GENESYS

Configuration Server

Known Issues and Recommendations

11/26/2024

Known Issues and Recommendations

Configuration Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Configuration Server. 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.

Configuration Server Proxy requirements for Flexera License Manager (FlexLM) server may vary. Confirm with the "What's New" section of release notes for each version you are deploying. If you have to upgrade FlexLM, the latest version can be found on Management Framework DVD.

Configuration Layer components do not support usage of the non-default port of Configuration Server. These components must be configured to contact the current primary master Configuration Server using its default port only.

Important

Starting from Configuration Server release 8.5.101.00, License Reporting Manager 8.5 integration has been removed completely, and the steps below are no longer required.

You can skip Configuration Server 8.5.x (prior to 8.5.101) verification of License Reporting Manager (LRM) software that is present in your system when installing a new environment, or when upgrading an existing environment to Configuration Database 8.5 format.

Tip

Using LRM requires that for each Framework upgrade, you must also install LRM, ICON, and GAX, even if you do not require them (either you do not use the component at all, or you do not require the upgraded version). Disassociating Configuration

Server and LRM can save you the time and effort of installing new or upgraded versions of these components if you do not otherwise require them.

Before you launch Configuration Server against a new or converted database for the first time, start or restart Configuration Server using the parameter **-preparedb**, as follows:

- On Windows: `confserv.exe -preparedb`
- On UNIX: `./confserv -preparedb`

This parameter forces Configuration Server to start in utility mode, validate and update the Configuration Database, and then exit. Review the Configuration Server log to see the success message. If necessary, set the **verbose** configuration option to debug or to `all` to see all messages. You can then restart Configuration Server using the commands and options described in the *Framework Deployment Guide*, ignoring any references and commands relating to LRM.

Important

You must be accessing the Configuration Database directly to disable LRM. If you are using Configuration Server 8.5 with DB Server to access the database, you can temporarily install and configure a copy of Configuration Server on the same host with DB Server and DBMS client software to execute this step.

If you are using the Solaris platform, Genesys strongly recommends that you use DB Server to access the Configuration Database. Accessing the Database directly will cause excessive CPU usage for the Configuration Server Proxies. Do not configure auto-restart for both the primary and backup master Configuration Servers in a redundant pair.

Mixed language mode for Configuration Server is intended for use in limited deployments, as described in the White Paper entitled Deploying Genesys for Key Mixed Language Scenarios. Use of this information in conjunction with any scenarios not explicitly covered in this white paper may lead to unpredictable results.

If you used an older version of Genesys Administrator or Configuration Manager to create new Access Groups by copying an existing predefined access group (such as Administrators or EVERYONE), you might not be able to remove the new Groups through Configuration Server; you can only do this directly in the Configuration Database.

Workaround: To avoid this situation, use the latest version of Genesys Administrator available. If you have already experienced this issue and were unable to remove some Groups, please contact Genesys Technical Support for detailed instructions.

Configuration Conversion Wizard (CCW) is not localized. However, when operating with a localized version of Windows, CCW displays part of the text in the local language. As a result, CCW screens

contain text partially in English and partially in the local language.

When configuring Host objects for the Windows server hosts running the Windows 2012 and earlier operating systems, do not specify Windows as the OS Type. Instead, select the specific version of Windows that the Host machine is running.

If the Configuration Database contains corrupted password fields resulting from, for example, improper manual updating of the database, and these fields contain characters that cannot be represented properly by Genesys Administrator, attempting to launch Genesys Administrator against this database would cause an error. To prevent this from occurring, examine any database fields that you may have modified manually, and correct their values.

Warning

Do not manually make any changes to the Configuration Database. Use only the tools provided in Genesys software.

On Windows, PostgreSQL DB client may terminate unexpectedly or operate incorrectly if any of the environment variables used by PostgreSQL to locate files on the filesystem are provisioned without proper escaping of "\" character. Make sure you provision the Windows paths according to the PostgreSQL documentation. For more details, see PostgreSQL Databases.

