



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.

Workspace Plugin for Skype for Business

Release Notes 8.5.x

Table of Contents

| | |
|---|----------|
| Workspace Plugin for Skype for Business 8.5.x Release Note | 3 |
| Translation Support | 6 |
| Known Issues and Recommendations | 7 |
| Release 8.5.0 | 15 |
| 8.5.002.10 | 16 |
| 8.5.002.02 | 18 |
| 8.5.002.01 | 20 |
| 8.5.002.00 | 22 |
| 8.5.001.09 | 24 |
| 8.5.001.07 | 26 |
| 8.5.001.03 | 28 |
| 8.5.001.02 | 30 |
| 8.5.001.01 | 32 |
| 8.5.000.90 | 34 |
| 8.5.000.86 | 36 |
| 8.5.000.83 | 38 |
| 8.5.000.81 | 40 |
| 8.5.000.77 | 41 |
| 8.5.000.72 | 42 |
| 8.5.000.71 | 44 |
| 8.5.000.70 | 46 |
| 8.5.000.68 | 47 |
| 8.5.000.63 | 49 |
| 8.5.000.47 | 51 |
| 8.5.000.28 | 53 |

Workspace Plugin for Skype for Business 8.5.x Release Note

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

This Release Note applies to all 8.5.x releases of Workspace Plugin for Skype for Business. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

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.

Release 8.5.0:

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|------------------------|-----|-------|---------|---------|
| 8.5.002.10 | 07/22/20 | Hot Fix | | | | | X |
| 8.5.002.02 | 07/26/19 | Update | | | | | X |
| 8.5.002.01 | 04/05/19 | General | | | | | X |
| 8.5.002.00 | 03/12/19 | General | | | | | X |
| 8.5.001.09 | 02/15/19 | Update | | | | | X |
| 8.5.001.07 | 11/27/18 | Update | | | | | X |
| 8.5.001.03 | 08/03/18 | Hot Fix | | | | | X |
| 8.5.001.02 | 07/20/18 | Update | | | | | X |
| 8.5.001.01 | 06/26/18 | General | Under Shipping Control | | | | X |
| 8.5.000.90 | 04/16/18 | General | Under Shipping Control | | | | X |
| 8.5.000.86 | 11/09/17 | Hot Fix | | | | | X |
| 8.5.000.83 | 09/01/17 | General | Under Shipping | | | | X |

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|------------------------|-----|-------|---------|---------|
| | | | Control | | | | |
| 8.5.000.81 | 06/26/17 | General | Under Shipping Control | | | | X |
| 8.5.000.77 | 03/28/17 | General | Under Shipping Control | | | | X |
| 8.5.000.72 | 12/16/16 | Hot Fix | | | | | X |
| 8.5.000.71 | 11/23/16 | Hot Fix | | | | | X |
| 8.5.000.70 | 11/10/16 | Hot Fix | | | | | X |
| 8.5.000.68 | 10/05/16 | General | Under Shipping Control | | | | X |
| 8.5.000.63 | 07/25/16 | General | Under Shipping Control | | | | X |
| 8.5.000.47 | 12/18/15 | General | Under Shipping Control | | | | X |
| 8.5.000.28 | 07/31/15 | General | Under Shipping Control | | | | X |

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 [Multimedia Connector for Skype for Business](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

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*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workspace Plugin for Skype for Business, including the issues that are specific to Localized (International) releases, at the following links:

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

Related Resources

For additional information about Workspace Plugin for Skype for Business, see the following documentation:

- The documentation related to this software is available from the [Multimedia Connector for Skype for Business](#) page.
- The [Genesys T-Server and UCMA Connector for Skype for Business Deployment Guide](#) provides details about installing and configuring Workspace Plugin for Skype for Business.
- The [Multimedia Connector for Skype for Business](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about supported operating environments, including requirements, supported versions, and any conditions or limitations for Multimedia Connector for Skype for Business components.

Release Notes for other Genesys components are available [here](#).

Translation Support

Workspace Plugin for Skype for Business

This page summarizes translation support for 8.5.x releases of Workspace Plugin for Skype for Business for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Workspace Plugin for Skype for Business.

| Language | English (US) Release | | |
|---------------------------------------|----------------------|-------------------|------------|
| 8.5.001.01 | 8.5.000.81 | 8.5.000.68 | |
| Arabic (Saudi Arabia) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Chinese (Simplified) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Chinese (Traditional) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| French (Canada) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| French (France) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| German (Germany) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Italian | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Japanese | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Korean | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Polish | 8.5.000.07 | 8.5.000.05 | 8.5.000.03 |
| Portuguese (Brazilian) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Russian | 8.5.000.07 | 8.5.000.05 | 8.5.000.04 |
| Spanish (Latin America/Mexico) | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |
| Turkish | 8.5.000.07 | 8.5.000.05 | 8.5.000.01 |

Known Issues and Recommendations

Workspace Plugin for Skype for Business

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workspace Plugin for Skype for Business. 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.

