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Genesys Mobile Services

Release Notes 8.5.x

8/25/2025

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Genesys Mobile Services 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Mobile Services (GMS). Links in the [Available Releases](#) section enable you to access information regarding a specific release.

For information about 8.1.x releases of Genesys Mobile Services, see the [8.1 Release Note \(Cumulative\)](#).

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

You can find Release Notes for particular releases of Genesys Mobile Services at the following links:

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
8.5.303.08	08/20/25	General			X			X	
8.5.303.06	03/05/25	Update			X			X	
8.5.302.01	07/30/24	Update			X			X	
8.5.301.02	06/27/24	Update			X			X	
8.5.300.02	08/23/2025	Update			X			X	

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.240.02	02/02/24	Update			X		X
8.5.239.04	10/04/23	Update			X		X
8.5.238.00	05/30/23	Update			X		X
8.5.237.02	03/03/23	Update			X		X
8.5.236.01	12/21/22	Update			X		X
8.5.235.02	11/08/22	Update			X		X
8.5.234.00	09/12/22	Update			X		X
8.5.233.03	07/07/22	Update			X		X
8.5.232.04	04/21/22	Update			X		X
8.5.231.02	03/10/22	Update			X		X
8.5.230.06	01/14/22	Update			X		X
8.5.229.04	12/17/21	Hot Fix			X		X
8.5.229.02	11/22/21	Update			X		X
8.5.228.02	10/11/21	Update			X		X
8.5.227.03	07/20/21	Hot Fix			X		X
8.5.227.02	07/13/21	Hot Fix			X		X
8.5.227.01	07/09/21	Update			X		X
8.5.226.03	06/07/21	Update			X		X
8.5.225.00	04/01/21	Update			X		X
8.5.224.00	03/04/21	Update			X		X
8.5.223.02	02/03/21	Update			X		X
8.5.222.04	11/03/20	Update			X		X
8.5.221.02	09/16/20	Update			X		X
8.5.220.06	08/06/20	Update			X		X
8.5.219.03	06/12/20	Update			X		X
8.5.218.03	04/17/20	Update			X		X
8.5.217.01	03/06/20	Update			X		X
8.5.216.03	02/07/20	Update			X		X
8.5.215.02	12/20/19	Update			X		X
8.5.214.02	11/18/19	Update			X		X
8.5.213.03	09/20/19	Update			X		X
8.5.212.03	07/31/19	Update			X		X
8.5.211.01	07/05/19	Update			X		X
8.5.210.02	05/31/19	Update			X		X
8.5.209.02	05/03/19	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.208.09	03/15/19	Update			X		X
8.5.207.07	02/27/19	Hot Fix			X		X
8.5.207.05	12/21/18	Update			X		X
8.5.206.06	11/22/18	Hot Fix			X		X
8.5.206.05	11/12/18	Hot Fix			X		X
8.5.206.04	10/16/18	General			X		X
8.5.205.01	09/18/18	Update			X		X
8.5.203.05	09/05/18	Hot Fix			X		X
8.5.203.04	08/17/18	Hot Fix			X		X
8.5.203.02	07/31/18	Update			X		X
8.5.202.03	06/29/18	Update			X		X
8.5.201.08	08/03/18	Hot Fix			X		X
8.5.201.04	05/18/18	Update			X		X
8.5.200.09	07/19/18	Hot Fix			X		X
8.5.200.07	04/11/18	General			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.114.17	04/18/19	Hot Fix			X		X
8.5.114.16	05/07/19	Hot Fix			X		X
8.5.114.14	01/11/19	Hot Fix			X		X
8.5.114.11	07/26/18	Hot Fix			X		X
8.5.114.10	04/27/18	Hot Fix			X		X
8.5.114.09	12/20/17	General			X		X
8.5.112.05	11/16/17	General			X		X
8.5.111.10	05/21/17	Hot Fix			X		X
8.5.111.09	10/11/17	Hot Fix			X		X
8.5.111.08	09/29/17	Hot Fix			X		X
8.5.111.05	08/31/17	Hot Fix			X		X
8.5.111.04	08/21/17	General			X		X
8.5.110.11	11/16/17	Hot Fix			X		X
8.5.110.08	08/23/17	Hot Fix			X		X
8.5.110.07	07/05/17	General			X		X
8.5.109.10	03/07/18	Hot Fix			X		X
8.5.109.08	06/21/17	Hot Fix			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.109.05	05/05/17	General			X		X
8.5.108.02	03/16/17	General			X		X
8.5.107.19	02/24/17	Hot Fix			X		X
8.5.107.17	02/10/17	Hot Fix			X		X
8.5.107.15	01/27/17	General			X		X
8.5.106.18	12/16/16	Hot Fix			X		X
8.5.106.16	11/03/16	Hot Fix			X		X
8.5.106.14	10/21/16	General			X		X
8.5.105.16	10/07/16	Hot Fix			X		X
8.5.105.14	09/16/16	Hot Fix			X		X
8.5.105.12	08/17/16	Hot Fix			X		X
8.5.105.11	07/29/16	Hot Fix			X		X
8.5.105.05	07/05/16	General			X		X
8.5.104.04	05/31/16	General			X		X
8.5.103.22	05/05/16	Hot Fix			X		X
8.5.103.20	03/24/16	Hot Fix			X		X
8.5.103.18	03/21/16	Hot Fix			X		X
8.5.103.17	03/16/16	Hot Fix			X		X
8.5.103.16	03/07/16	Hot Fix			X		X
8.5.103.15	03/02/16	General			X		X
8.5.103.14	02/19/16	Hot Fix			X		X
8.5.103.10	01/22/16	General	Under Shipping Control		X		X
8.5.102.31	07/13/16	Hot Fix			X		X
8.5.102.29	12/23/15	Hot Fix			X		X
8.5.102.24	10/13/15	Hot Fix			X		X
8.5.102.23	10/08/15	Hot Fix			X		X
8.5.102.19	09/25/15	Hot Fix			X		X
8.5.102.18	09/17/15	Hot Fix			X		X
8.5.102.16	08/13/15	Hot Fix			X		X
8.5.102.11	07/31/15	General	Under Shipping Control		X		X
8.5.101.11	07/10/15	Hot Fix			X		X
8.5.101.09	05/22/15	Hot Fix			X		X
8.5.101.05	05/01/15	Hot Fix			X		X
8.5.101.03	04/24/15	General	Under		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Shipping Control				
8.5.100.05	03/06/15	General	Under Shipping Control		X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.006.09	01/30/15	General	Under Shipping Control				X		X
8.5.005.08	11/26/14	General	Under Shipping Control				X		X
8.5.004.06	09/25/14	Hot Fix					X		X
8.5.004.05	08/20/14	General	Under Shipping Control				X		X
8.5.003.08	11/25/15	Hot Fix					X		X
8.5.003.07	05/19/15	Hot Fix					X		X
8.5.003.05	07/09/14	Hot Fix					X		X
8.5.003.04	06/26/14	Hot Fix					X		X
8.5.003.02	06/11/14	General	Under Shipping Control				X		X
8.5.002.02	04/29/14	Hot Fix					X		X
8.5.001.08	03/27/14	Hot Fix					X		X
8.5.001.07	03/14/14	General	Under Shipping Control				X		X
8.5.000.14	05/22/15	Hot Fix					X		X
8.5.000.12	03/03/14	Hot Fix					X		X
8.5.000.08	01/23/14	Hot Fix					X		X

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.000.07	01/06/14	General	Under Shipping Control				X		X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Mobile Services](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the [Genesys Supported Operating Environment Reference Guide](#).

Windows Server 2008

Discontinued as of	Date: July 09, 2021	Release: 8.5.227.01
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Red Hat Enterprise Linux 6 32/64

Discontinued as of	Date: July 09, 2021	Release: 8.5.227.01
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Red Hat Enterprise Linux 5 32/64

Discontinued as of	Date: September 05, 2018	Release: 8.5.203.05
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Microsoft IE Version 11

Discontinued as of	Date: April 11, 2018	Release: 8.5.200.07
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Windows 2003 Server

Discontinued as of	Date: April 29, 2014	Release: 8.5.002.02
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Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Genesys Mobile Services, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Additional Information

Additional information on Genesys Cloud Services, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the *Deployment Guide* first.

- The [Genesys Mobile Services Deployment Guide](#) provides details about installing and configuring Genesys Mobile Services.
- The [Genesys Mobile Services API Reference](#) provides details about the APIs included with this product.
- The [Callback User's Guide](#) provides instructions on how to configure Callback services.
- The [Genesys Mobile Services Client Samples](#) provides sample applications.
- The [Genesys Mobile Services](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Mobile Services components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Genesys Mobile Services

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Mobile Services. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

When trying to upload the file with an invalid file name, GMS incorrectly returns the chatEnded=true status instead of returning chatEnded=false status with error code=8226 and the error message **Invalid parameters: file name is not valid: not compliant with windows naming rules**. The chat ended message was received when the chat session was not closed.

ID: GMS-9606	Found In: 8.5.112.05	Fixed In:
---------------------	-----------------------------	-----------

Limitation:In the User Terminated Immediate / Agent First / Wait For Agent / Via RP use case, the Callback strategy cannot set the **_CB_N_AGENT_ADDED_TO_IXN** key-value to the virtual call for the reporting event, using the URS **connid**, because the URS **WaitForTarget** is already terminated and the URS virtual **connid** is already deleted. (GMS-8627)

Genesys does not recommend Cassandra deployment on Windows because of potential file system performance issues (degraded mode). For Windows deployments of GMS, use an external Cassandra installed on Linux. If you must deploy Cassandra on Windows, contact your Account Manager to have Genesys Professional Services and Architects assigned to aid in the deployment.

The following scenario occurs if your Callback environment includes one ORS server and two URS servers in hot-standby primary/backup configuration. When the Callback strategy in ORS is waiting for URS notification response of agent availability and if the URS primary is switched over twice:

- The calls in URS do not survive the double switchover operation.
- The URS servers lost the data.
- ORS does not detect this issue and the ORS strategy session remains stuck until the main timeout is raised (_ttl).