Configuration Server version 8.5.101.98 running in the Linux machine terminates unexpectedly when config DB Server running in the Windows machine is stopped or switched over.

Workaround: Use Configuration Server version 8.5.101.96 for remote config DB Server connections and Configuration Server version 8.5.101.98 or later for direct connections.

| ID: **MFWK-24476** | Found In: **8.5.101.98** | Fixed In: **8.5.102.04** |

Configuration Server Proxy shuts down in the following scenarios:

- login with forced password change
- login on behalf of expired account; reset with override-account-expiration=2

This issue applies to CSP 8.5.101.70 and later.

| ID: **MFWK-23928** | Found In: **8.5.101.70** | Fixed In: **8.5.101.92** |

Configuration Server 8.5.101.52 to 8.5.101.57 (inclusive) grows in memory during basic usage scenarios due to memory leak.

| ID: **MFWK-23307** | Found In: **8.5.101.54** | Fixed In: **8.5.101.58** |

Configuration Server backup and Configuration Server proxies unexpectedly shut down at the same time. This issue occurs when processing a notification for a Folder permissions change, which is part of compound object creation, such as Campaign or Switch.

ID: **MFWK-23256**	Found In: **8.5.101.54**	Fixed In: **8.5.101.56**

When objects are moved and if the **shortcut-remove-restriction-count** option is configured, there are chances that the link deletion will fail.

ID: **MFWK-23074**	Found In: **8.5.101.50**	Fixed In:

Starting from Configuration Server version 8.5.101.47, VAG calculation Configuration Server proxy provides only a debug log message indicating mandatory log truncation when it cannot deliver full details of history to a client. This makes it impossible to set up an automated alarm to cover situations when Interaction Concentrator has to be re-synchronized after being down for a prolonged period of time.

Workaround: You have to monitor Configuration Server logs for the `Proxy-side VAG: expandable transaction in history log` text and force synchronization on ICON side.

ID: **MFWK-22827**	Found In: **8.5.101.47**	Fixed In: **8.5.101.59**

Configuration Server unexpectedly shuts down when attempting to connect and authorize a user who is configured for LDAP external authentication (that is, with a non-empty External User ID) if the corresponding Person object contains the **gauth_ldap[_<n>]** sections without the **ldap-url** options. If the **ldap-url** options are present, but contain invalid URLs, the problem does not reproduce. The problem was introduced in Configuration Server 8.5.101.39.

Workaround: Ensure that the **gauth_ldap[_<n>]** sections in the Person objects contain the **ldap-url** options.

Note: Take care when using space delimiters (dashes vs. underscores) and case-sensitive section/option names. (A common issue that causes the problem is misspelling the **ldap-url** option name, such as "ldap_url").

ID: **MFWK-23240**	Found In: **8.5.101.39**	Fixed In: **8.5.101.58**

Master backup Configuration Server cannot establish a secured connection to master primary on startup with default or **HA Sync** port.

ID: **MFWK-22280**	Found In: **8.5.101.38**	Fixed In:

Configuration Server 8.5.1 on Solaris can only be used with DB Server. Direct connection to database on Solaris isn't working on Solaris 10.

ID: **MFWK-22780**	Found In: **8.5.101.37**	Fixed In:

Genesys Administrator is unable to connect to Configuration Server because it could not read the

cfgservermetadata.xml file. This problem occurs because the **cfgservermetadata.xml** file is using an incorrect encoding scheme called UTF-8 BOM.

Workaround: Open the **cfgservermetadata.xml** file in Notepad++, change the encoding from UTF-8 BOM to UTF-8 (**Encoding** menu > **Encode in UTF-8**), and save the file.

ID: **MFWK-22126**	Found In: **8.5.101.36**	Fixed In: **8.5.101.37**

On Linux, Configuration Server using Microsoft ODBC driver does not connect to the MS SQL database while using Data Source Name (DSN).

