Genesys Driver for use with Genesys Hub

Known Issues and Recommendations

5/12/2025

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The Known Issues and Recommendations section is a cumulative list for all 9.1.x releases of Genesys Driver for use with Genesys Hub. 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 .

WhatsApp fails to store an image with a description longer than 256 characters.

| ID: **MSGA-2334** | Found In: **9.1.002.04** | Fixed In: **9.1.003.05** |

A java.lang.NullPointerException: pair can't be null exception is added to the Digital Messaging Server (DMS) log when an **SesSendOutbMsg** request is sent to DMS.

| ID: **MSGA-2319** | Found In: **9.1.002.04** | Fixed In: **9.1.003.05** |

The ESP Method **ValidateContact** does not return the appropriate response if the phone number is not found in WhatsApp.

| ID: **MSGA-2238** | Found In: **9.1.002.04** | Fixed In: **9.1.003.05** |

Users cannot configure more than one WhatsApp channel in Digital Messaging Server.

| ID: **MSGA-2140, MSGA-2142** | Found In: **9.1.001.03** | Fixed In: **9.1.002.04** |

Hub does not include the **To** attribute in its inbound messages to the driver.

| ID: **MSGA-2039** | Found In: **9.1.001.03** | Fixed In: **9.1.002.04** |

The driver does not support uploading files to Hub when it is connected to the Hub via an HTTP proxy.

| ID: **MSGA-2035, MSGA-2037** | Found In: **9.1.001.03** | Fixed In: **9.1.002.04** |

Names of the outbound attachments in WhatsApp channel are not delivered correctly to the client's phone.

ID: **MSGA-2571, MSGA-2572**	Found In: **9.1.003.05**	Fixed In: **9.1.005.07**

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 Genesys Driver for use with Genesys Hub unless otherwise noted in the issue description.

There are no internationalization issues for this product.