If a supervisor is monitoring or coaching an agent and accepts a second call, the supervised call is placed on hold and cannot be retrieved by the supervisor. To avoid this problem do not accept additional calls during a supervision session.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1629 | Found In: 8.5.002.00 | Fixed In: |
|------------------------|-----------------------------|-----------|

A desynchronization occurs between the Skype for Business client and the Skype for Business server when an agent mutes a call and then puts the call on hold or accepts a second, direct incoming call from the Skype for Business toast, causing Skype for Business to place the first call on hold. Even if the agent now resumes and unmutes the call, it is not correctly resumed. To avoid this problem, do not mix mute and hold, and do not accept direct calls while engaged on a Genesys call.

To recover from a situation where the call cannot be correctly resumed, it is necessary to unmute and mute the call repeatedly while attempting to resume the call at every step.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1614 | Found In: 8.5.001.09 | Fixed In: |
|------------------------|-----------------------------|-----------|

When an agent handling a call controlled by Genesys receives a second, direct (non-Genesys) call to the Skype for Business client, if the agent answers the second call using the Skype for Business toast without first placing the Genesys call on hold, the agent is unable to resume the Genesys call when the second call is released. This is caused by a desynchronization between the Skype for Business client and the Skype for Business server. To avoid the problem, the agent must either place the Genesys-controlled call on hold before answering the second direct call, or set the T-Server option handle-direct-calls to true, so the second call becomes a Genesys-controlled call as well.

To recover from a situation where the call cannot be correctly resumed, it is necessary to unmute and mute the call repeatedly while attempting to resume the call at every step.

The limitation is corrected in version 8.5.002.00 if the Plugin is configured to use the BeginAccept method.

| | | |
|------------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-1591 | Found In: 8.5.001.07 | Fixed In: 8.5.002.00 |
|------------------------|-----------------------------|-----------------------------|

With the option **lync.allow-consult-from-held** set to true, when the agent makes a secondary

consultation call from a held consultation call after the original primary call is released, the agent receives the inappropriate warning "Consultation barred until Primary call is connected". The agent should retrieve the held consultation call using the **Resume** button for the secondary consultation call to succeed.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1588 | Found In: 8.5.001.07 | Fixed In: |
|------------------------|-----------------------------|-----------|

WDE release 8.5.130.04 cannot be used with any Skype for Business Workspace Plugin version.

| | | |
|------------------------|-----------|-----------|
| ID: WPLYNC-1585 | Found In: | Fixed In: |
|------------------------|-----------|-----------|

If the Plugin is started in a mode consistent with the T-Server **handle-direct-calls** setting, it fails to send a request to T-Server even if **lync.notify-startup-mode** is set to `true`. Consequently, T-Server fails to lock the setting, and dynamic configuration option changes can result in T-Server behavior inconsistent with the plug-in mode.

| | | |
|------------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-1515 | Found In: 8.5.001.01 | Fixed In: 8.5.001.02 |
|------------------------|-----------------------------|-----------------------------|

The configuration option **[interaction-workspace]/lync.voice-escalation-auto-answer** has the wrong default value (`false`) in the application template, though the value is correct (`true`) in metadata.

| | | |
|------------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-1459 | Found In: 8.5.000.90 | Fixed In: 8.5.001.02 |
|------------------------|-----------------------------|-----------------------------|

The configuration option **[interaction-workspace]/lync.sfb-window-state** is missing from the application template.

| | | |
|------------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-1458 | Found In: 8.5.000.90 | Fixed In: 8.5.001.02 |
|------------------------|-----------------------------|-----------------------------|

If an agent rejects a routed IM call, and the call is routed to another agent, the conversation window is not hidden.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1454 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

-
1. Customer 1 makes a voice call to a WDE agent and the agent accepts the call.
 2. Customer 2 makes a voice call to the same WDE agent and the agent accepts the call.
 3. The first call is automatically put on hold. The WDE agent then escalates the Customer 1 call to add IM.
 4. Customer 1 should see the escalated IM call but does not.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1442 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

When two agents are on an escalated voice-and-IM call and another participant is added by single-step conference, releasing the voice call results in an IM window that is not hidden.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1417 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

When two agents are on an escalated voice-and-IM call and another participant is added by single-step conference, releasing the voice call results in an IM window that is not hidden.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1410 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

The Agent's video button is currently enabled in error before the remote party (customer) has added video. The Agent should be able to add video only after the remote party (customer) has added video.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1403 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

If a voice call is escalated to IM, the WDE Interaction Window should show both IM and voice to be part of the same call. However, on occasions it shows them as two separate calls.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1401 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

