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Genesys Mobile Services

8.5.208.09

12/25/2025

8.5.208.09

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/15/19	Update			X		X

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What's New

This release contains the following new features and enhancements:

- Support for the following operating environment items. See the [Genesys Mobile Services](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
 - OpenJDK 11
 - Oracle JDK 11
- GMS now provides extra protection against Cross-site request forgery, by implementing the Cookie-to-header token prevention.
- Genesys introduced the following options to limit the IRD increment priority to a maximum and a minimum, avoiding conflicts with the maximum priority:
 - `_urs_vq_priority_min`
 - `_urs_vq_priority_max`

This new feature requires an update of the IRD strategy. Download and install [GMS_URS_Strategy_85208_v2.67](#) as detailed [here](#).

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

GMS is able again to parse the Proxy Pac file. Previously, since 8.5.206.06, GMS could not use proxy servers for notification due to an issue in the JavaScript parser engine. (GMS-7496)

When an agent is removed from an agent group for a CurrentTargetState statistic, the statistics result no longer contains the data for the removed agent. (GMS-7495)

In the customer-first scenario, while connecting to the selected agent, if the customer disconnects immediately after the agent connects, the reporting KVPs no longer show COMPLETED.ABANDONED_IN_QUEUE. (GMS-7460)

If you are using URS 8.1.400.49, the check-queue-position request now returns the position in queue;

as a result, the Callback Admin UI can correctly display information about the callback position in queue. (GMS-7455)

The timing issue causing an incorrect Callback status has been fixed. (GMS-7392)

If URS returns the **ewt=10000** statistic response, which happens in the case of an URS error or unavailable agents, and if you configured `_statistic_ewt_upper_bound < 10000`, then GMS now computes delays to be equal to the value configured for **`_statistic_ewt_upper_bound`**. Previously, in this scenario, GMS incorrectly computed delays to be equal to the minimum between the calculated Estimated Wait Time and the value of **`_statistic_ewt_upper_bound`**. (GMS-7365)

GMS now successfully starts with the `jetty-http.xml` file that was generated using the **port restriction** feature in the Service Management UI. (GMS-7347)

The `_urs_extension_data` option has been updated. (GMS-7304)

Upgrade Notes

Further instructions are available in the **upgrade** section of the *Genesys Mobile Service Deployment Guide*.