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# Genesys Mobile Services

8.5.102.16

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
08/13/15	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:

### Genesys Callback

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Now, if you set the `_urs_xfer_data_keys` option, the Callback Service retrieves data from the URS virtual interaction and copies these data to the real interaction prior to its routing to the agent. Previously, URS data was not attached to the real call prior to its redirection. (GMS-2490)

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### Context Services

When using the Journey Timeline Plugin for Workspace Desktop Edition, the Journey Timeline panel now correctly displays the service's content. (GMS-2484)

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### Genesys Mobiles Service

Now, GMS properly connects or reconnects to LCA. (GMS-2494)

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The RAM SIZE value is now correctly set in the `launcher.xml` file when Chat Server only mode is chosen. (GMS-2457)

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When Genesys Mobile Services (GMS) is under load because of chat sessions processing, refresh operations are no longer blocked for these chat sessions. (GMS-2346)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.16.

## Helpful Links

### Releases Info

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

### Product Documentation

[Genesys Mobile Services](#)

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## Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					