Microsoft Issue: When an Agent receives a video call, the Lync SDK can indicate the state of the video stream. If the remote client stops all video, then the Lync SDK should provide indication that no video is received from the video stream, but fails to do so.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1398 | Found In: 8.5.000.90 | Fixed In: |
|------------------------|-----------------------------|-----------|

If a voice call is escalated to IM and the receiving side accepts the Skype for Business toast for the IM, the resulting conversation window cannot be hidden.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1382 | Found In: 8.5.000.86 | Fixed In: |
|------------------------|-----------------------------|-----------|

Conversation windows of supervisor parties are not suppressed by the conversation window suppression feature.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1373 | Found In: 8.5.000.86 | Fixed In: |
|------------------------|-----------------------------|-----------|

Genesys recommends using only the value registry in option **lync.parallel-gui**. Other values for this configuration option that controls whether WDE starts in parallel or suppression mode might produce unexpected results.

| | | |
|------------------------|-----------------------------|-----------|
| ID: WPLYNC-1359 | Found In: 8.5.000.86 | Fixed In: |
|------------------------|-----------------------------|-----------|

When an agent is in a voice-and-IM conference with a second agent, only the voice part of the call is disconnected if the second agent selects Delete from Conference. The IM part of the call remains connected.

| | | |
|------------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-1072 | Found In: 8.5.000.81 | Fixed In: 8.5.000.83 |
|------------------------|-----------------------------|-----------------------------|

When an IM call is escalated to an audio call and the agent on this audio call makes a consultation

call to another agent and then transfers the call, the Case Information and the Note in the interaction of the transferring agent do not indicate the transfer.

ID: WPLYNC-1034Found In: **8.5.000.77**

Fixed In:

If a multimedia IM and audio call from a customer to an agent is conferenced to another agent that has no IM capability, and the originating agent performs a Delete From Conference operation, this operation is applied only to the audio call and not to the IM call.

ID: WPLYNC-1033Found In: **8.5.000.77**

Fixed In:

If an agent receives a second audio call and answers it while the first audio call is in progress, the agent must press the **Resume Call** button twice to retrieve the first call from hold.

ID: WPLYNC-1026Found In: **8.5.000.77**

Fixed In:

After a two-step conference via ISCC from a Skype for Business agent to a SIP Server agent, the party information contains incorrect information about the call participants.

ID: WPLYNC-988Found In: **8.5.000.77**Fixed In: **8.5.000.90**

If a conversation contains IM within a Skype call, and the Agent attempts to transfer or conference this call to SIP, the call will be transported between the Skype for Business T-Server and the SIP T-Server via ISCC. ISCC allows only voice communication to be interchanged, and therefore the IM part of the conversation will not be available on the SIP side.

ID: WPLYNC-965Found In: **8.5.000.77**

Fixed In:

Escalation of Voice to IM in Consult calls leads to the creation of an IM conference for all participants.

ID: WPLYNC-952Found In: **8.5.000.74**

Fixed In:

In a call supervision scenario, an observer does not have the proper connection icon on the Workspace Desktop if a monitored agent escalates an IM conference to voice.

ID: WPLYNC-922Found In: **8.5.000.77**

Fixed In:

If an agent makes a single-step conference to a routing point and the call is routed to a destination, the destination of routing cannot be deleted from the conference by the agent.

The same limitation applies to scenarios involving two-step conference to a routing point, if a conference is completed before a consultation call is routed to a destination.

ID: WPLYNC-921Found In: **8.5.000.68**

Fixed In:

In supervision scenarios with voice escalated to IM, an observer cannot release a call.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-840 | Found In: 8.5.000.70 | Fixed In: |
|-----------------------|-----------------------------|-----------|

If a note is updated by an agent during an IM conference, it might not be visible to another agent.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-718 | Found In: 8.5.000.68 | Fixed In: |
|-----------------------|-----------------------------|-----------|

If an agent accepts a video call and then accepts a voice call, the Skype for Business client places the video call on hold automatically. That video call cannot be retrieved.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-627 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

In an IM transcript scenario, if names do not exist within a contact ID, the text display line is displayed incorrectly in the **My History** tab.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-616 | Found In: 8.5.000.63 | Fixed In: 8.5.000.70 |
|-----------------------|-----------------------------|-----------------------------|

During an IM-to-voice escalation, if an agent initiates and completes a voice conference IM, the Workspace Plugin does not add new conference members to the chat interaction.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-580 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

When an agent uses Skype for Business to invite another agent into an IM conference, the **Reject** button in the WDE toast does not work.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-541 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

If, after a conference completion, a user restarts the video call, an agent might not see video of that user.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-527 | Found In: 8.5.000.63 | Fixed In: 8.5.000.83 |
|-----------------------|-----------------------------|-----------------------------|

