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Genesys Mobile Services

8.5.228.02

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/11/21	Update			X		X

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What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 7.9 and Red Hat Enterprise Linux 8. 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.
- A new option (`_max_successful_customer_contacts`) is introduced to make sure that if the customer abandons the call, the abandonment is correctly processed. Use this option in the `Callback start` request to add the required user data to the `WaitForTarget` strategy. Previously, in some scenarios where the customer abandoned the call during the service session attempt to redirect the call to the selected agent, GMS was handling the abandonment as if the agent contact failed. (GMS-8443)
- GMS is now updated to use the HTTP/2 Apple Push Notification service API and now supports Apple Notifications. (GMS-8056)
- Due to JSON library updates, if you update the Pulse widget templates for Context Services, you must now enclose boolean and integer values with double quotes (`""`). These values are now processed as strings. (GMS-8459)

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:

The ical4j third-party library is now updated to support the America/Montreal timezone. (GMS-8429)

If you are using a URS primary/backup configuration, now on EWT service requests, GMS is able to switch to the next URS server available (the primary one). (GMS-8428)

GMS now continues to ping ORS regardless of the received HTTP response code. GMS evicts ORS from its cache and stops pinging it only if ORS is unreachable for the configured period. (GMS-8424)

If the maximum number of messages is reached for a given customer, GMS no longer communicates the end of the chat session. Instead, GMS now sends the error code 271 with the following notice: "Client sent too many messages into session". As a result, the chat client application must now send a logout request to ensure that the agent gets notified that the customer left. (GMS-8411)

GMS now correctly updates the `route_to_rp` destination returned from the plugin execution and properly handles the simple case of a Routing Point DN. Previously, starting in 8.5.227.01, this scenario was failing. (GMS-8408)

The GMS callback service now properly handles the result submitted by the agent when agent disposition is enabled. The results are now included in reporting user events as expected. Additionally, in case of repeated retry dispositions, on the final retry attempt, the attempt equals the `_max_dial_attempts` option value and the agent disposition pop-up is now correctly issued. (GMS-8405)

The Apache HTTP Client third-party library is now updated from version 4.5.6 to version 4.5.13 to solve CVE vulnerabilities. (GMS-8342)

If your callback service is configured with a capacity service and if your office hours include a switch from standard time to Daylight Saving Time (DST), availability queries no longer fail. Previously in this scenario, during a period of two weeks before and after the DST switch, availability requests for the callback service would occasionally fail with the following exception: "Unparseable date: <DST timestamp>" (GMS-6480)

Upgrade Notes

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