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# Genesys Co-browse Server

Release Notes 8.5.x

1/1/2022

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# Genesys Co-browse Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Co-browse Server. 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 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.104.01	11/29/17	General			X		X
8.5.103.01	10/30/17	Hot Fix			X		X
8.5.102.02	09/06/17	General			X		X
8.5.101.02	06/27/17	General			X		X
8.5.100.11	03/28/17	General			X		X

#### Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.004.00	12/22/16	Hot Fix			X	X	X
8.5.003.08	11/22/16	Hot Fix			X		X
8.5.003.07	08/22/16	Hot Fix			X		X
8.5.003.05	07/18/16	Hot Fix			X	X	X
8.5.003.04	07/08/16	General			X	X	X
8.5.002.01	03/11/16	Hot Fix			X		
8.5.002.00	02/16/16	General			X	X	X
8.5.001.08	10/20/15	General			X	X	X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.001.05	09/28/15	General			X	X	X
8.5.000.30	06/25/15	General			X	X	X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Co-browse](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Genesys Co-browse Server, see the [8.1 Release Note \(Cumulative\)](#).

## 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*.

- 
- Oracle Java 7 Developer's Kit (JDK)

**Discontinued as of:** 8.5.104.01

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- Solaris 10 operating system

**Discontinued as of:** 8.5.100.11

---

- Built-in Chat Widget for Co-browse
- Internet Explorer 9
- Internet Explorer 10

**Deprecated as of:** 8.5.100.11

---

- Interaction Workspace 8.1.x.
- Red Hat Enterprise Linux 5 operating system

**Discontinued as of:** 8.5.000.30

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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Co-browse Server, 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 Genesys Co-browse Server, see the following documentation:

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

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

# Known Issues and Recommendations

## Genesys Co-browse Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Co-browse 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](#).

---

Co-browse can improperly synchronize hover effects for DOM elements if their appearance is set to none in CSS styles (affected CSS properties: appearance, -moz-appearance, -webkit-appearance).

ID: <b>CB-4247</b>	Found In: <b>8.5.101.02</b>	Fixed In:
--------------------	-----------------------------	-----------

The Co-browse run-time Voice statistics are not updated when the Co-browse session ends if agents are using Workspace Web Edition.

ID: <b>CB-4710</b>	Found In: <b>8.5.003.04</b>	Fixed In:
--------------------	-----------------------------	-----------

Configuration options for Cassandra retention policy changed names in **8.5.003.04** but the option templates incorrectly list old option names.

### Incorrect option names

- retention.entity.livesessionentity
- retention.entity.sessionhistoryentity
- retention.entity.windowhistoryentity

### Correct option names

- retention.entity.live\_sessions
- retention.entity.chat\_session
- retention.entity.session\_history
- retention.entity.window\_history

ID: **CB-4072**Found In: **8.5.003.04**Fixed In: **8.5.100.11**

Fixed **healthcheck functionality**. Co-browse Server now responds correctly to HTTP requests to /cobrowse/health. Previously, Co-browse Server could respond with an erroneous 500 Internal Server Error message.

ID: **CB-3706**Found In: **8.5.003.04**Fixed In: **8.5.003.05**

Co-browse Server may work incorrectly if you simultaneously enable Secured Connection mode and ADDP on connection to Configuration Server.

**Workaround:** Do not enable **ADDP** and **UPGRADE** or **TLS CONNECTION MODE** in the `setenv.bat` at the same time.

### Important

Genesys recommends setting ADDP and Secured Connection mode in the `setenv.bat` separately.

ID: **CB-3112**Found In: **8.5.000.30**Fixed In: **8.5.001.05**

ADDP settings on connection to Configuration Server are not applied if they are specified in the Co-browse Server application connection.

**Workaround:** All configuration in relation to the Configuration Server connection must be specified in the `setenv.bat` located in the <Co-browse Server installation>/server directory.

ID: **CB-3093**Found In: **8.5.000.30**Fixed In: **8.5.001.05**

## Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

# Release 8.5.1

## Genesys Co-browse Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Co-browse Server, if available, in the tree menu on the left or in the list of [Available Releases](#).