ID: GMS-8524	Found In: 8.5.228.02	Fixed In:
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Single Sign-On (SSO) is not supported for Administrators. In some scenarios, they can experience restricted access while using SSO.

ID: **GMS-8036**Found In: **8.5.218.03**Fixed In: **8.5.219.03**

If you try to create an immediate callback using the Admin UI while the ORS server is down, the Admin UI does not display the required error message.

ID: **GMS-7872**Found In: **8.5.214.02**Fixed In: **8.5.215.02**

If the `_status_notification_target` option is set to a malformed URL, a callback created using the GMS API may be stuck in an invalid state preventing either its execution or its cancellation.

ID: **GMS-7843**Found In: **8.5.212.03**

Fixed In:

Special office hours cannot be set to a full date using GMS Admin UI.

ID: **GMS-7811**Found In: **8.5.212.03**Fixed In: **8.5.216.03**

GMS cannot manage the update and delete notifications received from the Configuration Server for RoutePoint objects that are used only in the Service Management UI.

ID: **GMS-7553**Found In: **8.5.209.02**Fixed In: **8.5.210.02**

If you are using the Port Restrictions feature, GMS cannot start with the `jetty-http.xml` file generated by the Service Management UI.

Workaround: Comment the following lines in the `jetty-http.xml` file:

```
<!-- Set name="soLingerTime"><Property name="http.soLingerTime" default="-1"/></Set -->
<!-- Set name="reservedThreads"><Property name="jetty.http.reservedThreads"
default="-2"/></Set -->
```

ID: **GMS-7347**Found In: **8.5.207.05**

Fixed In:

When GMS forwards URS requests to ORS, these requests fail if their parameters are encoded in UTF-8 and include some special Unicode characters.

ID: **GMS-7369**Found In: **8.5.206.06**Fixed In: **8.5.210.02**

The `_CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT` reporting value is not set to 1 when the customer abandons while waiting for an agent.

ID: **GMS-7283, GMS-7295**Found In: **8.5.206.04**Fixed In: **8.5.207.05**

The CVE-2021-44228 security vulnerability affects all GMS versions from 8.5.206.03 to 8.5.229.02.
Workaround:

1. Upgrade the JDK to the latest version. In recent JDK versions, JNDI is disabled by default.
2. Edit the launcher.xml file and add the -Dlog4j2.formatMsgNoLookups=true JDK parameter, as shown below.

```
<parameter name="log4jMsgLookup" displayName="log4jMsgLookup" mandatory="true" hidden="false"
readOnly="true">
  <description><![CDATA[Msg No lookup for log4j]]></description>
  <valid-description><![CDATA[]]></valid-description>
  <effective-description/>
  <format type="string" default="-Dlog4j2.formatMsgNoLookups=true" />
  <validation></validation>
</parameter>
```

ID: **GMS-8545**Found In: **8.5.206.03**Fixed In: **8.5.229.04**

Changes to the **Campaign** and **CampaignCallingList** lists are not visible immediately after they have been made. These changes are not visible until after GMS is restarted.

ID: **GMS-6960**Found In: **8.5.203.04**

Fixed In:

The **Action** setting is not applied during a scheduled purge of Context Services. As a result, the purge removes all services.

ID: **GMS-6944**Found In: **8.5.203.02**Fixed In: **8.5.203.04**

Chat v2 messages cannot be sent to the Android sample application.

ID: **GMS-6919**Found In: **8.5.203.01**Fixed In: **8.5.203.04**

For Firefox and Microsoft Internet Explorer users, if you increase the size of the GMS Help window in your browser, you might not be able to reduce the size using the resize arrow. Workaround: Refresh your browser.

ID: **GMS-6826**Found In: **8.5.202.03**

Fixed In:

The log-hidden-attributes option enables on the fly in GMS Server but disables only after restarting the server.

ID: **GMS-6477**Found In: **8.5.202.03**

Fixed In:

The VOICE-WAIT-USERORIG Callback does not complete with the expected FAIL_INBOUND_TIMEOUT reason after the configured _booking_expiration_timeout is expired. Instead, the Callback stays in the QUEUED state with the "Position in queue: Not in queue" reason.

ID: **GMS-6591**Found In: **8.5.201.04**Fixed In: **8.5.202.03**

URS versions 8.1.400.42 - 8.1.400.45 that are compatible with URS strategies **version 2.63 and 2.64** always return ewt=0 regardless of the ewt calculation method. This issue is fixed in URS 8.1.400.49

which is scheduled for general availability on 06/06/2018.

ID: **URS-3881**

Found In: **8.5.201.04**

Fixed In:

This issue affects customers who have a Callback service configured with a capacity service and whose office is opened during the switch from standard time to DST, also known as the Spring Switch. For a period of two weeks during and after the DST switch, the availability requests submitted to this Callback service may fail with the following exception: "Unparseable date: <DST timestamp>"

ID: **GMS-6480**

Found In: **8.5.200.07**

Fixed In:

After rejecting a callback, the new position in queue is not recalculated in URS, even though EWT was changed.

ID: **GMS-6471**

Found In: **8.5.200.07**

Fixed In:

GMS cannot handle more than a few hundred callback queues in most environments and about 500 on a fast architecture. To check if GMS is working properly, configure `callback/log-level=7`, then open your log file and measure the time between the lines containing "Process ..." and "Process (done)".

- If this time is above 2 minutes, the callbacks are not processed.
- If this time is between 20 seconds and 2 minutes, the system is degraded and callbacks might not be processed as expected. GMS might submit callbacks every 4 to 15 minutes.
- If this time is below 20 seconds, the system is working as expected.

ID: **GMS-7554**

Found In: **8.5.114.14**

Fixed In: **8.5.114.17**

User-originated callbacks may stay in QUEUED state if the call does not occur within the configured `_booking_expiration_timeout`.

ID: **GMS-5650**

Found In: **8.5.111.09**

Fixed In: **8.5.114.09**

The `_throttle_ttl_1` and `_throttle_ttl_2` options are not editable in the **Configured Services** tab of the GMS Service Management UI. To edit these options, use Genesys Administrator Extension or Configuration Manager.

ID: **GMS-5640**

Found In: **8.5.111.09**

Fixed In: **8.5.114.09**

If you create a callback service using the new service template, update manually the following option in the `<your_service_name>.URS_Queueing` section of your GMS application:

```
_urs_strategy_update_sub_routine = SetRouteDelay
```

This configuration is mandatory to ensure that Callback scenarios will work.

ID: **GMS-5819**

Found In: **8.5.110.11**

Fixed In: **8.5.111.08**

GMS is not able to manage several statistic references that Statistics Server groups into a single statistic event. This scenario happens when the subscribed statistics are similar or if they share the same underlying definition but have different names.

ID: **GMS-5389**Found In: **8.5.110.08**Fixed In: **8.5.110.11**

CHAT API V2 compatibility is broken.

ID: **GMS-6939**Found In: **8.5.110.07**Fixed In: **8.5.203.04**

The VQ alias name parameter must not include spaces in **EWT queries**. If your VQ alias name includes spaces, you should replace spaces with underscores, which renames the alias. For example, GMS Chat VQ Multimedia Switch should be renamed GMS_Chat_VQ_Multimedia_Switch.

ID: **GMS-5348**Found In: **8.5.110.07**

Fixed In:

For a callback service with the **Agent Disposition** dialog enabled, if the customer hangs up while the call is being transferred to an agent, the final callback status will be COMPLETED / NO_AGENT_DISPOSITION, instead of the correct value COMPLETED / ABANDONED_IN_QUEUE.

ID: **GMS-5073**Found In: **8.5.109.08**Fixed In: **8.5.114.09**

If the agents are registered to a switch such that the option **_ixn_redirect_confirm=false** is required, and the **Agent Disposition** dialog is enabled, and the agents reject the call when it is redirected to them, the disposition dialog is not displayed.

ID: **GMS-4651**Found In: **8.5.108.02**Fixed In: **8.5.110.07**

For with a callback with **_userterminated_first_connect_party=AGENT** and **_agent_preview_via_rp=true** or **_agent_first_via_rp=true**, the callback will not be completed properly if the selected agent rejects the call.

ID: **GMS-4597**Found In: **8.5.108.02**

Fixed In:

In a multi-tenant environment, GMS might incorrectly select a media server that did not belong to the tenant configured in the service. This issue affects the Chat and Email v1 and v2 APIs.

ID: **GMS-4411**Found In: **8.5.107.15**Fixed In: **8.5.107.17**

In a Chat Immediate scenario, user data may be lost if the session initiates on a given ORS node and gets further processing on another ORS node.

ID: **GMS-4289**Found In: **8.5.107.05**Fixed In: **8.5.109.07**

When a change happens at runtime in the GMS configuration of the startup statistics, GMS closes the

connections to the statistics servers and opens them again, but the startup statistics are lost and not subscribed to again.

ID: **GMS-4242**Found In: **8.5.106.18**Fixed In: **8.5.107.15**

GMS uses a linear strategy to manage the ORS servers set in the **Connections** tab of the GMS Application. The behavior is different from the circular load balancing strategy used for the ORS URL list described in the **Options** tab.

ID: **GMS-4204**Found In: **8.5.106.18**Fixed In: **8.5.107.15**

When subscribing to changes to the business attributes defined in options, GMS stops if it finds any sub-folders in these business attributes.

ID: **GMS-4096**Found In: **8.5.106.16**Fixed In: **8.5.107.15**

Callback filter selection using a Custom Date Range does not always work properly when you set the start and end dates to the same date or when you set an interval of 30 days between the start and end dates.

ID: **GMS-4048**Found In: **8.5.106.14**Fixed In: **8.5.106.16**

For user-terminated scheduled callbacks where `_wait_for_agent=false`, the outbound call will occur immediately after the callback service is requested. This is true for regular scheduled callbacks and for scheduled callbacks that result from the `retry_later` agent disposition. The workaround is to set `_wait_for_agent=true` for scheduled callbacks.

ID: **GMS-4024**Found In: **8.5.106.14**Fixed In: **8.5.107.15**

When GMS starts with external Cassandra, all of the nodes specified in the **cassandra/nodes** option must be up and running.

