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## Genesys Mobile Services

8.5.223.02

12/20/2025

# 8.5.223.02

## Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/03/21	Update			X		X

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## What's New

This release contains the following new features and enhancements:

- Support for Comet Cookie SameSite rules with the new launcher.xml options presented below.  
The options allow fine-tuning of cookie settings to be compliant with Chrome 80+, which breaks cookie compatibility and prevents the Chat Widget from working properly.

```
<parameter name="cometdSameSite" displayName="Cometd Browser Cookie SameSite" mandatory="true"
hidden="true" readOnly="true">
  <description><![CDATA[Add the SameSite attribute to the cookie. Default is None]]></description>
  <valid-description><![CDATA[]]></valid-description>
  <effective-description/>
  <format type="string" default="-Dcometd.browser.cookie.SameSite=None" />
  <validation></validation>
</parameter>
<parameter name="cometdSecure" displayName="Cometd Browser Cookie Secure"
mandatory="true" hidden="true" readOnly="true">
  <description><![CDATA[Add the Secure attribute to the cookie. Default is false.]]></description>
  <valid-description><![CDATA[]]></valid-description>
  <effective-description/>
  <format type="string" default="-Dcometd.browser.cookie.Secure=true" />
  <validation></validation>
</parameter>
<parameter name="cometdHttpOnly" displayName="Cometd Browser Cookie HTTP Only"
mandatory="true" hidden="true" readOnly="true">
  <description><![CDATA[Add the HttpOnly attribute to the cookie. Default is true.]]></description>
  <valid-description><![CDATA[]]></valid-description>
  <effective-description/>
  <format type="string" default="-Dcometd.browser.cookie.HttpOnly=true" />
  <validation></validation>
</parameter>
```

(GMS-8220)

## 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

## Resolved Issues

This release contains the following resolved issues:

The callback service no longer reserves agents to a non-GMS route point if a Re-route On No Answer (RONA) event occurs. Previously, in this scenario, agents might be idle and ready for a couple of minutes even though inbound calls were waiting in the queue. (GMS-8123)

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The callback service no longer attempts to route the customer call to an agent that was previously ready and selected but changed status before receiving the customer call. This modification applies to services with the following options:

- `_agent_first_via_rp = true`
- `_agent_preview_via_rp = false`
- `_userterminated_first_connect_party = AGENT`

(GMS-8211)

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GMS no longer consumes increasing amounts of memory if a long-running callback service remains in the QUEUED or PAUSED states (>~ 2 hours).

(GMS-8119)

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GMS is now using the User Name of the person object for SSO authentication if the Employee ID is not found. Previously, in this scenario, GMS was using the Employee ID of the person object for authentication. (GMS-8129)

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In `_agent_preview_via_rp` scenarios, GMS now sets the `_CB_T_READY_TO_START_MEDIA_IXN` KVP to reflect the customer call time. (GMS-8122)

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## Upgrade Notes

Further instructions are available in the [upgrade](#) section of the *Genesys Mobile Service Deployment Guide*.