ID: **MFWK-21492**	Found In: **8.5.101.20**	Fixed In: **8.5.101.33**

On Linux, Configuration Server is currently using Microsoft ODBC 13.X driver for direct connections to MS SQL database. This restricts the use of non-ASCII characters when working with databases that have non-Unicode native codepages. For more details on the restrictions, see the Microsoft documentation for the specified driver version.

ID: **MFWK-19886**	Found In: **8.5.101.20**	Fixed In:

Deferral of Configuration Server Proxy requests, using the Transaction Serialization feature, does not occur if the master Configuration Server has not fully initialized and is ready to handle the requests.

ID: **MFWK-19799**	Found In: **8.5.101.20**	Fixed In:

You cannot create Business Process objects using certain versions of Interactive Routing Designer (IRD) starting from Configuration Server 8.5.101.19 because of additional validation steps performed by this version of Configuration Server.

Workaround: Set the **[<configuration server name>].enable-list-validation** configuration option to `false`. This option change takes effect immediately, and does not require a restart.

> ### Warning
> Use this workaround only if you have issues with using the current version of IRD and Configuration Server version 8.5.101.19 or 8.5.101.20.

ID: **MFWK-19860**	Found In: **8.5.101.19**	Fixed In: **8.5.101.21**

After a switchover between primary and backup Configuration Server, Virtual Agent Group (VAG) members are no longer updated. This problem first occurred in Configuration Server 8.5.101.13.

Workaround: To avoid this problem, do not use Configuration Server 8.5.101.13; use the latest version of Configuration Server available.

ID: **MFWK-19052**	Found In: **8.5.101.13**	Fixed In: **8.5.101.17**

RADIUS External Authentication does not work properly if all authentication servers listed in the **servers.conf** file are not also listed in the **radiusclients.conf** file. If this is the case, the interface console and logs will report contradictory authentication results.

ID: **MFWK-19027**	Found In: **8.5.101.13**	Fixed In:

You cannot enable the **force-password-reset** option for user accounts with the current version of Configuration Server. If this option is set to `true`, the user will be unable to log in even after providing a new password, and the System Administrator will have to reset each user's password to restore the users' access.

ID: **MFWK-19027**	Found In: **8.5.101.13**	Fixed In:

In the scenario in which a backup Configuration Server, while switching to primary mode, loses its connection with the database and is forced to reload the data during the switchover, the Virtual Agent Groups might, in very rare situations, appear to be empty.

ID: **MFWK-18652**	Found In: **8.5.101.00**	Fixed In: **8.5.101.13**

If a configuration option is changed in a primary Configuration Server, and there is a mismatch in a Transport Parameter between the primary and backup Configuration Servers, the backup server is updated with the value of the Transport Parameter in the primary server.

Workaround: To avoid this issue, configure the Transport Parameters at the application or host level (not at the connection level), or break the link between the HA pair before configuring distinct values at the connection level.

ID: **MFWK-18618**	Found In: **8.5.100.24**	Fixed In: **8.5.101.13**

If **[security-authentication-rules].password-no-repeats** is set to a value greater than 1 in the Tenant in which the "default" user resides, after a user changes the password of the default user once, Configuration Server no longer allows any changes to the default user object. The user might also disappear from the root folder after subsequent restarts of Configuration Server. Make sure you change the default password first, before you configure any password history rules in you system.

ID: **MFWK-17943**	Found In: **8.5.100.17**	Fixed In:

On the RHEL 7.x and 8.x, CentOS, Oracle, or SUSE Linux platform, and when using LDAP external authentication, Configuration Server does not open the LDAP authentication library (**./libgauth_ldap_64.so**) even if the LD_LIBRARY_PATH environment variable is set correctly and the library is available. The following log event is generated instead:

```
Std 22302 External authentication configuration error: Authentication library
[./libgauth_ldap_64.so] could not be opened. Reason ./libgauth_ldap_64.so: cannot
open shared object file: No such file or directory.
```

This problem occurs because another dependent library (**libsasl2.so**) has a different name on the RHEL 7.x and 8.x platforms.