# 8.5.104.01

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/29/17	General			X		X

### What's New

This release contains the following new features and enhancements:

- Jetty is now upgraded to version 9.4.7, which is an important security update.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

The Jetty 9.4.7 upgrade also resolves an issue with CSS synchronization, where in some cases outbound requests from the Co-browse Server to static resources on the customer's website (such as CSS) did not go through a forward proxy. (CB-4027, CB-4372)

---

### Upgrade Notes

Because of the Jetty 9.4.7 upgrade, Co-browse Server no longer supports Oracle Java 7 Developer's Kit (JDK). You must now use Oracle Java 8 Developer's Kit (JDK) in order to run Co-browse Server.

# 8.5.103.01

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/17	Hot Fix			X		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:

---

Characters entered into a text box (textarea HTML element) in Internet Explorer are now synchronized correctly in both directions (from user to agent and vice versa) when using Co-browse in Write Mode with Workspace Desktop Edition.

Previously, the characters entered into these text boxes were not synchronized properly in some versions of Internet Explorer. (CB-4664)

---

### Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.01.

## 8.5.102.02

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/06/17	General			X		X

## What's New

This release contains the following new features and enhancements:

- Co-browse now supports Microsoft Edge.
- For added security, Co-browse now supports **token-based authentication** between Co-browse Server and Workspace Desktop Edition.
- Co-browse now synchronizes scrolling positions for individual HTML elements. Previously, scrolling was only synchronized for the page itself and for iframes. Scrolling is synchronized from the end user to the agent and vice versa.
- When proxying resources, such as CSS and fonts, Co-browse now explicitly sets the port only if it is also set explicitly on the proxied resource URL. Previously, Co-browse would incorrectly add the port even if not included in the incoming resource. For example, when proxying `https://example.com/styles.css`, Co-browse would set the Host header to `example.com:443`. Now it will correctly leave out the port, setting it instead to `example.com`.

## Helpful Links

## Releases Info

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

## Product Documentation

[Genesys Co-browse](#)

## 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 8.5.102.02.

## 8.5.101.02

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/17	General			X		X

## What's New

This release contains the following new features and enhancements:

- Genesys Co-browse now supports the following browsers for tablets and smartphones:
  - Google Chrome on Android (tested with Chrome 58)
  - Safari 9 and above on IOS
- The default value of the **browserHardCacheDuration** option is now 0. Now, Co-browse will not use hard caching by default. Static files and other files will be checked for relevance before they are picked from the cache.

Previously, the default value was 1800 for 30 minutes of hard cache.

In cases without backward compatibility for Co-browse server and client interactions, using hard cached files without checking for relevance could lead to errors until Co-browse receives the newest versions of the client-side files. Co-browse server receives new file versions in a time period no longer than specified in the **browserHardCacheDuration** option.

- Co-browse now synchronizes additional events when an agent is in **Write Mode**:
  - focus and blur for <input> and <textarea> elements
  - mousedown and mouseup for all elements except <select> which is excluded due to an iOS bug
  - mouseenter and mouseleave

If your website contains functionality bound to these events, it will now successfully trigger during a Co-browse session.

- Co-browse changed its algorithm for synchronizing :hover CSS effects. Previously, Co-browse added a CSS class to elements under a user's or agent's mouse cursor. This class interfered with the CSS of some websites in cases with CSS selectors like `element[class=value]`. Now instead of adding a CSS class, Co-browse adds an attribute to elements.
- The Co-browse widget's style is now aligned with the **Genesys Widgets** default *dark* theme. You can switch to the previous style by adding the following to your website instrumentation:

```
...
cobrowse: {
  theme: 'old-yellow'
```

## Helpful Links

## Releases Info

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

## Product Documentation

[Genesys Co-browse](#)

## Genesys Products

[List of Release Notes](#)

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...

## Resolved Issues

This release contains the following resolved issues:

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When the **localization** configuration option was set, agents were sometimes not able to join a Co-browse session on the first attempt. Agents can now join Co-browse sessions on the first attempt. (CB-4343)

---

When creating a session, Co-browse now waits 15 seconds before telling a user the session could not be started because of a timeout. Previously, the value for this timeout was five seconds which was not enough on slower mobile networks. (CB-4251)

---

Co-browse sessions no longer end for non-critical exceptions. (CB-4250)

---

Co-browse no longer sets the JSESSIONID cookie. (CB-4216)

---

When the **url** option in the **cluster** section uses HTTPS, the BAYEUX\_BROWSER cookie is now set with the Secure flag. Note that this cookie is set only when not using WebSockets. (CB-4215)

---

Co-browse now synchronizes CSS with more stability in cases where a stylesheet contains syntax errors.

