



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.

eServices Administrator's Guide

Interaction Server Limitations

12/20/2025

Interaction Server Limitations

- Interaction Server does not support the following requests:
 - RequestQueryServer
 - RequestQueryLocation
 - RequestDeletePair (when URS sends this request after RequestRouteCall)
- It is not desirable to run Interaction Server in an environment in which servers and clients differ as to the codepages used (by operating systems or databases). In such an environment, characters of non-Latin alphabets may appear as the symbol ? (question mark) in log files and in applications with a user interface, such as Agent Desktop. The functionality of other features of the solution may also be restricted or compromised.
- Making an on-the-fly change to the host or port specification (on the `Server Info` tab) of a backup Interaction Server will cause it to exit.
- When Interaction Server sends a database request right before disconnecting from DB Server, and the request executes after disconnecting, Interaction Server fails to generate events to clients for submitted interactions.
- Starting in release 8.1.3, the scripts supplied with Interaction Server for Oracle databases create the `flexible_properties` field with the type BLOB. To support this feature, you must use DB server 8.1.1 and above with Oracle client 10.2 and above.
- You cannot use commas (,) and semicolons (;) in interaction queue names.