If an agent plugs in a video camera after a consultation with another agent is ended, it might start a voice/video/IM conference.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-514 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

The physical CD for Multimedia Connector for Skype for Business does not include the following Plugin files:

- Interaction_Workspace_Plugin_For_Microsoft_UC_850.apd
- Interaction_Workspace_Plugin_For_Microsoft_UC_850.xml

| | | |
|-----------------------|--------------------------------|--------------------------------|
| ID: WPLYNC-507 | Found In: CD 8.5.000.04 | Fixed In: CD 8.5.000.05 |
|-----------------------|--------------------------------|--------------------------------|

During a video conference with three agents, the first agent cannot see the video of the third agent.

The problem does not occur when a call is initiated by the customer instead of the agent.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-492 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

A video started by the third participant in a single-step conference is not shown to the first participant.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-474 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

If a video camera is not available when the audio call is established, it is impossible to initiate a video escalation even if a participant plugs in the camera during the call.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-468 | Found In: 8.5.000.63 | Fixed In: |
|-----------------------|-----------------------------|-----------|

When an IM call is escalated by the originator to a voice call, the call appears as a separate interaction bar on the receiving side.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-443 | Found In: 8.5.000.47 | Fixed In: 8.5.000.63 |
|-----------------------|-----------------------------|-----------------------------|

Workspace Plugin reports incorrect CallingParty information in the Ringing toast.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-422 | Found In: 8.5.000.47 | Fixed In: |
|-----------------------|-----------------------------|-----------|

If an agent physically disconnects the camera during a video interaction, the video channel state changes to `invalid`.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-413 | Found In: 8.5.000.47 | Fixed In: 8.5.000.63 |
|-----------------------|-----------------------------|-----------------------------|

When an agent makes an IM call to another agent and then initiates an IM conference with a second agent, the call originator can only remove the second agent from the IM conference and not the first one.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-378 | Found In: 8.5.000.47 | Fixed In: 8.5.000.63 |
|-----------------------|-----------------------------|-----------------------------|

If a call is transferred after a conference, it appears as a consultation in the interaction window.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-364 | Found In: 8.5.000.47 | Fixed In: 8.5.000.68 |
|-----------------------|-----------------------------|-----------------------------|

The invitation toast for an IM or voice conference shows the information for the person who initiated the IM or voice call first, not the information of the person who is inviting now.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-332 | Found In: 8.5.000.47 | Fixed In: |
|-----------------------|-----------------------------|-----------|

T-Server incorrectly generates attributes in `EventRinging` as a result of executed `SingleStepTransfer`. Specifically, T-Server does not provide `AttributeThirdPartyDN/AttributeThirdPartyDNRole` when a

destination of request was a device of type Extension/Position.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-290 | Found In: 8.5.000.47 | Fixed In: |
|-----------------------|-----------------------------|-----------|

In some conditions, the bell for an incoming IM call continues ringing after the call was answered. To work around this, set the **[interaction- workspace] im.ringing-bell** option to Sounds\Ring.mp3|10|0.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-273 | Found In: 8.5.000.28 | Fixed In: 8.5.000.47 |
|-----------------------|-----------------------------|-----------------------------|

When **Call** is selected from the Customer **Party Action** menu for an existing IM conference, a consultation voice call is created instead of an escalation call.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-272 | Found In: 8.5.000.28 | Fixed In: 8.5.000.47 |
|-----------------------|-----------------------------|-----------------------------|

After barge-in, the supervisor does not appear in a call participant roster. If an unmonitored agent in a monitored internal call ends the call, the supervisor appears in the monitored agent roster, but the case information is incorrect.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-271 | Found In: 8.5.000.28 | Fixed In: |
|-----------------------|-----------------------------|-----------|

The **Barge-in** button disappears from the supervisor's desktop after a monitored consultation call is completed by a transfer. **Note:** By default, T-Server does not monitor consultation calls. To start monitoring, set the **monitor-consult-calls** option to all. No problems with the **Barge-In** button are observed if consultation calls are not monitored .