ID: **GMS-4000**Found In: **8.5.106.14**

Fixed In:

If your HTTP Headers are missing `gms_user`:

- If your application uses NGINX and you do not explicitly set underscores in headers, NGINX will silently drop HTTP headers with underscores (that are perfectly valid according to the HTTP standard). This is done in order to prevent ambiguities when mapping headers to CGI variables because both dashes and underscores are mapped to underscores during that process.
- If your application uses Apache, `gms_user` headers are now silently dropped. See the workaround in the Apache [official documentation](#).

ID: **GMS-3961**Found In: **8.5.106.14**Fixed In: **8.5.107.15**

The customer call will not be disconnected if the callback ends in the COMPLETED (FAIL_AGENT_CONNECT) state when the maximum number of agent connection attempts is exceeded.

ID: GMS-3950	Found In: 8.5.106.14	Fixed In: 8.5.107.15
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In the installation wizard, if you modify the 8080 value for the HTTP and HTTPS ports in the GMS **Jetty HTTP** and **HTTPs Port** tab, you may receive the following message after GMS starts:

Unable to contact GMS on port (8080). Please check web_port option in GMS Configuration

To bypass this issue, edit the web_port and web_scheme=https options in the server section of your GMS configuration to make it match the HTTP and HTTPS values that you modified during the installation.

ID: GMS-3998	Found In: 8.5.105.16	Fixed In:
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The Service Management User Interface displays 8.5.105.14version=8.5.105.16 instead of 8.5.105.16.

ID: GMS-3993	Found In: 8.5.105.16	Fixed In: 8.5.106.16
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If you set the callback service parameter named _max_transfer_to_agent_attempts to a value greater than 1, you must set the on_route_error option to try_other in your URS configuration.

If your site is operating with Call Monitoring enabled, you should disable the timer set by the _agent_transfer_confirm_timeout callback service parameter (10 seconds by default). To disable this timer, set this parameter to a large value, for example 3600. If you do not disable the timer, the timer may create some issues when interacting with the callback SCXML strategy. One way of enabling Call Monitoring is by having all agents on an internal switch with the T-Server parameter named divert-on-ringing set to false. In this example, if the timer is not disabled, it may result in the call incorrectly progressing to the agent-connected state.

ID: GMS-3874	Found In: 8.5.105.14	Fixed In: 8.5.107.15
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Callbacks for which _agent_preview=true will end with an error if the first agent contacted rejects the callback.

ID: GMS-3816	Found In: 8.5.105.12	Fixed In: 8.5.105.14
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You cannot set a comma-separated list of ORS URLs in the _ors parameter of your GMS services. GMS supports a single URL in this parameter.

ID: GMS-3735	Found In: 8.5.105.11	Fixed In: 8.5.105.14
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Workspace Desktop Edition 8.5.111.21 is no longer able to display the Callback Preview Interactive Notification when a callback preview is distributed by the SCXML shipped with Genesys Mobile Services (GMS) 8.5.105.05 and above.

Workaround:

1. Unzip the Callback.zip template shipped in the GMS installation folder, under service_templates.
2. Edit the SubAgentInvitation.scxml file.

3. Comment out the following line:

```
userEventUserData['user-data'] = attachData;
```

4. Zip the template back into `Callback.zip` with the new version of the file.
5. Import the edited template using [Service Management UI](#).

ID: IW-13349	Found In: 8.5.105.05	Fixed In:
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Callback does not take into account the Capacity service when checking the slot limit set for scheduled requests.

ID: GMS-3491	Found In: 8.5.104.04	Fixed In: 8.5.106.14
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The `_cb_dim_channel` service request parameter is not available in the Service Management UI. However, you can pass this parameter in your [Service API](#) queries to override the WEB default value. Possible values that you can set are WEB, IVR, and MOBILE.

ID: GMS-3426	Found In: 8.5.104.04	Fixed In: 8.5.105.05
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If a client application cancels a callback, the callback may be resubmitted. To avoid this issue, client applications should cancel callbacks by using the Callback API [Cancel-Callback](#) query.

ID: GMS-3384	Found In: 8.5.104.04	Fixed In: 8.5.105.05
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The callback SCXML does not parse properly the option `_plugin_on_dial_invoke_on_call_failed` and the parsing will always result in `_plugin_on_dial_invoke_on_call_failed=true`. To bypass this issue and disable this feature, do not set any value for `_plugin_on_dial_invoke_on_call_failed`. Internally, its default value is false and will work as expected.

ID: GMS-3359	Found In: 8.5.104.01	Fixed In: 8.5.109.05
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Support for Mobile Chat Application in Background is broken.

ID: GMS-3082	Found In: 8.5.103.14	Fixed In: 8.5.103.15
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In a multi-site environment, the Agent Preview dialog may not be displayed after accepting a call.

ID: GMS-3077	Found In: 8.5.103.14	Fixed In:
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In agent first scenarios, the disposition dialog is displayed to the agent only if preview is enabled.

ID: GMS-3076	Found In: 8.5.103.14	Fixed In: 8.5.106.14
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In some rare cases, the state of the callback service may remain QUEUED and may not change to COMPLETED although the callback is being executed.

ID: GMS-2952	Found In: 8.5.103.10	Fixed In:
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If the only configured Orchestration Server (ORS) gets down, URS deletes the virtual callback interaction in the virtual queue. Once ORS gets back up and running, the session of the deleted virtual interaction keeps running instead of failing immediately and results in the failure of a callback waiting for an agent.

ID: GMS-2945	Found In: 8.5.103.10	Fixed In:
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The `_retain_session_until_ixn_deleted` callback service parameter is not parsed properly and its effective value will always be true.

ID: GMS-2817	Found In: 8.5.102.29	Fixed In: 8.5.106.14
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The Service Management UI presents some French Canadian translation issues.

ID: GMS-2485	Found In: 8.5.102.11	Fixed In: 8.5.103.00
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The IWS Plugin for Journey Timeline does not contain any data.

ID: GMS-2484	Found In: 8.5.102.11	Fixed In: 8.5.102.12
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The RAM SIZE value is not set when choosing Chat Server only.

ID: GMS-2457	Found In: 8.5.101.11	Fixed In: 8.5.102.12
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When GMS is under the load of chat sessions processing, refresh operations can be blocked for these chat sessions.

ID: GMS-2346	Found In: 8.5.101.05	Fixed In: 8.5.102.12
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If a user application attempts to schedule a callback outside of office hours, the callback API returns a proposal of 5-time slots within the next 24 hours. Previously, the callback API was allowing to schedule callbacks outside of office hours.

ID: GMS-2036	Found In: 8.5.006.09	Fixed In: 8.5.100.05
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In the **Service Management UI > on the Tools > Patterns or Tools > Resources** page, a newly added resource or pattern is not saved. To work around this issue, you can save the resource or pattern in Configuration Manager.

ID: GMS-1982	Found In: 8.5.006.09	Fixed In: 8.5.100.01
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In the Context Services UI, the service/state/task data in the Selection tab becomes corrupted after collapsing the Anonymous ID and Customer ID result lists with services (if Customer ID is obtained

through PhoneNumber or Email filters).

ID: GMS-1935	Found In: 8.5.006.09	Fixed In: 8.5.101.02
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In the Context Services UI, the search items field searches only for media_type attributes.

ID: GMS-1901	Found In: 8.5.006.09	Fixed In: 8.5.102.06
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When the Context Services UI displays a large number of service elements, rendering may cause issues with performance when you create new services, states or tasks.

ID: GMS-1889	Found In: 8.5.006.09	Fixed In:
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In a scheduled callback scenario, GMS creates a service slightly prior to the scheduled time based on the configured value of `_request_execution_time_buffer`. When the Callback SCXML receives the service request, it performs a secondary check to ensure that the call to the customer is not made too early, which is controlled by the `_desired_connect_time_threshold` parameter. When this secondary check is executed and if it is determined that it is too early to proceed, the Callback SCXML waits until it is time to proceed. The side effect of this behavior is that GMS does not receive any response from Orchestration Server (ORS) and the connection times out, which can be seen in the GMS logs. To work around this issue, configure the `_desired_connect_time_threshold` parameter to be greater than `_request_execution_time_buffer` so that the secondary check does not result in a wait situation.

ID: GMS-1858	Found In: 8.5.006.09	Fixed In: 8.5.006.09
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In a callback delay service (`_wait_for_agent=true`), if user confirmation is enabled (`_wait_for_user_confirm=true`), the client receives an incorrect message You will receive a call from the agent instead of the correct message We will notify you when agent is available.

ID: GMS-1857	Found In: 8.5.006.09	Fixed In: 8.5.100.05
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In a callback scenario requiring user confirmation and when `_on_user_confirm_timeout` is set to cancel, when the user does not confirm within the `_user_confirm_timeout` duration, the session waits and exits after `_ttl` has expired instead of immediately terminating.

ID: GMS-1838	Found In: 8.5.006.09	Fixed In: 8.5.006.09
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The Preview Callback plug-in for Interaction Workspace does not robustly handle a situation when the agent interacts with it very close to the dialog expiration time.

ID: GMS-1794	Found In: 8.5.005.08	Fixed In:
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For callback, Orchestration Server (ORS) does not route the call when a SIP Server high availability switchover occurs.

ID: GMS-1749	Found In: 8.5.005.08	Fixed In: 8.5.103.10
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On Linux, when you are installing GMS where there are several network interfaces, the IP address that is selected and written into the GMS Cassandra configuration file is not always correct (it depends on the alphabetical order of the network interfaces). For example: docker0 is before eth0, so the IP address of docker0 will be written into the `cassandra.yaml` file. Therefore, if you have several network interfaces on the host where you are going to install GMS, check the values in your `cassandra.yaml` file (located in the GMS etc directory), and if needed, change the seed value, the `listen_address` value, and the `rpc_address` value.

ID: GMS-1731	Found In: 8.5.005.08	Fixed In: 8.5.005.06
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When installing a GMS Cluster with a single external Cassandra, the GMSs show an exception that the storage operation cannot perform using Consistency Level 3 or 2. This is because GMS expects to have at least as many Cassandra nodes in the cluster as the number of GMS instances.