Workaround: Manually create a symbolic link for **libsasl2.so** with a name compatible with what Configuration Server expects, by entering the following commands:

```
cd /usr/lib64
ln -s libsasl2.so.3.0.0 libsasl2.so.2
```

ID: **MFWK-17547**	Found In: **8.5.100.17**	Fixed In:

If Configuration Server is provisioned to use external authentication, but **[authentication]library=internal** is set at the Tenant level, Configuration Server still performs external authentication for all users under that Tenant that have a value in their **External ID** field.

ID: **MFWK-17009**	Found In: **8.5.100.10**	Fixed In: **8.5.100.11**

When Configuration Server Proxy disconnects from the master Configuration Server for some reason, it goes into Read-only mode, which is expected. However, when it tries to reconnect to the master server, the proxy server uses the wrong port.

Workaround: To avoid this problem, make sure that the connection parameters specified in the Configuration Server Proxy command line, used for the initial connection to the master Configuration Server, match those specified for the `default` port of the primary master server Application object (currently or originally named `confserv`).

ID: **MFWK-17094**	Found In: **8.5.100.07**	Fixed In: **8.5.101.21**

If the last login synchronization feature is enabled, while processing GETHISTORYLOG requests from clients, Configuration Server Proxy 8.5 sometimes stops responding to client requests and CPU usage rises to 100%.

Workaround: To keep this problem from reoccurring, set the **last-login-synchronization** option to `false` on the master Configuration Server.

ID: **MFWK-16825**	Found In: **8.5.100.04**	Fixed In: **8.5.100.11**

Configuration Server might terminate unexpectedly and generate a core file when working in multi-threaded mode.

Workaround: If you are using Configuration Server 8.5.100.04 or later, do not switch the server to enable multi-threaded mode. If you are using previous versions of Configuration Server 8.5, turn off multi-threaded mode by setting the environment variable GCTI_CONFSERV_CONN_STARTUP_DEFAULT to 1 (one) before starting Configuration Server.

ID: **MFWK-16520**	Found In: **8.5.100.02**	Fixed In:

The Configuration Server Installation Package installs the Configuration Database initialization and locale scripts into folders located at **<installation folder>/sql_scripts/multi_tenant/<dbms type>**, instead of **<installation folder>/sql_scripts/<dbms type>**, as documented in the *Framework Deployment Guide*.

ID: **MFWK-16462**	Found In: **8.5.100.02**	Fixed In: **8.5.100.04**

When a locale has been applied to the Configuration Database, if a user creates a new Tenant object while **skip-environment-enum-transfer** is set to `true`, a copy of predefined business attribute objects is created with English (US) names and with similar attributes and are displayed in the national language in the Environment tenant.

Workaround: Genesys strongly recommends that you set **skip-environment-enum-transfer=**`true` to avoid copying predefined attributes unless you are using a Genesys Solution that explicitly requires a copy to exist under each Tenant.

ID: **MFWK-16441**	Found In: **8.5.100.01**	Fixed In:

When using a PostgreSQL DBMS, the following Configuration History Log error messages are generated when Configuration Server starts up:

```
Incorrect history data format (can't read id)
```

This problem occurs if PostgreSQL is configured to operate in **standard_conforming_strings=**`on` mode. To avoid this problem, configure PostgreSQL with the option **standard_conforming_strings=**`off` and set the corresponding Configuration Server option **postgre-standard-conforming-strings=**`off`.

Note: There is a known problem that causes Configuration Server, operating with a PostgreSQL database in **standard_conforming_strings=***off* mode and configured for the Shift-JIS locale, to incorrectly store the symbol ◈. Until the fix for this problem is available, and as only a temporary workaround, it is acceptable to run the PostgreSQL database in **standard_conforming_strings=**`on` mode and the Configuration Server option **postgre-standard-conforming-strings** set to on. In this case, the above error message can be ignored.