Features such as :hover synchronization, may still not work for stylesheets with errors, but resources referenced in the stylesheet like images or fonts will always correctly load on the agent side. (CB-4187)

---

Improved CSS synchronization stability for CSS files with incorrect content types.. (CB-4150)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.02.

## 8.5.100.11

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General			X		X

## What's New

This release contains the following new features and enhancements:

- Co-browse now always enforces synchronization of image dimensions. Even when an agent's browser is unable to load an image, the image stays the same size as in the customer's browser.
- Co-browse now logs when a session ends when using `info` level for logging. Previously, Co-browse in `info` level only logged when a session was created, and session end was logged with the `debug` level.
- You can now control and limit third-party iframes for agents in a Co-browse session. Use the **`allowedThirdPartyDomains`** option to configure third-party iframes. Also see, [Co-browsing in iframes](#).
- Co-browse no longer synchronizes **`input`** elements with type **`hidden`**. This leads to better stability and decreases traffic consumption within website frameworks which rely heavily on storing application state information in hidden fields.
- Support for Scalable Vector Graphics (SVG) in Co-browse sessions.
- Reduced message size for Co-browse sessions reduces network traffic by 1.25-1.5 times, depending on the website.
- Updated the jQuery library shipped with Co-browse version 1.8.2 to 1.12.4. The jQuery library is hidden within Co-browse JavaScript:
  - Co-browse's jQuery library never conflicts with the jQuery library of your website.
  - You do not require jQuery for Co-browse to work.
- Support for the following browsers. See [Browser Support for: Genesys Co-browse User Interface](#) on the [Supported Operating Environment: Genesys Co-browse](#) page for more detailed information and a list of all supported browsers.
  - Safari 9
  - Safari 10

## Helpful Links

## Releases Info

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

## Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

- 
- Support for Red Hat Enterprise Linux 7 operating system. See the [Supported Operating Environment: Genesys Co-browse](#) page for more detailed information and a list of all supported operating systems.
  - Genesys Co-browse is [deprecating support](#) for the Built-in Chat Widget.
  - Support for the following browsers is [deprecated](#) and will be dropped in 9.0:
    - Internet Explorer 9
    - Internet Explorer 10

## Resolved Issues

This release contains the following resolved issues:

---

Configuration options for the Cassandra retention policy have new names:

- retention.entity.live\_sessions
- retention.entity.session\_history
- retention.entity.window\_history

These options replace retention.entity.livesessionentity, retention.entity.sessionhistoryentity, and retention.entity.windowhistoryentity.

Note that the names of these option changed in 8.5.003.04 but the templates contained old names until this release. (CB-4072)

---

Co-browse JavaScript no longer throws an unhandled exception for certain circumstances in IE10. (CB-3915)

---

Data-masked fields no longer disappear from a page during a Co-browse session when the page uses certain versions of the Prototype.js library. (CB-3875)

---

Increased stability of [CSS Synchronization](#). Now, Co-browse handles more types of CSS errors without affecting co-browse sessions. (CB-3874), (CB-3590)

---

Previously, Co-browse could stop working in Safari (both desktop and mobile) when using the **back** or **forward** buttons. This was due to Safari's aggressive Back-Forward Cache implementation.

Co-browse now disables Safari's Back-Forward Cache in the [website instrumentation](#). This may make your website slightly slower to load when using the **back** or **forward** buttons. In most cases the slowdown is insignificant. If you decide to enable Safari's Back-Forward Cache, you can do so with the [disableBackForwardCache](#) option in the JavaScript Configuration API. (CB-3710)

---



## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.11.

# Release 8.5.0

## Genesys Co-browse Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Co-browse Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.004.00

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	Hot Fix			X	X	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:

---

Corrected descriptions of the following options in the metadata template:

- **log expire**: This release removes the day expiration unit from the option description. This option does not support the day expiration unit.
- **log expire** and **segment**: Previously, the descriptions stated that changes take effect immediately. In fact, changes take effect only after server restart. This release changes the template to reflect this.