ID: GMS-1693	Found In: 8.5.005.08	Fixed In:
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GMS does not filter the type of chat message by channel.

ID: GMS-1839	Found In: 8.5.004.06	Fixed In: 8.5.005.08
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The GMS Sample now correctly handles the modification of the user name. Previously, the CometD channel was not reinitialized upon user name modification and the GMS sample was no longer receiving chat messages.

ID: GMS-1768	Found In: 8.5.004.05	Fixed In: 8.5.005.08
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With the GMS samples, messages from the client are shown twice on the sample screen, however, the GMS logs indicate that the message was sent only once.

ID: GMS-1595	Found In: 8.5.004.05	Fixed In: 8.5.005.00
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When security permissions are not sufficient to allow GMS to change options in Configuration Server, the following message is displayed in the Service Management UI: Error: Server Error.

ID: GMS-1592	Found In: 8.5.004.05	Fixed In: 8.5.005.08
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The Service Management UI allows a voice callback to be defined without the `_callback_number` parameter.

ID: GMS-1551	Found In: 8.5.004.05	Fixed In: 8.5.005.08
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Between GMS versions 8.5.003.xx and GMS 8.5.004.xx, the Cassandra version was upgraded to version 2.x, and the authentication and authorization implementation changed. In GMS 8.5.003.xx, legacy Cassandra classes were used to do the wrapper between the old and new implementation for

the authentication and authorization feature. In Cassandra version 2.x, authentication and authorization use keyspaces and tables (no external files). These changes cannot be used in GMS 8.5.004.xx and higher instances with embedded Cassandra. Therefore, GMS 8.5.004.xx and higher versions cannot manage authentication and authorization with embedded Cassandra.

Note: For external Cassandra, the authentication and authorization configuration is described in the [GMS documentation](#).

ID: **GMS-1539**Found In: **8.5.004.05**Fixed In: **8.5.005.05**

On Windows, If you want to use a GMS cluster with the embedded Cassandra, you must set the value of the configuration option run-repair to false in the cassandra section in Configuration Manager. If you want to repair the nodes, you must use Cassandra external tools (for example, nodetool).

ID: **GMS-1538**Found In: **8.5.004.05**Fixed In: **8.5.005.08**

The chat interaction is routed to an agent only when an agent is ready for voice. When ORS sends an HTTP request to URS to start a virtual interaction and place it in the virtual queue, MediaType=chat is not specified, resulting in URS looking for available agents and ready to accept voice instead of chat.

ID: **GMS-1605**Found In: **8.5.003.05**Fixed In: **8.5.004.06**

In the Service Management UI > Reporting tab > Specify Date Range, the chart is empty when viewed with Mozilla Firefox. This is caused by a recent update in Firefox. The default format that the browser accepts has changed, and because of this, the format of the date being specified by the datepicker in the Specify Date Range box does not get handled properly.

ID: **GMS-1511**Found In: **8.5.003.04**Fixed In: **8.5.004.05**

The scxml files that are packaged into the Callback service template, which supports the GMS Classic Call Inbound service, cause the call to be dropped. To work around this issue, updated files are available in the Classic Callback Sample Composer project that you can download from the [Classic Callback Sample page](#). Make sure that you use these scxml files when configuring a GMS Inbound service for Classic Callback scenarios.

ID: **GMS-1494**Found In: **8.5.003.02**Fixed In: **8.5.003.04**

When creating or reconfiguring a User Originated Callback service using the latest Callback template, the `_src_route_point` parameter is set to an empty string. While routing the call to the agent, this value (empty string) is used as the source of the call, which results in a routing failure. To work around this issue, in a service configured for a User Originated scenario, either set `_src_route_point` to undefined, or delete the parameter through the Service Management UI, which allows the callback application to automatically determine the value of `_src_route_point`.

ID: **GMS-1492**Found In: **8.5.003.02**Fixed In: **8.5.003.04**

When creating or reconfiguring a Chat service using the latest Callback template, the `_chat_endpoint` parameter is set to an empty string. This value overrides the default value set in the

chat section > default_chat_endpoint option, which results in the chat being sent to an incorrect endpoint. To work around this issue, in a service configured for a Chat scenario, either set _chat_endpoint to a valid value (you can use the default value), or delete the parameter through the Service Management UI, which allows the callback application to use the default value set in the chat section > default chat endpoint option.

ID: **GMS-1491**Found In: **8.5.003.02**Fixed In: **8.5.003.04**

In the Service Management UI, after refreshing a page, the Home page of the UI displays instead of the refreshed page.

ID: **GMS-1489**Found In: **8.5.003.02**

Fixed In:

In the Service Management UI, when deleting a resource group, the resource_available and resource_total metrics are not automatically refreshed.

ID: **GMS-1480**Found In: **8.5.003.02**Fixed In: **8.5.003.04**

In the Service Management UI > Reporting tab, the time range does not get reset when you specify a different report range from the current selected one.

ID: **GMS-1479**Found In: **8.5.003.02**Fixed In: **8.5.003.04**

In the Service Management UI, when downloading the callback reports, the reports do not have the specified target parameter so the data depicted in the report is not consistent with what is displayed in the chart.

ID: **GMS-1471**Found In: **8.5.003.02**Fixed In: **8.5.004.05**

In the Service Management UI, when downloading reports, the reports are generated using the server's local timezone. If the client browser is in a different timezone than the server, the time slice depicted in the generated report can be different from the time range specified in the client browser.

ID: **GMS-1466**Found In: **8.5.003.02**Fixed In: **8.5.004.05**

In some cases, ORS does not correctly terminate requests from GMS and this may result in an error message being logged as a result of a timeout. This does not affect the processing of the callback request.

ID: **GMS-1431**Found In: **8.5.002.02**Fixed In: **8.5.004.05**

In the Service Management UI > Reporting for Callbacks, when no data is available for the Target, the select boxes become disabled and the user is not able to switch to another Stat Type, such as Agent or Agent Group, even if the latter have data.

ID: **GMS-1429**Found In: **8.5.002.02**Fixed In: **8.5.003.02**

In the Service Management UI, the generated reports for callback that are downloaded do not accurately depict the data that is displayed in the graph. The data represented in the graph is accurate.

ID: **GMS-1428**

Found In: **8.5.002.02**

Fixed In: **8.5.004.05**

HTTP Basic Authentication does not work for Callback services.

ID: **GMS-1428**

Found In: **8.5.002.02**

Fixed In: **8.5.004.05**

In the Service Management UI, when Reporting on Callbacks or Resources and selecting Group By Data as A day, the generated graph does not accurately group the data by day, and therefore, the data represented in the graph is not accurate.

ID: **GMS-1427, GMS-1424**

Found In: **8.5.002.02**

Fixed In: **8.5.003.02**

In the Service Management UI > Reporting tab, the graph does not accurately filter out invalid data for certain times, and instead displays an empty graph. For example, if a user is reporting on a service for which data was pushed in today but not yesterday, the graph accurately displays the data for today, but for yesterday, an empty graph displays instead of the message: No Data available for the selected time period.

ID: **GMS-1419**

Found In: **8.5.002.02**

Fixed In: **8.5.003.02**

In the Service Management UI > Reporting data for Services, generated reports that are downloaded do not accurately break up the data as specified by the Group By Data entry that was selected. Instead, the reports group the data in slices of 15 minutes (QUARTER_HOUR).

ID: **GMS-1418**

Found In: **8.5.002.02**

Fixed In: **8.5.004.05**

From a Genesys solution point of view, the GMS HTTP Basic Authentication feature on the Service, Storage, and Notification APIs cannot be set up when using ORS-based services that need GMS DFM (Service, Storage, and Notification).

ID: **GMS-1404**

Found In: **8.5.001.07**

Fixed In: **8.5.004.05**

The default DFM files that are hosted and generated in GMS do not take into account the port restriction in the URL. To work around this issue, download the DFM files from the Service Management UI > Tools > Download DFM tab and manually modify the files.

ID: **GMS-1360**

Found In: **8.5.001.07**

Fixed In:

The Create storage request from the Service API incorrectly returns the UUID instead of the userdata ID using application/x-www-form-urlencoded data.

ID: **GMS-1351**

Found In: **8.5.001.07**

Fixed In: **8.5.002.02**

Chat does not work in the following configuration:

- Single-tenant Configuration Server (tenant name is Resources , with DBID=101)
- Multi-tenant Configuration Server, using a tenant other than Environment , with DBID distinct from 1

ID: GMS-1309, GMS-1308	Found In: 8.5.001.07	Fixed In: 8.5.001.08
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Enabling the ADDP protocol on a Chat Server connection may cause the following Chat Server error when the connection is closed by GMS version 8.5.105 and earlier:

error: ConnTimerQueue.cpp:131 Invalid argument 'timeout >= 0' value

ID: GMS-3815	Found In: 8.5.000.07	Fixed In:
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In the Service Management UI > Reporting tab, the callback reports do not display data correctly in the following cases:

- When GMS is installed in a single-tenant Configuration Server.
- When GMS is installed in a multi-tenant Configuration Server and the assigned tenant is not Environment (DBID = 1).

ID: GMS-1239	Found In: 8.5.000.07	Fixed In: 8.5.001.07
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In the Service Management UI > Tools > Resources tab, the `resource_available` and `resource_total` fields do not display an accurate count after adding or removing resources. To work around this issue, refresh the window to update the fields.

ID: GMS-1222	Found In: 8.5.000.07	Fixed In: 8.5.001.07
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When creating a business-hours service through the Service Management UI, the written data for Open dates is incorrect. To workaround this issue, you can correct the date in Configuration Manager (`_bh_regularX` options) after the service creation. For example:

`_bh_regular2="Mon 08:00 - Tue 23:00"`

should be replaced with:

`_bh_regular2="Mon-Tue 08:00-23:00"`

ID: GMS-1132	Found In: 8.1.200.25	Fixed In: 8.5.000.07
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When GMS is running on JDK 7 64-bit, you must increase allocated stack space. To do this:

1. Open the `launcher.xml` file.
2. Locate the line containing `"-Xss"`.
3. Increase the value from 200k to 228k (minimum).