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-262 | Found In: 8.5.000.28 | Fixed In: |
|-----------------------|-----------------------------|-----------|

The third participant of a single-step conference does not receive the correct toast information.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-258 | Found In: 8.5.000.28 | Fixed In: 8.5.000.70 |
|-----------------------|-----------------------------|-----------------------------|

In very rare conditions, the desktop may stop responding when receiving an IM message. To work around this, restart the desktop.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-247 | Found In: 8.5.000.28 | Fixed In: 8.5.000.63 |
|-----------------------|-----------------------------|-----------------------------|

The **Consultation** header remains on the consultation call target desktop even if a call is completed by conversion to a conference call or is transferred.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-232 | Found In: 8.5.000.28 | Fixed In: 8.5.000.47 |
|-----------------------|-----------------------------|-----------------------------|

The statuses of Skype for Business voice users in the Workspace Desktop UI are:

- Ready
- Busy

- DoNotDisturb
- BeRightBack
- Offwork

All other in-call statuses are shown as Busy. These include:

- In a Conference
- In a Meeting

and so on.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WPLYNC-232 | Found In: 8.5.000.28 | Fixed In: 8.5.000.47 |
|-----------------------|-----------------------------|-----------------------------|

UCMA Connector users cannot be added to the Team Communicator in Workspace Desktop Edition.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-175 | Found In: 8.5.000.28 | Fixed In: |
|-----------------------|-----------------------------|-----------|

The Workspace Desktop Edition Team Communicator does not display the correct state of the first user in the list.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WPLYNC-115 | Found In: 8.5.000.28 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workspace Plugin for Skype for Business unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 8.5.0

Workspace Plugin for Skype for Business Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workspace Plugin for Skype for Business, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.002.10

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/22/20 | Hot Fix | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Previously the Workspace Plugin for Skype used the event EventServerInfo to identify all switches for T-Servers that provided DNs for the Plugin, including SIP Servers and Skype T-Servers. If the Plugin could not find a DN with an associated switch, then that DN would not be used.

Now, if EventServerInfo is not received or does not identify such a switch association, the Plugin checks the hybrid option

Helpful Links

Releases Info

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

Product Documentation

[Skype](#)

[Genesys Products](#)

[List of Release Notes](#)

SIPSwitch::Lync in the switch's **Annex** tab. If that option is found, the Plugin can confirm that the DN is a Skype DN. (WPLYNC-1664)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.10.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.002.02

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/26/19 | Update | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Previously, localization for languages other than English did not work for the **Skype Plug-in Help** menu. This is now fixed for all available languages. (WPLYNC-1646)

Previously, in a hybrid configuration of SIP plus Skype for Business, when an agent started WDE without starting the Skype for Business client, the agent was blocked from logging into the

Helpful Links

Releases Info

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

Product Documentation

[Skype](#)

[Genesys Products](#)

[List of Release Notes](#)

SIP channel or any other channel. Now in this scenario, the agent can log in to the SIP channel and any other channel. (WPLYNC-1652)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.02.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.002.01

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/05/19 | General | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Previously, when WDE was started with an existing Skype for Business IM conversation in 'invalid' state, this caused an exception in the Plugin, which could not start. Now the Plugin starts successfully in this scenario. (WPLYNC-1606)

Helpful Links

Releases Info

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

Product Documentation

[Skype](#)

[Genesys Products](#)

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.01.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.002.00

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 03/12/19 | General | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes the following new features and enhancements:

- **Support for the BeginAccept method for answering calls**—Previously, the Workspace Plugin for Skype for Business used only the BeginConnect method to answer incoming calls. In this release you can now configure the plugin to use the BeginAccept method to answer incoming voice calls by using the new configuration option **lync.accept-method**. Using this method improves the functioning of retrieve, hold and mute and prevents a number of state desynchronization problems.
 - **lync.accept-method**
 - Default value—connect
 - Valid values—connect, accept
 - Changes take place—Immediately
 - Description—Specifies which method to use to answer incoming voice calls. Note: Incoming IMs

Helpful Links

Releases Info

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

Product Documentation

[Skype](#)

[Genesys Products](#)

[List of Release Notes](#)

still use the BeginConnect method.

- Location—WDE options/[**interaction-workspace**] section

However, use of the BeginAccept method is incompatible with video functionality. This issue will be addressed in a future release. A new option allows you to disable video functionality (recommended when the BeginAccept method is used) and display it as unavailable in the UI:

- **lync.is-video-supported**

- Default value—true
- Valid values—true, false
- Changes take place—At restart
- Description—Specifies whether to disable video and grey out the video buttons (value = false—(recommended)) when **lync.accept-method** is set to accept, or to leave the UI unchanged.
- Location—WDE options/[**interaction-workspace**] section

(WPLYNC-1612)

Resolved Issues

This release contains the following resolved issues:

Using the BeginAccept method of answering calls resolves the desynchronization problems between the Skype for Business client and the Skype for Business server described in Known Issue [WPLYNC-1591](#). (WPLYNC-1591)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.00.