(CB-3983)

---

For security purposes, `<object>` and `<embed>` tags do not display for agents. Instead, agents see a placeholder. `<object>` and `<embed>` elements are rarely used and are most often used to embed Flash into web pages.

JavaScript execution is now disabled in third-party iframes for agents. For example, if your website `example.com` contains an iframe pointing to `third-party-maps.com`, this iframe is shown to an agent, but no JavaScript from `third-party-maps.com` ever executes on agent side. As a possible side effect, representation of such iframes may be different for consumers and agents if rendering depends on JavaScript.

In future versions, you will be able to enable synchronization of third-party iframes, `<object>` tags,

and <embed> tags and add them to a whitelist of allowed content.

(CB-3978)

---

Co-browse Server no longer returns a body in HTTP 304 responses (according to the HTTP/1.1 Specification). Previously, this caused problems with some load balancer configurations. (CB-3722)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.004.00.

# 8.5.003.08

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/22/16	Hot Fix			X		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:

---

This release fixes an issue where certain versions of the Prototype.js library sometimes caused "Data masked" fields to disappear during a Co-browse session. (CB-3875)

---

#### Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.08.

8.5.003.07

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/22/16	Hot Fix			X		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:

---

Co-browse now works more reliably on slower networks. Previously, any request that failed to reach the server in under 10 seconds was silently ignored and this could lead to situations where a session remained active but the agent saw a blank page.

Starting with this version:

- Timeout increased from 10 seconds to 60 seconds.
- If the timeout expires, Co-browse terminates with a **Session timed out** message. (CB-3729)

---

Co-browse now sends authentication credentials for forward-proxy as described in the [forward-proxy configuration section](#). Previously, the `user` and `password` options in the [forward-proxy configuration section](#) did not work as described. (CB-3727)

---

Co-browse now works around [this Internet Explorer bug](#). Previously, this bug could lead to the font size increasing after the start of a co-browsing session. (CB-3726)

---

This release fixes an issue where Co-browse added multiple copies of CSS files when a user started multiple consecutive co-browsing sessions on the same page. In some edge cases, this issue caused

lag in Internet Explorer. (CB-3725)

---

You can now disable all HTTP OPTIONS requests by setting the `disableHttpRequest` option in the `cross-origin` section of your Co-browse Cluster application to true.

Disabling HTTP OPTIONS may slightly affect performance as it blocks the long-polling transport, which needs OPTIONS requests. Generally, Genesys does not advise you disable HTTP OPTIONS unless required by your security policies. (CB-3577)

---

Co-browse is now more strict about cross-domain requests (CORS) security. (CB-3572)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.07.

# 8.5.003.05

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/18/16	Hot Fix			X	X	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:

---

Fixed **healthcheck functionality**. Co-browse Server now responds correctly to HTTP requests to /cobrowse/health. Previously, Co-browse Server could respond with an erroneous 500 Internal Server Error message. (CB-3706)

---

### Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.05.



## 8.5.003.04

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/08/16	General			X	X	X

## What's New

This release contains the following new features and enhancements:

- This version is compatible with Workspace Desktop Edition plugin version 8.5.003.04.
- You can now prohibit your agents from handling more than one co-browsing session at the same time. For more information, see [Genesys Co-browse Plug-in for Workspace Desktop Edition Release Notes 8.5.003.04](#).
- Co-browse now enforces event ordering when synchronizing DOM changes. In general, this leads to increased stability, especially on highly dynamic pages, such as pages with JavaScript-based animation.
- Co-browse data now remains in Cassandra for 1 day (24 hours) by default. Previously, the retention policy was 14 days.
- Co-browse now automatically adds necessary cross-origin HTTP headers for proxied fonts. You do not need to specifically configure headers for your fonts to make them accessible for agents during Co-browsing.
- Increased the log level of messages that disable Message Server alarms from INFO to WARN.
- **DOM Control** is now automatically enforced for all children elements of a configured parent element.
- Co-browse now automatically re-synchronizes the current page if it detects a synchronization abnormality. By automatically re-synchronizing, Co-browse improves synchronization of pages that use web technologies in unexpected or erroneous ways.
- mouseup events now execute along with click events when an agent clicks their mouse in Write Mode. mouseup events fire when a pointing device is released over an element. Executing mouseup events along with click events accommodates web pages where functionality is bound to mouseup events instead of click events.
- Co-browse now successfully works around a bug in the [MutationObserver API of Internet Explorer](#). In certain cases, this bug led to errors in text synchronization when using Internet Explorer.
- Co-browse now silently ignores more types of errors in your CSS files. For best stability, we still recommend fixing all CSS errors. You can check your CSS files for errors using freely available tools such as <http://csslint.net>