ID: **MFWK-16521**	Found In: **8.5.000.16**	Fixed In: **8.5.100.06**

On the 32-bit Linux platform, Configuration Server sometimes terminates unexpectedly when attempting to generate a log message about an ADDP timeout expiring on any of its connections (for example, STANDARD 00-07041 Socket [X] is not responding within [n] milliseconds, remote socket [Y].)

This issue does not occur when Configuration Server is running on the 64-bit Linux platform.

Workaround: To avoid this problem, disable ADDP between Configuration Server and any other components, or use the 64-bit Linux platform.

ID: **MFWK-16314**	Found In: **8.5.000.16**	Fixed In: **8.5.100.01**

When operating the Configuration Layer in multi-language mode, section and option names in the Annex sections of all Configuration objects containing non-ascii characters, must be limited to 64 characters. Configuration Server does not properly check the length of these fields and entering values that are longer than the above limit could result in failure of some Genesys applications. Manually verify that values are 64 characters or less when non-ascii symbols are present in sections and option names.

ID: **MFWK-23453**	Found In: **8.5.000.14**	Fixed In:

Genesys server applications can be configured only to connect to the default port of Configuration Server. Use additional ports to connect UI applications.

ID: **MFWK-21259**	Found In: **8.5.000.14**	Fixed In:

Configuration Conversion Wizard (CCW) cannot convert from single-language to multi-language database using MS SQL DBMS.

Workaround:

1. Export the data from the source single-language MS SQL database using the **Generate Scripts...** wizard in UTF-8 format (see the MSFT documentation for MS SQL Studio for details).

2. Create target multi-language database as advised in the *Database Connectivity Reference Guide* and initialize it using the **init_*_multilang_mssql.sql** script.

3. Import the resulted script from the single-language MS SQL database into the multi-language database (see the MSFT documentation for MS SQL Studio for details to complete import). The primary constraint violation errors caused by the presence of duplicated records inserted by the init script can be ignored.

ID: **MFWK-20516**	Found In: **8.5.000.14**	Fixed In:

When processing a large number of configuration changes, Configuration Server Proxy might reach a CPU utilization rate of 100%, significantly slowing its processing rate, while the master Configuration Server continues to handle requests normally.

Workaround: Disable the Audit Trail feature by setting **[history-log].write-former-value** to `false` on both the master and backup Configuration Server Proxies.

ID: **MFWK-16577**	Found In: **8.5.000.14**	Fixed In: **8.5.100.06**

Configuration Server sometimes experiences issues loading the license file at startup if there are records in the Configuration History database that are subject to removal.

Workaround: In the **[history-log]** section of the Configuration Server object, set the configuration option **max-records** to a larger value (up to 2147483647) or the option **expiration** to a larger number of days, or manually clean out records from the CFG_HDB_OBJECT table.

ID: **MFWK-16540**	Found In: **8.5.000.14**	Fixed In: **8.5.100.04**

When running on the Solaris platform, Configuration Server is unable to calculate Virtual Agent Group (VAG) membership. At startup, Configuration Server generates the following Standard-level log event for each VAG:

```
21-22400: Initialization error: CFGValueOutOfRange, object: [CfgAgentGroup], ...
Script expression is not valid
```

The problem is specific to Solaris. No other operating systems are affected.

| ID: **MFWK-16423** | Found In: **8.5.000.14** | Fixed In: **8.5.100.02** |

When configured on Configuration Server 8.5.x, the **level-reassign-<event>** configuration option does not take effect until Configuration Server is restarted. When configured on Configuration Server 8.1.x, this option takes effect immediately, as described in the *Framework Configuration Options Reference Manual*.

| ID: **MFWK-16411** | Found In: **8.5.000.14** | Fixed In: **8.5.100.14** |

For Kerberos external authentication to work, set the **KRB5RCACHETYPE** environment variable to none.

| ID: **MFWK-15714** | Found In: **8.5.000.14** | Fixed In: **8.5.100.11** |

The Application metadata for Management Framework Application Templates contains an incorrect spelling of the **message_format** option. The correct spelling is **message-format**. The option will not take effect for Application objects created from one of these templates unless the spelling is changed.

