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Genesys Co-browse Server

8.5.003.07

3/14/2025

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

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What's New

This release includes only resolved 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)
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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)

Helpful Links

Releases Info

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

Product Documentation

[Genesys Co-browse](#)

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8.5.003.07

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.