For example:

```
<parameter name="jvm_option21" displayName="jvm_option21" mandatory="true" hidden="true"
```

```
readOnly="true">
<description><![CDATA[Cassandra related]]></description>
<valid-description><![CDATA[]]></valid-description>
<effective-description/>
<format type="string" default="-Xss228k" />
<validation></validation>
</parameter>
```

ID: **GMS-1120**Found In: **8.1.200.25**Fixed In: **8.5.000.07**

GMS responds with an a Internal Server Error message instead of a BadRequest message when negative notification requests are received.

ID: **GMS-1101**Found In: **8.1.200.25**Fixed In: **8.5.005.08**

GMS does not write any logs during the start-up process. To work around this issue, start GMS from a console, which will show a log output. You can then save the logs to a file.

ID: **GMS-1093**Found In: **8.1.200.25**Fixed In: **8.5.004.05**

Only current Daylight Savings Time (DST) is taken into account. The service is not able to project DST in the future if scheduling after summer when winter DST is still in effect, and vice-versa. To workaround this issue, set an additional parameter `_timezone_offset` which stands for seconds offset when comparing timezone with UTC. This parameter may be +/-, so for example 7200 is 2h (GMT+2).

ID: **GMS-1039**Found In: **8.1.200.25**Fixed In: **8.5.006.09**

ORS sometimes fails to start when the DFM configuration is loaded on a GMS node that is not running. To workaround this issue, use ORS version 8.1.300.10 or later.

ID: **GMS-1009**Found In: **8.1.200.25**Fixed In: **8.5.000.07**

The Service API incorrectly allows the user to overwrite service configuration options by passing them as request parameters. (GMS-830)

ID: **GMS-830**Found In: **8.1.200.25**Fixed In: **8.5.000.07**

After an SCXML application error response from ORS, the related HTTP connection is not released correctly.

The recommended workaround for this situation is to reduce the timeout value and increase the number of connections allowed so that the connection can safely timeout if an error response is returned. Accomplish this by editing the Genesys Mobile Services Application object configuration setting under the GMS section of the Options table, as shown below:

Name	Value
http.connection_timeout	10

Name		Value
http.max_connections_per_route		20
http.max_connections_total		100
http.socket_timeout		10
ID:	Found In: 8.1.000.30	Fixed In:

Default values for RAM allocation may be insufficient in the `launcher.xml` file, causing Genesys Mobile Services to stop running unexpectedly with a "Map failed" error. To prevent this, adjust the following options in your `launcher.xml` file before starting the Genesys Mobile Services application:

Option Name	Minimum Recommended Value
Xms	256m
Xmx	512m
ID: ER# 310704162	Found In: 8.1.100.14
Fixed In:	

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Mobile Services unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 8.5.3

Genesys Mobile Services Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Genesys Mobile Services, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.303.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/20/25	General			X			X

What's New

This release contains the following new features and enhancements:

- Genesys Mobile Services now supports Open JDK 21. (GMS-9608)
- Upgrades to third-party libraries. (GMS-9641, GMS-9642)

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:

Firestore Cloud Messaging push notification now properly propagates the customized title. (GMS-9624)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.08.

8.5.303.06

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/05/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- Genesys Mobile Services (GMS) now supports Cassandra 5.x. (GMS-9558)

Helpful Links

Releases Info

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

This release contains the following resolved issues:

GMS provisioned with **proxy.pac** file to define HTTP proxy is fixed by upgrading the third-party library **proxy-vole** to release 1.0.18. In the Chat scenario, the FCM push notification to FCM using HTTP v1 protocol is fixed. (GMS-9531)

For security reasons, the following third-party libraries have been upgraded:

- Spring Framework has been upgraded to 6.1.16. (GMS-9619)
- io.netty has been upgraded from 4.1.109.Final to 4.1.115.Final. (GMS-9595)
- org.eclipse.jetty has been upgraded from 12.0.8 to 12.0.12. (GMS-9593)
- JasperReports library has been upgraded from 6.20.5 to 6.21.3. (GMS-9562)
- com.google.api-client:google-api-client has been upgraded from 2.2.0 to 2.6.0. (GMS-9540)
- apache cxf has been upgraded from 4.0.2 to 4.0.5 version to handle CVEs BDSA-2024-4577, BDSA-2024-4566 (CVE-2024-32007), BDSA-2024-4583. (GMS-9506)
- Apache Mime4J Core has been upgraded to 0.8.12. (GMS-9622)

-
- Spring security has been upgraded from 6.3.4 to 6.4.1. (GMS-9602)
 - commons-io:commons-io has been upgraded from 2.13.0 to 2.14.0. (GMS-9571)
 - com.google.protobuf:protobuf-java has been upgraded from 3.24.3 to 3.25.5. (GMS-9561)
-

GMS Admin UI has been updated to use Herodevs Angular JS. (GMS-9615)

Upgrade Notes

Starting with GMS 8.5.303.06, the CORS setup is entirely done in Jetty 12 for both /cometd and /genesys URLs.

8.5.302.01

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/30/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- The CometD library is upgraded to 8.x version.

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Important

The existing client apps developed in JavaScript using CometD must now upgrade to CometD 8.x and might need modification. For more details, see [JavaScript Samples](#).

Resolved Issues

This release contains the following resolved issues:

The third-party Aspectj Java library is upgraded from 1.9.1 to 1.9.8 version. (GMS-9475)

The third-party Datastax driver is upgraded from 3.11.0 to 3.11.5. (GMS-9478)

Swagger has been removed from GMS. (GMS-9456)

The CometD library is upgraded from 6.0.12 to 8.0.1 to support Jetty 12 and Spring 6. (GMS-9454)

The Spring Framework library is updated from 5.3.36-genesys to 6.1.7 and Spring Security library from 5.8.12 to 6.3.0. (GMS-9341)

The vulnerable Apache Tomcat 9.x releases are removed. (GMS-9499)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.01.

8.5.301.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/27/24	Update			X			X

What's New

This release includes only resolved issues.

Helpful Links

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- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

The third-party org.freemarker library is removed due to security vulnerabilities. (GMS-9465)

The third-party libphonenumber library is upgraded to version 8.13.37. (GMS-9461)

Requests from ORS with an X-Genesys-FMSessionID header are now logged (in debug mode) in GMS. (GMS-9474)

The spring-framework library is updated from 5.3.34 to a patched version 5.3.36-genesys in which the *HttpInvoker* classes have been removed for security reasons. (GMS-9470)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.301.02.

8.5.300.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/31/24	General			X			X

What's New

This release contains the following new features and enhancements:

- GMS now ships with Jetty 12 (GMS-9245)
- GMS now supports OpenJDK 17. GMS no longer supports JDK 8 and 11. (GMS-9244)
- GMS now supports Red Hat Enterprise Linux (RHEL) 9

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Resolved Issues

This release contains the following resolved issues:

The JFreeChart library has been updated from 1.0.19 to 1.5.4 to address the security vulnerabilities (DSA-2024-1238, BDSA-2024-1237, BDSA-2024-1208, BDSA-2024-0980). (GMS-9418)

For security reasons, Spring Framework is upgraded from 5.3.30 to 5.3.34 to address the security vulnerabilities (CVE-2024-22243, CVE-2024-22259). (GMS-9371, GMS-9393)

For security reasons, Spring Security is upgraded from 5.8.7 to 5.8.12 to address the security vulnerabilities (CVE-2024-22257, BDSA-2024-0647). (GMS-9394, GMS-9398)

The Netty Framework has been updated from 4.1.104.Final to 4.1.109.Final to address the security

vulnerability (CVE-2024-29025). (GMS-9392)

GMS no longer faces issues when creating logs during startup. (GMS-9372)

The chat-request (chat v1 feature) service template is removed from the **service_templates** directory. (GMS-9359)

The Callback strategy is now able to process the disposition dialog workflow to the agent even if the call is interrupted before the customer is able to answer. (GMS-9277)

When enabling Browser logs on GMS Admin UI interface, network logs no longer exposes JSON body with password fields during GET requests. (GMS-9276)

Vulnerable Apache libraries, Apache Tomcat 10.0.27 Apache Tomcat 10.1.16 are removed. (GMS-9419)

The commons-compress library has been updated from 1.21 to 1.26.1 to address the security vulnerability (CVE-2024-25710). (GMS-9400)

GMS is now able to start in Chat mode only. (GMS-9370)

At the last call attempt, the Callback strategy is now able to apply disposition dialog to the agent desktop. A new option, `_exit_disposition_dialog` is now available to enable this behavior. The default value is *false* for backward compatibility. (GMS-9358)

The Jayway JsonPath library has been updated from 2.8.0 to 2.9.0 to address the security vulnerability (CVE-2023-51074). (GMS-9340)

The Jackson Databind library has been updated from 2.15.3 to 2.16.1 to address the security vulnerability (CVE-2023-35116). (GMS-9339)

For improved security, all request calls to /genesys/1/admin API of GMS now require authentication. (GMS-9288)

Upgrade Notes

After upgrading to GMS 8.5.3, make the following changes for the two modes: gms or chat.

- If you use the **chat v2** feature, change the **DDoS** parameter that allows Jetty 12 to accept more incoming requests.
- If you host **Web chat v2** or **Web Callback user originated use case using CometD**, set up the **CORS** parameters to allow the web site to accept the cross-origin when using different Web domain names.
- If you use **GMS Web Admin UI** (in gms mode), change the default value of session-timeout parameter to log out the Administrator/Supervisor automatically from the **GMS Web Admin UI** page (the default timeout is 20 minutes).
- Jetty 12 introduces few differences in setting-up security and access control features.

For more information, see [Secure GMS Access Control](#).