Workaround: Manually update the name of the application option, either in the Application Template object itself, or in the Application objects created from the template.

| ID: **MFWK-15683** | Found In: **8.5.000.14** | Fixed In: **8.5.000.16** |

Configuration Server might take a long time to update the Virtual Agent Group if the Agent Group object contains a large list of agents.

Workaround: In the options of Configuration Server, in the **[history-log]** section, set the configuration option **write-former-value** to *false* so the previous value is not saved in the Configuration Server History Log. This setting takes effect immediately, and should improve performance during the update.

Note: Remember to set the option back to *true* after you are finished the update.

| ID: **MFWK-15672** | Found In: **8.5.000.14** | Fixed In: |

If an application changes the value of certain configuration object fields, such as **Reset Password** to the special value Unknown, Configuration Server does not notify its clients about these changes. As a result, these are, in effect, invisible to the clients. In addition, the previous values of these fields might become effective after Configuration Server switches to backup mode.

| ID: **MFWK-15593** | Found In: **8.5.000.14** | Fixed In: **8.5.000.16** |

Configuration Conversion Wizard 8.5.0 can not upgrade an 8.1.3 multi-language database to the 8.5 format.

Workaround: Do not convert the database; Configuration Server 8.5 works properly with a multi-language database in 8.1.3 format.

ID: **MFWK-15279**	Found In: **8.5.000.14**	Fixed In:

Some new 8.5 features may cause a noticeable degradation in performance of Configuration Server during object creation and update.

Workaround: Disable internal threads used by Configuration Server by doing the following:

1. Install DB Server 8.1.

2. Configure Configuration Server to use DB Server for database access. Refer to the *Framework 8.1 Deployment Guide* for details.

3. In the Configuration Server configuration file, in the **[confserv]** section, set **dbthread=**`false`.

4. Set the environment variable **GCTI_CONFSERV_CONN_STARTUP_DEFAULT** to 1 before starting Configuration Server.

5. Restart Configuration Server.

ID: **MFWK-15707**	Found In: **8.5.000.11**	Fixed In: **8.5.000.16**

When Configuration Server is running on UNIX and is configured to connect directly to the DBMS (the default behaviour), if it experiences connectivity issues with the DBMS, it might generate zombie (defunct) dbclient processes when trying to reconnect. The longer the Configuration Server is unable to reconnect to the DBMS, the more zombie (defunct) processes are created and consuming memory.

Workaround: To remove the zombie (defunct) processes, stop the main Configuration Server process.

Recommendation: Genesys strongly recommends that you restart Configuration Server if it is unable to connect to the DBMS for a long period of time. This avoids the creation of a large number of zombie (defunct) processes consuming memory.

ID: **MFWK-16270**	Found In: **8.5.000.01**	Fixed In: **8.5.100.02**

In Linux environments with external authentication enabled and where users are allowed to enter password characters from the extended ASCII codes, Configuration Server may fail to properly encode passwords before sending them to the LDAP external authentication system if the code page used by Configuration Server process and the code page used by users entering their configuration passwords do not match. In this case, Configuration Server may send an empty password to the LDAP server, and depending on LDAP settings, this may result in successful authentication of users in Configuration Server even if the user did not enter a correct LDAP password.

Workaround: Genesys recommends all customers using external authentication to upgrade their Configuration Server to release 8.5.1 or make sure that code page settings are consistent between Configuration Server host and all other systems from which users are able to log in to Configuration Server.

ID: **MFWK-22087**	Found In: **8.1.300.29**	Fixed In: **8.5.100.02**

Configuration Server will not use internal authentication or accept a request to change the password of a user configured with **library=internal** and with a non-empty **External User ID** field.

