Genesys Mobile Services

8.5.233.03

12/20/2025

8.5.233.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/07/22	Update			X			X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Now, when a customer cancels a call in progress, the call status is CANCELLED as expected, and the value of the callback reporting KVP _CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT is correctly set to 0. Previously, in this scenario, the call status was ABANDONED_IN_QUEUE and the value of _CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT was 1. (GMS-8672)

Spring Framework is updated to version 5.2.21.RELEASE to address CVE-2016-1000027. (GMS-8668)

The third-party Junrar library is updated to version 7.4.1 and the Tika library is updated to version 1.18.1 to address CVE-2022-23596. (GMS-8638)

The third-party metadata-extractor JAR file is updated from 2.15.0.1 to 2.17.1.0 to address CVE-2020-11988. (GMS-8637)

Helpful Links

Releases Info

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

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.233.03.