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SMS Server

8.5.100.15

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SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/08/16	Hot Fix		X	X	X	X

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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:

SMS Server now uses the full volume of segments for outbound (mobile terminated) messages, as follows:

- Without segmentation and reassembling: 160 7-bit codes, 140 8-bit codes, or 70 16-bit codes
- With segmentation and reassembling (and 6-byte User Data Header): 153 7-bit codes, 134 8-bit codes, or 67 16-bit codes

(ESR-11915)

Chat sessions now display negative responses from the SMSC. If SMS Server receives an error code from the SMSC, or if it fails to send an outbound (mobile terminated) message for some other reason, it does the following:

- Logs these dedicated messages (which may be used for alerts) in the log file:
 - 42125 Std <message source> failed execution of request to channel... <message content>
 - 42711 Std <message source> system message posted to chat... <message content>
- Sends one of the following session messages to the active chat session. This message appears in the transcript as a message from the end customer.
 - [SYSTEM MESSAGE] Message to the customer was not delivered. Error 920, 'lost connection with channel <channel-name>'
 - [SYSTEM MESSAGE] Message to the customer was not delivered. Error 920, 'rejected by channel <channel-name>'

Note: Log message 42125 may also be used for alerts in cases where the SMS Server failed to send an outbound message that did not belong to a session.

(ESR-11888)

Product Documentation

eServices

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.15.