Release 8.5.2

Genesys Mobile Services Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys Mobile Services, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.240.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/02/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Genesys Mobile Services no longer supports SAML/SSO capabilities. (GMS-9052)

Helpful Links

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

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Resolved Issues

This release contains the following resolved issues:

Due to the security vulnerability (CVE-2023-44487), the Jetty library is upgraded from 9.4.51.v20230217 to 9.4.53.v20231009. (GMS-9238)

The PSDK bundle used by GMS is upgraded to version 9.0.010.06. (GMS-9229)

Due to the security vulnerability (BDSA-2018-4022), all io.netty packages are upgraded to version 4.1.104.Final. (GMS-9058, GMS-9023, GMS-9125, GMS-9262)

Due to the security vulnerabilities (CVE-2022-3509, CVE-2022-3510, CVE-2022-3171), the protobuf-java library is upgraded from version 3.21.5 to version 3.24.2. (GMS-9029)

Due to the security vulnerability (CVE-2023-2976), the com.google.guava library is upgraded from

version 31.1-jre to version 32.1.2-jre. (GMS-9025)

Due to the security vulnerabilities (CVE-2022-44729, CVE-2022-44730), the batik-bridge library is upgraded from version 1.16 to version 1.17. (GMS-9022)

Due to the security vulnerability (CVE-2022-45787), the apache-mime4j library is upgraded from 0.8.4 to 0.8.9. (GMS-9021)

The overwritable parameter for `_ors` in callback requests is fixed in scheduled callback. (GMS-8999)

The ch.qos.logback library is updated from 1.2.10 to 1.3.14. (GMS-9261)

The log4j library is updated from version 2.17.2 to 2.22.0 to address security vulnerabilities. (GMS-9066, GMS-9163)

Due to the security vulnerability (CVE-2023-35116), the jackson-databind library is updated from 2.15.2 to 2.15.3. (GMS-9082)

Due to the security vulnerability (CVE-2023-5072), the org.json:json library is updated from 20230227 to 20231013. (GMS-9081)

Due to the security vulnerability (CVE-2023-43642), the org.xerial.snappy:snappy-java library is updated from 1.1.10.2 to 1.1.10.5. (GMS-9080)

The MomentJS library has been updated to 2.29.4 version. (GMS-9012)

The SnakeYAML library is updated to remove deprecated SAML features. (GMS-8913)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.240.02.

8.5.239.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- The **Displayed Calendar** dropdown will not be displayed if there are no imported office hours. (GMS-8941)

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Resolved Issues

This release contains the following resolved issues:

The Context Services migration tool has been removed from Installation Package. The migration tool was used 10 years ago to migrate from 8.1 to 8.5. (GMS-9024)

Due to the security vulnerability (CVE-2023-24998), the commons-fileupload library is upgraded from 1.3.3 to 1.5. (GMS-9019)

Due to the security vulnerability (CVE-2022-42889), the commons-text library is upgraded from 1.9 to 1.10.0. (GMS-9017)

Due to the security vulnerability (CVE-2023-1370), the jsonpath library is upgraded from 2.6.0 to 2.8.0.(GMS-9002)

Due to the security vulnerability (BDSA-2012-0001), the commons-codec library is upgraded from 1.11 to 1.16.0. (GMS-9001)

Due to the security vulnerability (BDSA-2012-0001), the Apache Tika library is upgraded to 1.28.5.

- com.fasterxml.jackson.core:jackson-core:jar:2.15.2
- com.fasterxml.jackson.core:jackson-annotations:jar:2.15.2
- com.fasterxml.jackson.core:jackson-databind:jar:2.15.2
- commons-io:commons-io:jar:2.13.0
- net.sf.jasperreports:jasperreports:jar:6.20.5
- com.github.librepdf:openpdf:jar:1.3.30.jaspersoft.2
- net.sourceforge.dynamicreports:dynamicreports-core:jar:6.12.1
- org.apache.commons:commons-text:jar:1.9
- org.apache.commons:commons-lang3:jar:3.11
- org.apache.poi:poi:jar:5.2.2
- org.apache.poi:poi-scratchpad:jar:5.2.2
- org.apache.poi:poi-ooxml:jar:5.2.2
- org.apache.poi:poi-ooxml-lite:jar:5.2.2
- commons-lang:commons-lang:jar:2.6
- org.apache.tika:tika-parsers:jar:1.28.5
- org.apache.tika:tika-core:jar:1.28.5
- com.googlecode.plist:dd-plist:jar:1.24
- org.apache.pdfbox:pdfbox:jar:2.0.26
- org.apache.pdfbox:fontbox:jar:2.0.26
- org.apache.pdfbox:pdfbox-tools:jar:2.0.26
- org.apache.pdfbox:preflight:jar:2.0.26
- org.apache.pdfbox:xmpbox:jar:2.0.26
- org.apache.xmlbeans:xmlbeans:jar:5.0.3
- com.github.virtuald:curvesapi:jar:1.07
- com.healthmarketscience.jackcess:jackcess:jar:4.0.2
- org.ow2.asm:asm:jar:9.3
- org.codelibs:jhighlight:jar:1.1.0
- com.github.junrar:junrar:jar:7.5.3
- com.google.code.gson:gson:jar:2.9.1
- com.google.guava:guava:jar:31.1-jre
- com.google.errorprone:error_prone_annotations:jar:2.11.0

-
- com.google.protobuf:protobuf-java:jar:3.21.5
 - org.apache.sis.core:sis-utility:jar:1.2
 - org.apache.sis.storage:sis-netcdf:jar:1.2
 - org.apache.sis.storage:sis-storage:jar:1.2
 - org.apache.sis.core:sis-feature:jar:1.2
 - org.apache.sis.core:sis-referencing:jar:1.2
 - org.apache.sis.core:sis-metadata:jar:1.2
 - org.apache.pdfbox:jbig2-imageio:jar:3.0.4
 - jakarta.annotation:jakarta.annotation-api:jar:2.1.1

(GMS-8993)

Due to the security vulnerability (CVE-2022-46364 and CVE-2022-46363), the cxf-rt-rs-client is upgraded from 3.5.0 to 4.0.2. (GMS-8984)

Due to the security vulnerability (CVE-2022-40152), the woodstox-core library is upgraded from 5.3.0 to 6.5.1. (GMS-8983)

Due to the security vulnerability (CVE-2022-45688), the JSON-Java library is upgraded from 20210307 to 20230227. (GMS-8982)

The Angular library for GMS Admin UI Web page is upgraded from version 1.5.7 to 1.8.2. (GMS-8978)

The MomentJS library has been updated to include timezone data file for the next 10 year range. (GMS-8916)

The reporting key *_CB_T_CALLBACK_ACCEPTED* is attached to the call at 'creation' time. This key is already sent to the reporting endpoint. (GMS-8907)

Due to the security vulnerabilities (CVE-2023-34453, CVE-2023-34454, CVE-2023-34455), the snappy-java library is upgraded from 1.1.7.2 to 1.1.10.2. (GMS-8990)

Due to the security vulnerability (CVE-2021-40660), the delight-nashorn-sandbox library is upgraded from 0.1.16 to 0.3.1. (GMS-8987)

The Spring framework has been updated to 5.2.24. (GMS-8954)

Callback Status now correctly reflects the outcome of a callback when the ORS Callback strategy and URS WaitForTarget strategy use the same _urs_queued_ttl option value. (GMS-8947)

The callback code samples are no longer included in the GMS package. (GMS-8932)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.239.04.

8.5.238.00

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/30/23	Update			X			X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The Jetty-Server third-party library is upgraded from version 9.4.36 to 9.4.51. (GMS-8905)

The SnakeYAML third-party library is upgraded from version 1.23 to 1.33. (GMS-8887)

jQuery UI is upgraded from version 1.12.1 to 1.13.0 and jQuery Mobile is upgraded from version 1.3.2.min.css to 1.5.0.min.css. (GMS-8806)

Now, in a Callback strategy, when the call is deleted (an agent redirect error for example), the event is processed to be able to avoid locking the agent, to stop the URS strategy, and restart the callback management if needed (new attempt). (GMS-8837)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.238.00.

8.5.237.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/03/23	Update			X			X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The spring-tx third party library is upgraded to its latest version, 5.2.22.RELEASE. (GMS-8900)

This release addresses an issue where Context Services metrics were not shown in Pulse 8.5.103+ due to API incompatibilities. (GMS-8844)

The maximum boundary value for capacity is fixed and will now allow the `_dur` keyword in requests. (GMS-8842)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.237.02.

8.5.236.01

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- GMS now support two new command line parameters to manage a backup Config Server during startup:
 - -backuphost: the hostname/IP address for backup Config Server and
 - -backupport: the port for backup Config Server.

Example:

```
./launcher -host primaryhost -port primaryport  
-backuphost backuphost -backupport backupport -app  
"GMS236"
```

(GMS-8792)

- Cross-Origin Resource Sharing (CORS) can be now customized by editing the **launcher.xml** file instead of configuring Jetty. See [Possible Values for Access-Control-Allow-Origin Header \(CORS\)](#) for more information. (GMS-8828)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

When Context Services is disabled, GMS does not register the Configuration Business Attributes object changes reducing unnecessary Configuration cache updates. (GMS-8814)

GMS now includes the `_CB_T_CALLBACK_ACCEPTED`, `_CB_T_SERVICE_START`, and `_CB_T_CALLBACK_OFFERED` KVPs in the **RequestUpdateUserData** event when the customer is not connected during callback. (GMS-8697)

The GMS Callback Strategy can now manage HTTP requests with a retry option (in Disaster Recovery usecases) instead of using DFM that lacks the retry mechanism. A new option is available to use DFM in callback service definition, if needed:

- **`_enable_gms_dfm`** = `true` (the default value). Set the value to `false` to manage HTTP requests. (GMS-8753)
-

Upgrade Notes

No special procedure is required to upgrade to release 8.5.236.01.

8.5.235.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/08/22	Update			X			X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

This release contains the following resolved issues:

In an ORS Callback strategy, when there is an error after checking the agent state before creating the call, the **end_refreshing_tag** request (release agent reservation) is sent to URS before restarting the URS strategy to release the previous reserved agent. (GMS-8747)

Add a new option **_agent_reserve_delay_before_release** in the Callback service to delay the URS **end_refreshing_tag** request (release agent reservation) to avoid the same agent to be reserved for two calls at the same time. (GMS-8745)

If the earliest call time configured in **_do_not_call_items** is not yet over, then the service will be paused for *earliest call time - current time* hours (GMS-8742)

The ORS Callback strategy can stop the URS WaitForTarget strategy when a release or abandoned event is received in the session (otherwise the callback is blocked because it cannot re-start the URS strategy resulting in a deadlock situation). (GMS-8664)

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The Apache Nio third-party library has been updated to version 4.4.15. This update resolves CPU overload issues. (GMS-8655)

The issue where callback failure occurs has been resolved and the URS connection ID is used as the default value. (GMS-8756)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.235.02.

