Genesys Mobile Services

8.5.111.05

12/20/2025

8.5.111.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/17	Hot Fix			X		X

Contents

What's New

This release contains the following new features and enhancements:

- For sessions started over Chat V2 API with CometD, GMS nodes now include additional information such as Local Time Zone Offset.

- This release improves the callback recovery process in case of network unreliability between GMS and ORS.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Mobile Services

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Resolved Issues

This release contains the following resolved issues:

For the Chat V2 service, the GMS node now responds with an error code 204 (`max_message_size` exceeded) if the node receives a valid request whose message size is less than `max_message_size` but higher than the value set in the xml-request-max-size option of the Chat Server. The returned error response has `statusCode=2` and `chatEnded=false`, indicating that the request can be repeated successfully if the message size is reduced.

In 8.5.111.04, the GMS node would respond with `statusCode=1` and `chatEnded=false`, incorrectly indicating that the request can be repeated as is. In versions earlier than 8.5.111.04 in this scenario, the GMS node would respond with `statusCode=2` and `chatEnded=true`, incorrectly indicating that the session was over. (GMS-5344)

GMS is now able to send requests to ORS with filtered parameters using Oracle's Java Development Kit (JDK) versions 7 or 8. (GMS-5343)

GMS nodes now properly close a connection with the Chat Server after creating a chat session over Chat API V2 with CometD. Previously, the GMS node kept the connection open, causing the number of established connections between the GMS node and the Chat Server to grow by one for each new chat session. (GMS-5337)

The **Advanced Options** panel of the Configured Services UI no longer displays the **Maximum callbacks must be a number error** message. (GMS-5331)

Now, GMS is able to use the connection parameters (for example, TLS parameters) of the Chat Server

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application configured in GMS **Connections** tab to open the Chat v1 session. (GMS-5083)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.05.