8.5.001.09

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/15/19 | Update | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Previously, when a call was muted and a consultation call was then initiated, the consulted party could not hear the agent. Now, if a call is muted, any attempt to make a consultation call is prevented and WDE presents a warning. (WPLYNC-1596)

Previously, if an agent attempted to released the IM call in an escalated conversation, this failed to release the IM call from

Helpful Links

Releases Info

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

Product Documentation

[Workspace Plugin for Skype for Business](#)

WDE, and it could not be released by the agent subsequently. Now, the Plugin for Skype for Business intercepts attempts to release the IM call first and presents a warning message. The IM call can be released after the voice call is released. (WPLYNC-1578)

Genesys Products

[List of Release Notes](#)

Previously, when an agent started a consultation call and the consultation call was established and released without the completion of a transfer or conference, the held main call could not be retrieved from WDE. Now the request to retrieve the call by the **Resume** button succeeds. (WPLYNC-1581)

A new configuration option—**lync.allow-consult-from-held**—has been implemented to enable the automatic retrieval of a held call before initiation of a consult call.

- **lync.allow-consult-from-held**

- **Default value:** false
- **Valid Values:** true, false
- **Changes take place:** Immediately
- **Description:**
 - false: Operates as previous versions.
 - true: When set to true, enables WDE to automatically retrieve a held call before initiating a consultation to ensure that the appropriate method for holding the primary call is used to allow the consultation call scenario to proceed correctly.

(WPLYNC-1572)

See also [Known Issue WPLYNC-1588](#).

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.09.

8.5.001.07

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/27/18 | Update | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Now, an agent with a held primary call can no longer make a consultation call until the primary call has been retrieved. The Agent now receives a WDE warning message if a consultation is attempted. (WPLYNC-1571)

The plug-in now keeps track of how a held call was placed on hold (by a 1-pcc or 3-pcc request) and uses the matching method to

Helpful Links

Releases Info

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

Product Documentation

[Workspace Plugin for Skype for Business](#)

retrieve it. This corrects an earlier problem where the plugin might attempt a request to T-Server to retrieve a call held natively by Skype for Business. Such a request would result in an error. (WPLYNC-1557)

Genesys Products

[List of Release Notes](#)

Previously, if a logged-in agent had to restart WDE without first logging out (for example, because WDE stopped unexpectedly), the TRequestPrivateService request that indicates the operating mode (parallel or suppressed) was not sent. This has now been corrected. (WPLYNC-1527)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.07.

8.5.001.03

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/03/18 | Hot Fix | | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Incoming Facebook interaction toasts now pop correctly when Skype and Facebook plugins are both loaded into WDE. Previously they did not pop at all. (WPLYNC-1521)

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.03.

8.5.001.02

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 07/20/18 | Update | Under Shipping Control | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A warning is now displayed to Agents if no supported version of MS Office is correctly installed when WDE starts up the Workspace plugin. Please refer to installation [Prerequisites](#). (WPLYNC-1520, WPLYNC-1518)

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Previously, if the Workspace Plugin was started in a mode consistent with the setting of T-Server option **handle-direct-calls**, it failed to send a request to T-Server even if the option **[interaction-workspace]/lync.notify-startup-mode** was set to true. This caused T-Server to fail to lock the setting and resulted in dynamic configuration option changes causing T-Server behavior to be inconsistent with the plug-in mode. This problem has been corrected. (WPLYNC-1515)

Genesys Products

[List of Release Notes](#)

An incorrect default value (false) in the application template for the configuration option **[interaction-workspace]/lync.voice-escalation-auto-answer** has now been corrected. (WPLYNC-1459)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.02.

8.5.001.01

Workspace Plugin for Skype for Business Release Notes

9.x Workspace Plugin for Skype for Business is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 06/26/18 | General | Under Shipping Control | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes the following new features and enhancements:

- Currently, routing and reporting are not able to operate correctly in a configuration where Skype for Business IM and Genesys eServices chat are handled by the same agents. In this release it is now possible to suppress T-Server reporting for IM interactions, enabling chat to be deployed for agents using Skype for Business Multimedia Connector. IMs can then function normally, but without Genesys having any knowledge of IM events, which means that such events cannot be reported and IMs cannot be routed. Agents continue to be reachable by IM, but IM routing will not be handled by Genesys.
[MORE DETAILS](#)
- Direct Call Handling has been enhanced by the introduction of a new T-Server configuration option—handle-direct-calls-media. Agents can see the setting of this option, which controls what types of direct calls are allowed to reach them, in the MySfB

Helpful Links

Releases Info

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

Product Documentation

[Workspace Plugin for Skype for Business](#)

pane.

MORE DETAILS

- Support for Windows Server 2016 and Hyper-V for Windows Server 2016. See the [Multimedia Connector for Skype for Business](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
- Localization updates:
 - Some additional strings have been introduced in this release.
 - Language packs now work with the WDE ClickOnce Deployment method.

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.01.

8.5.000.90

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 04/16/18 | General | Under Shipping Control | | | | X |

Important

This release of Workspace Plugin for Skype for Business requires a minimum Workspace Desktop Edition version of 8.5.119.05.

