved issues:

---

Facebook Driver now properly opens and closes history files. Previously, the Driver did not properly close history files after writing. As a result, after a sufficiently long running time, the Driver was unable to write information to the history file because the limit on opened file descriptors was reached. This problem was most likely to appear on Unix platforms. (SMD-2705)

---

#### Product Documentation

[eServices](#)

[Genesys Products](#)

[List of Release Notes](#)

#### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.

# 8.5.101.08

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/08/15     | Hot Fix      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

Sometimes Facebook's response to an FQL request does not return information about the author of a comment or reply. In this release, the Driver detects this situation and sends a dedicated FQL request in order to retrieve information about the author. A corresponding bug has been opened with Facebook: <https://developers.facebook.com/bugs/920293624648760> (SMD-2686)

### Product Documentation

[eServices](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.08.

## 8.5.101.06

### Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/06/15     | Hot Fix      |              | X   | X     | X       | X       |

#### What's New

This release includes only resolved issues.

#### Helpful Links

##### Releases Info

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

#### Resolved Issues

This release contains the following resolved issues:

---

Facebook Driver now properly removes special characters from Facebook private messages. Previously, if special characters were present in a message, the driver passed the message unaltered to Chat Server. As a result:

- Chat Server was not able to parse the XML string with the message and either closed the existing chat session or was unable to create a new one.
- The Driver continued to read the same private message endlessly.

(SMD-2674)

---

In a primary/backup configuration, when switchover occurs twice, the original primary Social Messaging Server is now able to submit outbound Private Messages. (SMD-2663)

---

If there are more than five monitors per channel, the Driver is sometimes not able to submit the very first portion of retrieved posts immediately upon startup. These posts are now retrieved and submitted during the next scan period. (SMD-2636)

---

#### Product Documentation

[eServices](#)

[Genesys Products](#)

[List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.06.

## 8.5.101.04

### Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 02/25/15     | Hot Fix      |              | X   |          |           | X     | X       | X       |

#### New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

#### Helpful Links

##### Releases Info

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

#### Corrections and Modifications

This release also includes the following correction or modification:

---

The Facebook Driver now submits posts retrieved from Events or Groups to Interaction Server. Previously, after 02/17/2015, Facebook began sending the stream property `timeline_visibility` as null instead of a valid string which caused the driver to fail to submit these posts to Interaction Server. (SMD-2634)

---

#### Product Documentation

[eServices](#)

Genesys Products

[List of Release Notes](#)

# 8.5.101.03

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 01/08/15     | General      |              | X   |          |           | X     | X       | X       |

### New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Driver for Use with Facebook.

- Agents have the ability to edit outbound Facebook posts and comments.
- The default value for the '\_facebookCanChangeVisibility' key value pair is now "false" in the interaction user data for Facebook posts on Groups and Events.
- Agents have the ability to access images and attached files by appending to the message a list of file attachments and links to images in Inbound Private Messages.
- Agents have the ability to "Like"/"Unlike" posts and comments.
- Agents have the ability to highlight and un-highlight a post.
- Agents have the ability to hide and show posts.

### Helpful Links

#### Releases Info

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

#### Product Documentation

#### eServices

#### Genesys Products

#### [List of Release Notes](#)

### Corrections and Modifications

This release also includes the following corrections or modifications:

---

The Facebook Driver now returns the correct Post ID when an agent sends an outbound post with a picture attached. Previously, the driver returned the published picture ID instead of the Post ID, and as a result, this outbound Post could not be edited from History. (SMD-2070)

---

The default values for the 'x-submit-internal-itx' and 'submit-internal-itx' configuration options are now set to "true". (SMD-2056)

---

---

The default values for the following private message monitor options have changed:

'sampling-period': Default value 3, valid range 1 - 31536000

'sampling-time-buffer': Default value: 1, valid range 1 - 180

Note: Starting with version 8.5.101.03, these private message monitor options are configured on the monitor level only. (SMD-2050)

---

Agents can no longer change the visibility and delete posts on other business Facebook pages when the User access token is used. (SMD-2029)

---

The Facebook Driver now attempts to resubmit private messages if an error is returned from Facebook. The number of attempts and the delay between attempts are specified on the channel level using the 'x-itx-resubmit-attempts' and 'x-itx-resubmit-delay' configuration options. If you are using a private messaging monitor, the value of the delay is calculated by the value of the option 'x-itx-resubmit-delay' divided by 6. (SMD-1971)

---

# Release 8.5.0

## Genesys Driver for Use with Facebook Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Driver for Use with Facebook in the tree menu on the left or in the list of [Available Releases](#).