ID: **MFWK-16779**	Found In: **8.1.300.23**	Fixed In: **8.5.100.10**

Configuration Server cannot process an incoming message that is in the wrong format, and will terminate unexpectedly as a result.

Workaround: To avoid this problem, do not scan Configuration Server ports, or upgrade to (by dropping in) the latest 8.5.1 version of Configuration Server.

ID: **MFWK-18713**	Found In: **8.1.300.19**	Fixed In: **8.5.101.07**

Configuration Server might terminate unexpectedly when externally authenticating a user while a configuration change that affects external authentication is in progress.

Workaround: To avoid this, reconfigure external authentication options when no authentication is occurring.

ID: **MFWK-16292**	Found In: **8.1.300.16**	Fixed In: **8.5.100.02**

If Configuration Server Proxy, or its backup server, loses its connection with the master Configuration Server while synchronizing data during initialization or reloading Configuration History Log data, the proxy server might not have a complete History Log. In addition, the proxy server might not open its listening port after it is fully initialized. To confirm that this has happened to the proxy server, check for log event 21-22135 accompanied by 21-22136.

Workaround: After you confirm that this has occurred on a primary or backup Configuration Server Proxy, restart that server.

ID: **MFWK-17563**	Found In: **8.1.300.12**	Fixed In: **8.5.101.00**

Configuration Server incorrectly exports Campaign objects that contain Campaign Groups into XML. If Campaign Groups exist, they are stored in XML as obsolete `CampaignGroupInfo` entities that cannot be imported back later.

ID: **MFWK-14427**	Found In: **8.1.300.09**	Fixed In:

If you select an existing file when performing an export in CCW, CCW reports an error, deletes the file, and does not perform the export.

Workaround: Specify a new, unique filename when exporting the data.

ID: **MFWK-14532**	Found In: **8.1.300.06**	Fixed In:

If Configuration Server receives concurrent requests to update related objects while it is updating the Configuration Database, the update requests are sometimes processed in the wrong order, causing Configuration Server to terminate.

Workaround: To avoid this, use only Genesys administrative user interfaces (Genesys Administrator, Genesys Administrator Extension, or legacy Configuration Manager) to edit your configuration. If custom (PSDK) applications are used, they must support synchronous mode to make the updates.

| ID: **MFWK-17369** | Found In: **8.1.300.00** | Fixed In: **8.5.101.20** |

When processing a heavy load of update and deletion requests, Configuration Server sometimes sends notifications with duplicate UNSOLEVENTNUM attributes, affecting transactions following the deletion transaction. These notifications cause complete failure of the affected database transactions because they violate the uniqueness of the primary key in the CFG_HDB_OBJECT table.

| ID: **MFWK-16399** | Found In: **8.1.200.24** | Fixed In: **8.5.100.04** |

After a Configuration Server switchover, in which the backup Configuration is running in primary mode, duplicate folders and configuration objects are displayed randomly in Genesys Administrator or Configuration Manager.

Workaround: To clear this problem, restart Configuration Server.

| ID: **MFWK-17113** | Found In: **8.1.200.17** | Fixed In: |

If an object's name or any other attribute contains a non-alphanumeric character, such as an apostrophe ('), accent (`), or a back/forward slash (\ or /), the database will generate a syntax error.

Workaround: Do not use a non-alphanumeric character in any value to be stored in a database, unless specifically told to do so.

| ID: **MFWK-15232** | Found In: **8.1.200.15** | Fixed In: **8.5.000.16** |

In an HA configuration, if you start the backup Configuration Server Proxy while the primary server's host is not available, the backup server sometimes stops responding and does not switch to primary mode.

| ID: **MFWK-16164** | Found In: **8.1.200.09** | Fixed In: **8.5.100.06** |

When converting a database, Configuration Conversion Wizard (CCW) can create new configuration objects, the names of which might conflict with the names of existing configuration objects. In these cases, the new objects do not appear in Genesys Administrator.