What's New

This release includes the following features and enhancements:

- Starting with this release, Workspace Plugin for Skype for Business will by default show only Skype for Business conversation windows that are actually needed by the agent during the call, and will close the conversation windows at the end of the call. Previously, when Workspace Plugin for Skype for Business operated in parallel mode (with the Skype for Business interface shown on the desktop), all call conversation windows were displayed on the desktop. At the end of the call, the conversation was left on the desktop without any participants. See the [Deployment Guide](#) for details.

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Resolved Issues

This release contains the following resolved issues:

Genesys Products

[List of Release Notes](#)

An intermittent problem that caused the ringing toast not to display when data was not attached has been corrected. (WPLYNC-1366)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.90.

8.5.000.86

Workspace Plugin for Skype for Business Release Notes

9.x **Workspace Plugin for Skype for Business** is part of 9.x starting in **8.5.000.83**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/09/17 | Hot Fix | | | | | X |

What's New

This release contains the following new features and enhancements:

- The currently used setting of the **handle-direct-calls** option is now reported on the My Sfb tab. (WPLYNC-991)
- Any numbers dialed as "?????" are now barred from making calls. The attempted call will be shown as barred in "My Messages". This must be used with the existing **Workspace Desktop Edition Dial Plan** feature. For example, if the WDE is configured with **dial-plan-rule-1=1234=>????** and if the agent dials 1234, the call will be barred. No request will be sent to T-Server. All the barring will be handled within the WDE. No new options are required to activate this feature. At the same time, single-step transfers and conferences of IM calls to a destination with a directly entered number is forbidden. This barring of directly dialed destinations for single-step transfers and conferences will not be reported in "My Messages". (WPLYNC-1171)
- The version of the Skype for Business Client, Lync SDK, and Workspace Plugin for Skype for Business is now printed in WDE logs. (WPLYNC-1159)

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.86.

8.5.000.83

Workspace Plugin for Skype for Business Release Notes

9.x This is the first 9.x release of **Workspace Plugin for Skype for Business**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 09/01/17 | General | Under Shipping Control | | | | X |

What's New

This release contains the following new features and enhancements:

- Support for Skype for Business federated users where Genesys T-Server and the UCMA Connectors for Skype for Business are hosted in the premise environment, but agents are partially or fully hosted in the Office 365 cloud.

The Workspace Plugin user interface is modified to support federated agents. It now shows the User Name field when an agent logs in the Skype for Business Front End Server. This field can be left blank if the user name is the same as the sign-in address. For federated users, the User Name differs from the Sign-in address.

See [Federation Platform with Microsoft Office 365 Cloud](#) in the *Multimedia Connector for Skype for Business Deployment Guide* for details.

This support requires Workspace Desktop Edition version 8.5.119.05 or later. (WPLYNC-1132)

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

When an agent is in a Voice + IM conference with another agent, now both the Voice and IM parts of the call are disconnected if this agent selects Delete from Conference. Previously in this scenario, the IM part of the call remained connected. (WPLYNC-1072)

In an IM transcript, if names do not exist within a contact ID, the text display line is no longer displayed incorrectly on the My History tab. (WPLYNC-616)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.83.

8.5.000.81

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 06/26/17 | General | Under Shipping Control | | | | X |

What's New

This release contains the following new features and enhancements:

- Workspace Plugin now provides the ability to dynamically control the registry settings that define the suppression mode of the Skype For Business Client, based on the **lync.parallel-gui** option in the **[interaction-workspace]** section. See [Starting Skype for Business Client](#) in the *Multimedia Connector for Skype for Business Deployment Guide* for details. (WPLYNC-983)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.81.

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

8.5.000.77

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 03/28/17 | General | Under Shipping Control | | | | X |

What's New

This release contains the following new features and enhancements:

- Workspace Plugin for Skype for Business now supports hybrid configuration, in which Workspaces can be set up to have multiple voice devices in the same Place. See [Workspace documentation](#) for details. (WPLYNC-782)
- Workspace Plugin is now supported in regular (non-suppression) mode. See [Handling Direct Calls](#) in the *Multimedia Connector for Skype for Business Deployment Guide* for details.

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.77.

8.5.000.72

Workspace Plugin for Skype for Business Release Notes

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

Previously, the error message "Cannot log in to the voice, instant messaging channel. Please check or refine your channel information." was displayed if the Skype for Business client did not log in within 300 ms after an agent signed in to Workspace Desktop Edition. Now, this message is suppressed. All other warning and error messages are not affected. (WPLYNC-878)

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.72.

Dependencies

This version of Workspace Plugin requires Workspace Desktop Edition version 8.5.116.10 or later.

8.5.000.71

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/23/16 | Hot Fix | | | | | 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:

The sign-in process to Skype for Business has changed: the Workspace Plugin now prompts for the Sign-in address only. If sign-in is unsuccessful, then the Plugin prompts for the password.