## Helpful Links

## Releases Info

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

## Product Documentation

[Genesys Co-browse](#)

## Genesys Products

[List of Release Notes](#)

- 
- Co-browse now uses CQL queries to work with Cassandra instead of the deprecated Thrift protocol. Starting with this release, you no longer need to set the `start_rpc` option to `true` in the external Cassandra configuration.
  - Workspace Web Edition no longer triggers an inactivity timeout when an agent is busy in a co-browsing session. Note that HTCC should be version 8.5.201.14 or above.
  - Updated the OWASP Zed Attack Proxy shipped with Co-browse from version 2.3.1 to version 2.4.3.

## Resolved Issues

This release contains the following resolved issues:

---

Fixed issue where radio buttons with square bracket symbols in the name attribute sometimes incorrectly rendered on the agent side. (CB-3672)

---

Context menu (right-click) is now disabled in the Co-browsing area for agents. This prevents agents from occasionally navigating to another page and losing the Co-browse session. (CB-3617)

---

Fixed issues with the View Load event for custom Workspace Desktop Edition plug-ins when the Co-browse plug-in is also installed. (CB-3599)

---

Added additional protection from "man-in-the-middle" attacks to prevent JavaScript injections from executing in the agent desktop plugin. (CB-3598)

---

In agreement with best practices for security, Co-browse now customizes all error pages and does not disclose any information about the underlying platform. (CB-3573)

---

A web page containing a `link` element with no `rel` attribute no longer breaks Co-browsing. (CB-3544)

---

Fixed issues with newer versions of Chrome sometimes causing lag in scrolling synchronization. (CB-3539)

---

Fixed issue where marked checkboxes sometimes rendered as unchecked on the agent side. (CB-3521)

---

Improved CSS synchronization stability. (CB-3513)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.04.

## 8.5.002.01

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	Hot Fix			X		

## What's New

This release contains the following new features and enhancements:

- Co-browse now logs an error when the Co-browse proxy cannot load an image, a font, or CSS. Each failure to load a resource through the url-proxy or css-proxy creates an exception stack trace in the Co-browse log with a severity of warning.
- Customers can now turn off document.domain modification using the setDocumentDomain option in the instrumentation script.

**Option name:** setDocumentDomain  
**Valid values:** true, false  
**Default value:** true

Determines if Co-browse sets the document.domain property. If set to true, Co-browse modifies the document.domain property. If set to false, Co-browse does not modify document.domain.

**Important**

Co-browse modifies document.domain to support cross-subdomain communication between iframes and the topmost context.

## Helpful Links

## Releases Info

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

## Product Documentation

[Genesys Co-browse](#)[Genesys Products](#)[List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

Fixed an issue where improperly unset session cookies gave a Session ID is invalid or has expired error when a consumer left and re-joined a co-browse session. Previously, this error could

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occur when co-browsing on a third or lower level domain such as `http://sub.domain.com` while using cookie-based stickiness and long-polling transport. (CB-3476)

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Improved synchronization stability of dynamic content in interactive pages. Previously, web page elements created using JavaScript did not always correctly synchronize click events. (CB-3475)

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Fixed an issue where Internet Explorer would some times throw an exception when using the `cssText` property. (CB-3472)

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The Co-browse url-proxy now correctly unpacks gzip-encoded resources. Previously, the url-proxy returned errors such as `ERR_CONTENT_DECODING_FAILED` when fetching gzip encoded resources. (CB-3463)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.01.