8.5.234.00

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/12/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Spring Framework is updated from version 5.2.21 to version 5.2.22 to address CVE-2022-22970. (GMS-8748)

The third-party org.apache.logging.log4j:log4j-core library is updated from version 2.17.1 to version 2.17.2 to address CVE-2022-33915. (GMS-8737)

The third-party CometD library, used in the Javascript CometD sample of the GMS Admin UI, is updated from version 2.17.1 to version 7.0.6 to address CVE-2022-24721. (GMS-8674)

The third-party Bouncy Castle library is updated from version 1.64 to version 1.70 to address CVE-2020-15522. (GMS-8673)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.234.00.

Helpful Links

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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

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)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.233.03.

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

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)

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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)
-

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.

8.5.231.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/10/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- A new option, `_urs_ideal_expression`, is introduced to enable the Universal Routing Set Ideal Agent functionality as described in [Using Agent Skills for Ideal Agent Selection](#). (GMS-8517)

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Resolved Issues

This release contains the following resolved issues:

The following changes address the CVE-2019-16869 vulnerability.

- Netty-handler is updated from version 4.0.56 to version 4.1.73.
- Netty-all is removed.
- Netty-* jars are updated from version 4.1.53 to 4.1.73.

(GMS-8607)

Now, with the new option `_ixn_update_data_time_to_wait`, you can increase the time to wait while updating the interaction data in Callback User-Terminated scenarios (5 seconds, by default). Previously, the time to wait was set to one second only and was not configurable. As a result, in case of overloads, the timeout may have expired and prevented the data update. (GMS-8539)

Now, GMS can transfer or send passwords from the GMS Admin UI to backend controllers. Previously, GMS was replying with HTTP/1.1 401 Unauthorized although correct credentials were provided. (GMS-8531)

Upgrade Notes

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

8.5.230.06

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/14/22	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Cassandra 4.0. For deployment information, see [Configuring an External Cassandra](#). (GMS-8402)
- Support for Chat V2 push notification without Cassandra. GMS can now send push notifications (custom-http) using the Chat V2 API when GMS is deployed in chat-only mode, that is, with no connection to Cassandra. (GMS-8542)

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Resolved Issues

This release contains the following resolved issues:

GMS may pause sessions if the conditions of the `_do_not_call_items` service option are met and it does not coincide with the operation hours. Now, in this scenario, you can resume or abandon/fail sessions using the following events:

- `resume_session`—Continue the session and disable the `_do_not_call_items` option for the session.
- `fail_session`—Exit the session.

To send the `resume_session` event to the Callback session, use the following request:

On GMS (Forward API):

```
$ curl -v http://<GMS server: GMS port>/genesys/1/ors/scxml/session/<ORS session id>/event/  
resume_session
```

On ORS:

```
$ curl -v http://<ORS server: ORS port>/scxml/session/<ORS session id>/event/resume_session
```

To send the fail_session event to the Callback session, use the following request:

On GMS (Forward API):

```
$ curl -v http://<GMS server: GMS port>/genesys/1/ors/scxml/session/<ORS session id>/event/fail_session
```

On ORS:

```
$ curl -v http://<ORS server: ORS port>/scxml/session/<ORS session id>/event/fail_session
```

(GMS-8490)

This release includes important security fixes related to the CVE-2021-45105 vulnerability. In particular, the Apache log4j 2 version has been upgraded to 2.17.1. (GMS-8566)

Upgrade Notes

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

8.5.229.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/17/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the log4j 2 vulnerabilities (CVE-2021-44228 and CVE-2021-45046). In particular, the log4j 2 version has been upgraded to 2.16.0. (GMS-8545)

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Upgrade Notes

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

8.5.229.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/22/21	Update			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Connections are now taken into account dynamically if you add or remove URS and ORS applications in a GMS Cluster or a GMS Application. (GMS-8497)

The **Metrics** panel is now correctly displayed in the GMS Admin UI. (GMS-8485)

The SpringFox third-party library is updated from 2.9.2 to 3.0.0. (GMS-8473)

The GMS startup health check now includes the ors section configured at the service level. (GMS-8456)

The Json-smart third-party library is updated from 2.4.0 to 2.6.0. (GMS-8343)

The spring-security-saml2-core third-party library is updated to 1.0.10. (GMS-8341)

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Upgrade Notes

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

8.5.228.02

Genesys Mobile Services Release Notes

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

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)

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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*.

8.5.227.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/20/21	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

If you navigate to the **Services** or **Office Hours** view, the Admin UI now correctly displays a list of items on the left-side pane. Previously, the items were missing. (GMS-8425)

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Upgrade Notes

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

8.5.227.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/13/21	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

If you navigate to the **Tools** view, the Admin UI now correctly displays the list of service templates on the left-side panel, under **Service Templates**. Previously, the service templates list was missing. (GMS-8425)

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Upgrade Notes

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

8.5.227.01

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/21	Update			X		X

What's New

This release contains the following new features and enhancements:

- GMS no longer supports the following Operating Systems:
 - Windows Server 2008
 - Red Hat Enterprise Linux 6

See [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- The new `_enable_user_data_on_targeting_start` option allows you to add user data to the `WaitForTarget` strategy within the start request. (GMS-8387)
- The new `_suppress_sensitive_logging` option enables you to hide sensitive user data in logs. (GMS-8296)

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Resolved Issues

This release contains the following resolved issues:

If you created a GMS application that does not use the default application name, GMS now correctly creates services through the Admin UI. (GMS-8386)

The Context services operation now gives correct calculation results and no longer counts some requests twice. (GMS-8366)

After a disconnection with Chat Server, GMS now correctly reconnects the notification channel.

Previously in this scenario, the notification channel with Chat Server may not have been restored and CometD Chat V2 API requests might have failed. (GMS-8359)

When returning from a plugin execution, the callback service now properly handles a target specified with `replyAction` set to `route_to_rp` and `replyMesg` set to the JSON string of a Routing Point (RP) target expression. (GMS-8338)

The Callback service now attaches the value of the `_max_dial_attempts` service option using the `GMS_Max_Dial_Attempts` key to the current interaction. (GMS-8327)

The callback service now properly attaches the following KVPs to the customer call: `_CB_T_CALLBACK_ACCEPTED`, `_CB_T_CUSTOMER_CONNECTED`, and `_CB_T_SERVICE_START`. (GMS-8326)

Authentication credentials provided in the client's WebAPI CometD message are now masked in GMS logs. Previously, these credentials were logged in plain text. (GMS-8319)

GMS now supports warmstandby with Message Server, that is, when the primary is shutdown or for a primary/backup switchover. (GMS-8106)

Upgrade Notes

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

8.5.226.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/07/21	Update			X		X

What's New

This release contains the following new features and enhancements:

- The Admin UI now supports the CallbackReadOnly role that displays the Callback panel without the Create, Update, or Delete capabilities. (GMS-8334)

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Resolved Issues

This release contains the following resolved issues:

Now, the GMS Installation Package (IP) correctly finds Oracle JDK 11 or Open JDK 11 during installation. Previously, the IP may have stopped and displayed the following error message:

The target computer does not meet the following mandatory requirements: 1.Sun Java Development Kit(JDK), version 1.8.0_0 or higher, must be installed.

(GMS-8356)

The Admin panel for Office Hours now allows the YYYY-MM-dd and MM-dd formats to create unique holidays and holidays that are repeated annually. (GMS-8325)

Now, even if the `_cb_t_callback_offered` and `_cb_t_callback_accepted` parameters are not provided in the service request, the GMS callback service properly sets the `_CB_T_CALLBACK_OFFERED` and `_CB_T_CALLBACK_ACCEPTED` reporting KVPs. (GMS-8320)

The Spring JDBC that was no longer in use has been removed to solve CVE vulnerabilities. (GMS-8314)

To solve JQuery vulnerabilities, the following third-party libraries have been updated:

- AngularJS has been updated to version 1.8.2
- jQuery has been updated to version 3.5.1
- jQuery UI has been updated to version 1.12.1
- Underscore has been updated to version 1.6.0
- angular-gridster has been updated to version 0.13.14
- angular-masonry has been updated to version 0.16.0
- angular-mocks has been updated to version 1.8.2
- angular-poller has been updated to version 0.4.5
- angular-ui-sortable has been updated to version 0.19.0
- cometd.js has been updated to version 5.0.2
- EventEmitter has been updated to ev-emitter 1.0.3
- getSize has been updated to version 2.0.3
- imagesLoaded has been updated to version 4.1.4
- jquery-bridget has been updated to version 2.0.1
- masonry has been updated to version 4.0.0
- matchesSelector has been updated to version 2.0.2
- moment-timezone has been updated to version 0.5.32
- MomentJS has been updated to version 2.29.1
- angular-moment has been updated to version 1.3.0
- nvd has been updated to version 1.8.6
- outlayer has been updated to version 2.0.1

The following third-party libraries have been removed:

- JQuery-UI-Dialog
- bootstrap
- handlebars
- bootstrap-switch
- bootstrap-datepicker
- jquery.eventCalendar.js
- jquery-fileupload.js

-
- highlight.js
 - ijp.js
 - jQueryBBQ
 - simplePagination.js
 - jquery-slideto
 - jquery-wiggle
 - json2
 - Metro JS
 - SlickGrid
 - swagger-ui
 - swagger
 - RequireJS text
 - doc-ready
 - eventie
 - faye
 - getStyleProperty
 - angular-treeview

(GMS-8117)

Upgrade Notes

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

8.5.225.00

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/01/21	Update			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

The Spring Integration third-party library has been updated to version 5.4.3 to solve CVE vulnerabilities. (GMS-8281)