# 8.5.000.11

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 12/15/14     | Hot Fix      |              | X   |          |           | X     | X       | X       |

### New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

### Helpful Links

#### Releases Info

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

### Corrections and Modifications

This release also includes the following corrections or modifications:

Facebook Private Messages consisting of images or files only (without text) are now submitted with the following content: "Empty message from User with attachment." Messages with stickers are not submitted. Previously in this situation a null exception occurred when an empty Facebook private message was submitted by the Driver. (SMD-2100)

#### Product Documentation

[eServices](#)

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[List of Release Notes](#)

The Driver is now able to continue submitting private messages when Facebook fails to send information about the author of a private message. (SMD-2051)

8.5.000.10

## Genesys Driver for Use with Facebook Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 07/16/14     | General      |              | X   |          |           | X     | X       | X       |

### New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Driver for Use with Facebook.

- This release adds support of Windows Server 2012. (SMD-1747)
- This release improves the handling of High Availability. When a Primary Social Messaging Server application exits after having submitted posts from Facebook, the backup Social Messaging Server no longer submits the same posts again. Previously, the backup server could submit the same posts. Implementation of this feature includes the addition of the **workspace-location** configuration option. (SMD-1722)
- With access tokens that were created before 04/30/14, search monitors no longer read the "sampling-time-buffer" option from the parent Channel configuration section. The default value for the "sampling-time-buffer" for Search monitors is now 86400 (1 day). The maximum value is 7776000 (90 days). Search monitors read Posts which were created in the past, during the timespan defined by "now" minus the value of "sampling-time-buffer." This modification allows Posts to "soak" on Facebook, providing time for users to leave Comments and Replies on the Post before the Driver reads it. Comments and Replies are read from the Post's creation time until the present. (SMD-1402)
- In this release, Facebook Driver provides an ESP request API that allows the Agent's desktop to send an outbound private message to a Facebook user if such a conversation ever existed previously. This new functionality allows an Agent to reply to an expired chat session or to an interaction that the Agent retrieved from history. (SMD-1361)

### Helpful Links

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### Corrections and Modifications

This release also includes the following corrections or modifications:

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Starting with release 8.5.000.10, the Driver substitutes "??" for all special characters in the text of Posts, Comments, Replies, and Private Messages. Previously, the Driver was sometimes unable to respond to Comments that contained special characters. (SMD-1910)

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Starting with release 8.5.000.10, Facebook Driver does not monitor Facebook Users. When the "monitor-type" option is set to "generic," the "id" option must point to either a Page, an Event or a Group. (SMD-1869)

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For access tokens received via Facebook applications created after 04/30/14, the "Search in Facebook public Posts" functionality is no longer available. If the driver detects an attempt to use this functionality, it prints an error message (ERROR: Search in public Posts was deprecated since May 1, 2014. Stopping Monitor.) and it shuts down the monitor and removes it. (SMD-1863)

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The Driver must react immediately to updates of any access tokens. This is because the Driver might at any time receive an ESP request GetChannelInfo (requesting information for the desktop regarding targets of outbound unsolicited Posts).

The "sampling-period" option is processed as follows:

If the monitor is running, the next scan period is according to the most recent option value.

If the monitor is "sleeping," its wakeup time is adjusted accordingly.

On all other updates for existing monitors, modifications are processed during scanning. (SMD-1829)

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After initial start, if a monitor detects an old history file (with no indication of the last scanning time), the history time period is calculated using the value of the "history-time-period" option. (SMD-1826)

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If the Facebook server is not accessible and the exception "FacebookNetworkException" is received by the Driver, the corresponding monitor is restarted and the Driver continues operating. (SMD-1731)

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The "max-listed-posts-per-request" option has been removed from the configuration template for private messaging monitors. (SMD-1523)

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When an agent wants to publish some unsolicited Post, the Desktop asks Facebook Driver to provide a list of available Facebook objects where such a Post could be published. The following logic has been implemented on the driver side:

(1) If a generic monitor is configured to publish on behalf of a Page, and any of the following is true:

- (a) The monitored object is a User;
  - (b) The monitored object is a Page and it is different vs publisher Page;
  - (c) The monitored object is a Group;
  - (d) The monitored object is an Event and the Event doesn't belong to the publisher Page;
-

then this monitor is not returned as the publisher for outbound unsolicited Posts.

(2) If a generic monitor is configured to publish on behalf of a User, and the publisher User is not allowed to post on monitored objects according to Facebook permissions, then this monitor is not returned as the publisher for outbound unsolicited Posts. (SMD-1105)

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