# 8.5.002.00

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/16/16	General			X	X	X

### What's New

This release contains the following new features and enhancements:

- This release is compatible with Genesys Co-browse WDE Plug-in release 8.5.001.09.
- Starting with this version, Genesys Co-browse has extended monitoring functionality:
  - New Logging reporter allows you to report metric values in the console or in a log file.
  - Co-browse Server can now generate monitoring alarms that allow you to improve Co-browse performance.
- The agent browser is now the only one to use the cluster URL. The consumer's browser always uses the URL in the JS instrumentation for css-proxy and url-proxy.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

Co-browse now synchronizes interactive form fields, such as autocomplete, more reliably. (CB-3344)

Co-browse now more reliably synchronizes complex interactive changes such as animations and AJAX-based page updates. (CB-3334)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.00.

## 8.5.001.08

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/15	General			X	X	X

## What's New

This release contains the following new features and enhancements:

- This release is compatible with Genesys Co-browse WDE Plug-in release 8.5.001.09.
- JDK 1.8 support for UNIX .
- Support for pages that include the <base> HTML tag.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

- If you previously used Co-browse Server 8.5.000.30 *without* a manual package for custom resources, no special procedure is required to upgrade to release 8.5.001.08.
- If you previously used Co-browse Server 8.5.000.30 *with* a manual package for custom resources, the manual package must be updated with the new static web application shipped with Co-browse Server.
- If you previously used Co-browse Server 8.1.3 see [Upgrade Notes for 8.5.000.30](#).

## Helpful Links

## Releases Info

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

## Product Documentation

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## 8.5.001.05

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/28/15	General			X	X	X

## What's New

This release contains the following new features and enhancements:

- This release is compatible with Genesys Co-browse WDE Plug-in release 8.5.001.05.
- Security enhancements—added compliance to [OWASP](#) recommendations
- Extended application monitoring—exposed operational metrics through JMX interface
- New configuration using Co-browse Server Cluster application allows the properties of a cluster to be configured under one application instead of configuring each individual node separately
- This release eliminates Flash of Unstyled Content ([FOUC](#)) while rendering the web page view for agents
- The Co-browse Server now ships with an unarchived web application within Jetty to host custom static resources.

## Helpful Links

## Releases Info

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

## Product Documentation

[Genesys Co-browse](#)

[Genesys Products](#)

[List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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Co-browse now supports simultaneously enabling a secured CONNECTION\_MODE and USE\_ADDP on connection to Configuration Server. (CB-3112)

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ADDP settings are now applied correctly on connection to Configuration Server if they are specified in the Co-browse Server application (CB-3093)

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## Upgrade Notes

- If you previously used Co-browse Server 8.5.000.30 *without* a manual package for custom resources, no special procedure is required to upgrade to release 8.5.001.05.
- If you previously used Co-browse Server 8.5.000.30 *with* a manual package for custom resources, the manual package must be updated with the new static web application shipped with Co-browse Server.
- If you previously used Co-browse Server 8.1.3 see [Upgrade Notes for 8.5.000.30](#).

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# 8.5.000.30

## Genesys Co-browse Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	General			X	X	X

### What's New

This release contains the following new features and enhancements:

- This release is compatible with Genesys Co-browse WDE Plug-in release 8.5.000.30.
- Pointer mode support.
- External Cassandra cluster support through the new Cassandra Resource Access Point application object.
- JDK 1.8 support for Windows.
- Ability to select the path to JDK at the setup level.
- Support of Solaris 10 64 bit, Windows Server 2012, Windows Server 2012 R2, and Windows Server 2012 Hyper-V.
- You can now start ZAPProxy tool in UI-less mode.
- Genesys Co-browse is **discontinuing support** for Red Hat Enterprise Linux 5.
- Beginning with this release, **Interaction Workspace 8.1.x** is no longer supported.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

The following must be done if you previously used Co-browse Server 8.1.3:

- Update Co-browse instrumentation script according to [Website Instrumentation](#).
- Update Cassandra-related configuration options. For details, see the `cassandraEmbedded` and `cassandraKeyspace` sections.

If you have configured the `cluster` section, you must make the following updates:

- If you have `useSecureConnection=true` and `secureUrl` configured:
  - Set `url` value to the `secureUrl` value.
  - Remove the `secureUrl` and `useSecureConnection` options.
- If you have `useSecureConnection=false`:
  - Remove the `secureUrl` and `useSecureConnection` options.

For more information about the `cluster` section in 8.5.0, see the [cluster section configuration page](#).