For example, starting in release 8.1.1, CCW creates two new Application objects, **Genesys Administrator** and **Genesys Administrator Server**, during database conversion. If objects with these names already exist in the Configuration Database, the new objects will not appear in Genesys Administrator.

Workaround: Before running the Wizard, rename any existing objects for which the conflict will occur. Then, after running the Wizard, rename or delete the new objects and change the original objects back to their original names.

| ID: **MFWK-13296** | Found In: **8.1.100.11** | Fixed In: |

If any configuration change is made while another instance of Configuration Server Proxy and/or the master Configuration Server master in backup mode is starting up or reloading data, that

Configuration Server instance might either receive incomplete data or terminate unexpectedly and must be restarted. Actual behavior might vary, and differs from version to version, as follows:

- Configuration Server 8.0.x and 8.1.x either terminates abnormally or might contain inconsistent data (compared to the master server from which it received data).

- Configuration Server 8.5.x might end up containing inconsistent data (compared to the master server from which it received data).

Inconsistent data includes missing or duplicated objects. After Configuration Server Proxy starts up or reloads the data, it will display inconsistent data in Genesys Administrator and any other applications connected to the Proxy server. Likewise, the backup master Configuration Server will reveal inconsistent data to applications that connect to it after it has switched over into primary mode.

| ID: **MFWK-15618** | Found In: **8.0.300.50** | Fixed In: **8.5.101.20** |

When the master Configuration Server changes Configuration Server Proxy to Read-only or Emergency mode, Configuration Server Proxy does not notify its clients of the change in mode.

| ID: **MFWK-12564** | Found In: **8.0.300.42** | Fixed In: |

Tenant names must not contain one or more backslash characters (\).

| ID: **MFWK-11598** | Found In: **8.0.100.18** | 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 Configuration Server unless otherwise noted in the issue description.

Note: Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

When you search for an item of Business Attribute and Business Attribute Value by its localized display name, the search will return no results.

Workaround: To find the correct object, enter the non-localized (English) name or a common sub-string of the two names. For example, to find an object in an FR localized environment with a localized name of Langue, search for Language or `lang*`.

| ID: **MFWK-18154** | Found In: **8.5.100.25** | Fixed In: |

When a localized Configuration Database is upgraded to 8.5 format from 7.6 and a specific language

locale is applied, some of the predefined folder names might be displayed incorrectly. The inaccurate folder names do not affect functionality, and can be ignored if you do not want to implement the workaround.

Workaround: Genesys recommends that you use the English locale in the converted database.

ID: **MFWK-17358**	Found In: **8.5.100.11**	Fixed In:

The following localization issue is fixed in all 8.5.100.01 Language Pack releases:

In the 8.5.100.01 Language Packs, the names of Business Attribute and Business Attribute Value objects are no longer translated. In previous versions of the Language Packs, the names were translated, and sometimes caused existing strategies and/or other resources to fail.

ID: **MFWK-18080**	Found In: **8.5.100.00**	Fixed In: **8.5.100.01**

The following localization issue is fixed in all 8.5.1 Language Pack releases:

You can now successfully import Application Templates in a localized Configuration Server. Previously in this scenario, you were unable to import an Application Template unless the locale ID (`lcid`) was set to 1033.

ID: **MFWK-17001**	Found In: **8.5.000.00**	Fixed In: **8.5.100.00**

The following localization issue is fixed in the following Language Pack release:

- Japanese (JPN) 8.5.000.01

The file **CfgLocale_postgre.sql** now runs correctly and sets up the Japanese locale. Previously, the file generated an error and the locale was not set up properly.

ID: **MFWK-16413**	Found In: **8.5.000.00**	Fixed In: **8.5.000.01**

The following localization issue is fixed in Configuration Server:

Configuration Server now localizes all strings correctly in both single- and multi-language mode, so the strings correctly appear in Japanese. Previously, Configuration Server did not localize some strings correctly in a single-language environment, and these strings incorrectly appeared in English.

ID: **MFWK-16398**	Found In: **8.5.100.01**	Fixed In: **8.5.100.02**