



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Mobile Services

8.5.232.04

12/20/2025

8.5.232.04

## Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/21/22	Update			X			X

### Contents

- [1 8.5.232.04](#)
  - [1.1 Helpful Links](#)
  - [1.2 What's New](#)
  - [1.3 Resolved Issues](#)
  - [1.4 Upgrade Notes](#)

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

---

When the Callback Status Notification feature is enabled:

- The **\_cbe\_on\_dial\_done** event is now sent for each dial request, not just one time.
  - The **\_cbe\_on\_service\_exit** event is always sent at the end of the Callback strategy before subscription is removed. Its parameters, such as the **c\_last\_dialed\_number** parameter, are set in the different states of the strategy, according to the status of the Callback. (GMS-8568)
- 

The following new option is available in the Callback service: **\_cannot\_dial\_buffer\_time**. The default value is **0** (seconds) where normal behavior is preserved. If the value is **> 0**, the value, in seconds, is used to calculate a timer that is started for **\_urs\_queued\_ttl time - \_cannot\_dial\_buffer\_time** which prevents dialing the contact if the timer expires or is too close to the **\_urs\_queued\_ttl** expiration time. (GMS-8567)

---

If URS cancels the Callback strategy due to an error or if the queue delay expires, the Callback strategy now initializes the required KVPs for the report events that are published before the termination of Callback strategy. (GMS-8565)

---

Spring Framework is updated to version 5.2.20.RELEASE to address CVE-2022-22965, BDSA-2022-0011, and BDSA-2021-3236. (GMS-8658, GMS-8610)

---

The third-party Apache XML Graphics Commons is upgraded from 2.2 to 2.7 to address CVE-2020-11988. (GMS-8637)

---

In the User Terminated Immediate / Agent First / Wait for Agent use case, the Callback strategy is now able to restart the URS strategy in the following scenario:

1. An agent is selected while in the **Ready** state.
  2. An agent is then in the **Not Ready** state when the Callback checks the agent state before connecting the agent to the call. (GMS-8612)
- 

## 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](#)

The third-party Logback Classic Module library is upgraded to version 1.2.10 to address security issue CVE-2021-42550. (GMS-8609)

---

The third-party Apache Velocity Engine is updated to 2.3.0.redhat-00001 version to address CVE-2020-13936. (GMS-8608)

---

The Callback strategy now stops if either the **max attempts** (specified by the `_max_dial_attempts` option) threshold is reached or the **max successful** (specified by the `_max_successful_customer_contacts` option for **max\_dial\_attempts** attempts) customer attempts threshold is reached. (GMS-8602)

---

The **\_CB\_T\_CUSTOMER\_CONNECTED** value of the reporting event is now provisioned with the correct value. (GMS-8534)

---

In the Administrator UI Callback view, the filter options to set the maximum number of callbacks to be displayed is now limited to between 100 and 1000. (GMS-8488)

---

In the **agent first** use case, the Callback strategy can now provide **\_CB\_D\_WAITING\_FOR\_AGENT\_OFFLINE** when reporting user events. (GMS-8478)

---

The following two options are added to specify the number of wait loop attempts and the time between loops to check the availability of **ConnId** before an error is raised:

- `_max_connid_attempts`: Specifies the number loops to wait to test the availability of **ConnId**. The default value is **7**.
- `_delay_connid_attempt_loop`: Specifies the delay between each **ConnId** loop attempt. At the end of the loop, if **ConnId** is still **NULL**, an error is raised. The default value is **100** (milliseconds).

For example, if **\_max\_connid\_attempts = 7** and **\_delay\_connid\_attempt\_loop = 100**, then seven attempts are made at 100ms intervals to obtain the **ConnId** before an error is raised. (GMS-8458)

---

To enable you to specify that a business hours exception is an annual event, the new **This is an Annual Event** checkbox is added to the Office Hours Calendar. Now, when you edit or create a holiday or special business hours, select the checkbox to specify that these office hours apply to the same date every year. If the checkbox is not selected, the event is set only for the specified year. (GMS-8571)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.232.04.