The new **Delete sign-in info** button on the user interface (UI) controls this process. When the Delete sign-in info command is completed successfully, the button disappears from the UI. If an exception occurs, a new alert message Unknown error is displayed. Previously, the Plugin executed the Delete sign-in info request each time a user clicked the **Sign in** button.

If you have a problem with the Delete sign-in info functionality, apply this [Microsoft patch](#).

The text "Delete sign-in info" is not localized. (WPLYNC-855)

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.71.

8.5.000.70

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/10/16 | Hot Fix | | | | | X |

What's New

This release contains the following new features and enhancements:

- If a Skype for Business client is not signed in and an agent is trying to log in to it, Workspace Plugin now displays the following alert message: **Waiting For Skype for Business Client Initializing and Sign In.** Workspace Plugin delays the login request until the Skype for Business client is signed in. (WPLYNC-834)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.70.

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

8.5.000.68

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 10/05/16 | General | Under Shipping Control | | | | X |

What's New

This release contains the following new features and enhancements:

- Support for storing incoming and outgoing Instant Messaging (IM) content through the Workspace Desktop Edition (WDE) in the Universal Contact Server (UCS) database when WDE is connected to UCS. See [Handling IM Transcripts](#) for details. (WPLYNC-555)
- Support for the Windows 10 64-bit Compatibility mode operating system. See the [Supported Operating Environment: Multimedia Connector for Skype for Business](#) page for more detailed information and a list of all supported operating systems. (WPLYNC-594)
- Support for the new configuration option, **lync.voice-escalation-auto-answer**, in the **interaction-workspace** section of the WDE application. This option specifies whether a voice escalation call is auto-answered (a value of true), or an agent answers a call manually (a value of false). By default, the option is set to true, and calls are auto-answered. (WPLYNC-519)

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

If a call is transferred after a conference, it is now correctly displayed in the interaction window.

Previously, it appeared as a consultation in the interaction window. (WPLYNC-364)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.68.

Supported Languages

See [Release 8.5.0 Translation Support](#).

8.5.000.63

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 07/25/16 | General | Under Shipping Control | | | | 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:

Product Documentation

[Workspace Plugin for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

The physical CD for Multimedia Connector for Skype for Business now includes the following Plugin files:

- Interaction_Workspace_Plugin_For_Microsoft_UC_850.apd
- Interaction_Workspace_Plugin_For_Microsoft_UC_850.xml

(WPLYNC-507)

When an IM is escalated by the originator to a voice call, the call no longer appears as a separate interaction bar on the receiving side. (WPLYNC-443)

If an agent physically disconnects the camera during a video interaction, the video channel state no longer changes to "invalid." (WPLYNC-413)

When an agent initiates an IM conference with another agent and then with a second agent, the

conference initiator can now remove either agent from the IM conference. Previously, the initiator could remove only the second agent. (WPLYNC-378)

The desktop no longer stops responding when receiving an IM message. (WPLYNC-247)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.63.

8.5.000.47

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 12/18/15 | General | Under Shipping Control | | | | X |

What's New

This release contains the following new features and enhancements:

- Support for Skype for Business Server, which is the new version of Microsoft Lync Server.
- Support for video calls from customers.
- Support for escalation from other media to video. For example, an interaction can start as an IM session that then gets escalated to voice, and then gets escalated to video. Or, what starts as a voice session can get escalated to video.

Resolved Issues

This release contains the following resolved issues:

The bell for an incoming IM call no longer continues ringing after the call was answered. (WPLYNC-273)

It is now possible to properly escalate an IM to voice call from an agent side from an existing IM conference with a customer. A consultation voice call is no longer created instead of an escalation call. (WPLYNC-272)

The **Consultation** header no longer remains on the consultation call target desktop after a call is

Helpful Links

Releases Info

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

Product Documentation

[Multimedia Connector for Skype for Business](#)

Genesys Products

[List of Release Notes](#)

completed by conversion to a conference call or is transferred. (WPLYNC-232)

You can now reject a call that arrives at the desktop after it has been routed from a Route Point. (WPLYNC-100)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.47.

8.5.000.28

Workspace Plugin for Skype for Business Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|------------------------|-----|-------|---------|---------|
| 07/31/15 | General | Under Shipping Control | | | | X |

What's New

This release is under shipping control. This section describes new features that were introduced in this first release of Workspace Desktop Edition Plugin for Skype for Business.

- Support for Windows 2012 64-bit Compatibility operating system. See the [Supported Operating Environment: Multimedia Connector for Skype for Business](#).
- Support for Microsoft Lync 2013.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.28.

Helpful Links

Releases Info

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

Product Documentation

[Skype for Business](#)

[Genesys Products](#)

[List of Release Notes](#)