GENESYS™

Genesys Mobile Services

8.5.111.08

12/20/2025

8.5.111.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/29/17	Hot Fix			X		X

Contents

What's New

This release contains the following new features and enhancements:

- GMS throttling capability now returns a specific exception code and message when reaching its throttling limits.

Resolved Issues

This release contains the following resolved issues:

The Orchestration Server (ORS) load balancer now checks all available ORS instances before attempting submit-for-callback execution. Previously, failed callback submit attempts were counted for the load-balancer list of ORS instances that were known to be down. (GMS-5428)

The selection box in the **Add New Service** dialog was getting cut off for small screens. The Service Management UI now allows the user to scroll to see all selections. (GMS-5415)

The GMS node no longer selects Chat Server in Service Unavailable status to serve new chat sessions. Previously, the GMS node could select Chat Server in Service Unavailable mode for new sessions, resulting in session creation failures. (GMS-5400)

GMS now works correctly if the Pulse layout contains non-ASCII characters. For example:

```
"available_value" : {
        "kvalue" : [{
                        "v" : "Änderung durchführen",
                        "k" : "1"
                        }],
        "type" : "stKEYVAL"
},
```

Previously, in that scenario, the Journey Dashboard for Pulse displayed a spinning wheel, but no statistics. (GMS-5365)

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

Helpful Links

Releases Info

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

Product Documentation

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GMS **Journey Timeline** now shows properties correctly for newly created services. Previously, **Journey Timeline** showed properties incorrectly for new services, depending on which OS, language, and timezone was used. (GMS-5338)

The **Advanced Options** dialog in the Service Management UI now works correctly. Previously, it might have displayed the following error: `Maximum callbacks must be a number.` (GMS-5331)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.08.