Genesys Mobile Services

8.5.002.02

12/20/2025

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
04/29/14	Hot Fix					X		X

Contents

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

- The Service API was updated with new methods in order to manage user data storage.

- Support of Windows 2012 Server, 64-bit.

Corrections and Modifications

This release also includes the following corrections or modifications:

GMS nows correctly handles Orchestration Server (ORS) switchovers from Primary to Backup with the configuration option `http.use_lax_redirect_strategy`. Previously, when GMS tried to connect to a Backup ORS, the redirect request to ORS failed. (GMS-1379)

HTTP Basic Authentication now works with Callback services. (GMS-1326)

When notification is enabled (_device_os is not specified), the ORS session now terminates after the interaction is routed to the agent. Previously, the ORS session did not terminate after the GMS service terminated, resulting in stuck sessions. (GMS-1410)

When an agent disconnects, the client-side chat refresh method now returns the last transcript (state disconnected), and the subsequent call returns a 404 Not Found error (chat is already disconnected). (GMS-1395)

Business attribute parameters and customer attached data are now passed to Chat Server requests. (GMS-1390, GMS-1337)

Helpful Links

Releases Info

- List of 8.5.x Releases

- 8.5.x Known Issues

Product Documentation

Genesys Mobile Services

Genesys Products

List of Release Notes