The Jackson Databind third-party library (from fasterxml.com) has been updated to version 2.12.1 to solve CVE vulnerabilities. (GMS-8280)

The Jetty third-party library has been updated to version 9.4.36.v20210114 to solve CVE vulnerabilities. (GMS-8279)

GMS correctly detects the URS Primary or URS Backup configured in the **Connections** tab of the GMS Cluster Application. Previously, in that scenario, GMS did not always detect immediately a switch between URS Primary and URS Backup. (GMS-8274)

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Upgrade Notes

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

8.5.224.00

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/04/21	Update			X		X

What's New

This release contains the following new features and enhancements:

- The `_do_not_call_items` option was introduced to perform several time checks based on the ORS current local time before launching the call to a customer. (GMS-8213)

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Resolved Issues

This release contains the following resolved issues:

The GMS callback service now properly handles target expressions that include a threshold. (GMS-8234)

In a customer-first scenario where the plugin returns the **route-to-rp** option, the callback service now correctly redirects the customer call to the requested route point. (GMS-8231)

When configuring multiple ORS instances and using GMS in the ORS LoadBalancer strategy, if all ORS nodes are flagged as unhealthy, GMS now attempts to submit the interaction to the first node of the list. (GMS-8239)

The Office Hours service panel of the Admin UI no longer uses localized weekdays for storing the calendar configuration in the backend. The localization of weekdays is also disabled to avoid display and configuration issues for Office Hours. (GMS-8254)

Upgrade Notes

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

8.5.223.02

Genesys Mobile Services Release Notes

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

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>
```

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(GMS-8220)

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)

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)

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)

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)

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

Upgrade Notes

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

8.5.222.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/03/20	Update			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

If the Orchestration Server (ORS) is executing a callback session and switches from Primary to Backup mode, GMS now correctly monitors sessions through the new Primary ORS. Previously, in this scenario, GMS might not redirect session requests to the Primary ORS and might incorrectly restart Callback sessions. (GMS-8196)

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Office Hours can now leverage Third Parties with the definition of Timezones and Daylight Saving Rules. GMS now automatically updates Timezone definitions from the cloud if you configure `net.fortuna.ical4j.timezone.update.enabled=true` in the launcher.xml file as shown below:

```
<parameter name="enable_ical_updates" displayName="Enable iCal updates" mandatory="true"
hidden="true" readOnly="true">
  <description><![CDATA[Enables updates of timezone definitions for iCal
library]]></description>
  <valid-description><![CDATA[]]></valid-description>
  <effective-description/>
  <format type="string" default="-Dnet.fortuna.ical4j.timezone.update.enabled=true" />
  <validation></validation>
</parameter>
```

If you do not configure this option, some Timezone rules may be out of date and Office Hours may return incorrect time slots for a given Timezone. For example, Europe/Moscow changed twice between 2010 and 2015. Note that Europe/Moscow is now fixed. (GMS-8184)

If the selected agent fails to answer or rejects the callback interaction, GMS no longer incorrectly shows the callback state as ROUTING. In this scenario, GMS now restarts the callback targeting and changes the callback state to QUEUED. (GMS-8166)

GMS now correctly reports the dial result for the customer-first scenario where the first customer contact does not result in **PERSON** (for example, `_CB_DIAL_1_RESULT: NO_ANSWER`) and a subsequent customer contact does result in **PERSON** (for example, `_CB_DIAL_2_RESULT: PERSON`). The `CB_DIAL<N>_RESULT` field is now correctly populated in this scenario. (GMS-8114)

Upgrade Notes

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

8.5.221.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/16/20	Update			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

GMS now starts as expected when it has been secured using a certificate with multiple domains (CN). (GMS-8155)

The GMS callback service no longer fails to handle **Redirection on No Answer** (RONA) events, where the RONA overflow is a Routing Point managed by an IRD strategy. (GMS-8046)

The Tika Parser third party component has been updated to version 1.19.1 to solve the CVE-2018-11761 vulnerability related to XEE security. (GMS-8108)

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Upgrade Notes

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

8.5.220.06

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/06/20	Update			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

If you use JSON-typed data as input parameters in built-in and ORS services, GMS now supports non-string data types (integer) in the provided JSON structure. (GMS-8087)

GMS Admin UI now correctly displays the custom service template's name. Note that if you provide the display name in English, it will be displayed in English regardless of the Admin UI's selected language. (GMS-8062)

The GMS callback service now correctly increments the GMS_Dial_Attempt KVP for each customer attempt. (GMS-8069)

The Spring Framework third-party library has been updated to version 5.1.13 to solve CVE vulnerabilities. (GMS-8061)

The Jetty third-party library has been updated to version 9.4.29.v20200521 to solve CVE vulnerabilities. (GMS-8098)

The Log4j 2 third-party library has been updated to version 2.13.2 to solve CVE vulnerabilities. (GMS-8060)

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The log4j-1.2.12 third-party library has been updated to version 1.2.17 to solve CVE vulnerabilities. (GMS-8033)

Upgrade Notes

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

8.5.219.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/12/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for Microsoft Edge (Chromium) from version 83.0.478.45. See the [Genesys Mobile Services](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported browsers.
- The `push_notification_to_active_client` option was introduced to stop sending mobile and HTTP push notifications in chat sessions when the CometD connection is established. If you configure this option to `false`, mobile and HTTP push notifications for new events in chat sessions are only sent when there is no active CometD connection. (GMS-8067)
- The GMS Admin UI now supports SSO, including Administrator access, and provides the SSO Logout (SLO) capability. (GMS-8049)
- The `ors_loadbalancer_refresh_rate` is now deprecated. The following new options were introduced to support Load Balancing for Orchestration Server (ORS):
 - `healthcheck-ping-interval`
 - `healthcheck-ping-url`(GMS-8082)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The GMS callback service no longer fails to play the file configured in `_treatment_waiting_for_agent`

when a RONA scenario occurs. (GMS-8042)

The Callback service no longer occasionally fails to attach complete reporting key-value pairs returned from the Universal Routing Server. (GMS-8003)

Callback strategy no longer triggers a request to unsubscribe push notifications if push notifications are not configured. Previously in this scenario, this unsubscribe request was triggered, causing an exception if the push notification feature was not enabled. (GMS-8008)

Upgrade Notes

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

8.5.218.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/17/20	Update			X		X

What's New

This release includes only resolved issues.

Helpful Links

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- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

GMS now uses HTTP-POST binding as the default for Single Sign-On (SSO). Note that GMS supports SSO for Supervisors only. See the [Known Issue GMS-8036](#) for further details. (GMS-7988)

The callback service now correctly clears items from the virtual queues. Previously in this scenario, the callback service occasionally left some stuck calls in CCPulse. (GMS-7977)

The Spring Framework third-party library has been updated to solve the CVE-2020-5398 vulnerability. (GMS-7976)

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Upgrade Notes

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

8.5.217.01

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/06/20	Update			X		X

What's New

This release includes only resolved issues.

Helpful Links

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

Resolved Issues

This release contains the following resolved issues:

GMS nodes can now establish notifications to Chat Server instances of various versions. Chat Server 8.5.3+ is required to use this feature. Previously, GMS nodes could establish connections to Chat Server instances of the same version only and ignored Chat Server instances of a different version. (GMS-7978)

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If you cancel a callback using Admin UI, GMS now correctly frees the corresponding callback slot and allows you to create a new callback in this slot. Previously, the cancellation using Admin UI did not release the booking of the desired slot period and, in some scenarios, users were unable to schedule a new callback in the same slot. (GMS-7961)

Upgrade Notes

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

8.5.216.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/07/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 7.7. 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.
- Statistic API has been enhanced with a new V3 operation for [querying multiple statistic values in a single request V3](#) operation. When subscribing to several statistics, the operation will not stop on the first statistic item that fails (for example, if the given statistic does not exist). (GMS-7834)
- In rare scenarios where Chat Server becomes unresponsive, GMS now increases the internal counter used for load balancing purposes between Chat Server instances. Thanks to this enhancement, GMS can exclude the unresponsive Chat Server from being selected when a new chat session is requested. (GMS-7787)

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Resolved Issues

This release contains the following resolved issues:

If you enable the Digital Channel notification mode for CometD API and if case registration failed during the previous connection attempt, the GMS node can now properly re-establish a persistent connection to the Chat Server. Previously, after restarting Chat Server, the GMS node might not have reconnected if the registration request failed during the initialization of Chat Server instance. (GMS-7911)

You can now configure Basic Authentication for OpenMedia API by following the same instructions for [configuring Basic Authentication](#) for the Digital Channels Chat and Email V2 APIs. (GMS-7856)

Special office hours can now be set to a full date using GMS Admin UI. (GMS-7811)

Upgrade Notes

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

8.5.215.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/19	Update			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

GMS now correctly hides custom data configured in the [log-filter-data] section of the GMS configuration. Previously, custom data was not always properly hidden in requests from GMS to ORS. (GMS-7900)

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If you try to create an immediate callback using the Admin UI while the ORS server is down, the Admin UI now displays an error message. (GMS-7872)

Capacity Provisioning API now properly provisions options in Configuration Server. (GMS-7870)

Now, if the `_status_notification_target` parameter is set to a malformed URL, the callback created through an API request is no longer stuck in an invalid state preventing the cancellation of the callback request. (GMS-7843)

Storage API now properly returns application/json empty responses. (GMS-7824)

Upgrade Notes

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

8.5.214.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/18/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- The Jackson third-party libraries have been upgraded to the 2.10.0 version.
- GMS now provides the disable-upload-content-parsing option to disable the content parsing of the files that are uploaded through the GMS API.

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

The Bouncy Castle third-party library has been updated to solve the CVE-2018-1000613 vulnerability. (GMS-7854)

If you are using a JSON input structure, GMS now supports the integer type for request parameters that can overwrite application service options. (GMS-7846)

You can now upload DRM (or encrypted) files as attachments using the GMS API once you have configured the disable-upload-content-parsing option to true in your GMS application to disable the content parsing of such files. (GMS-7841)

The Jackson Databind third-party library (from fasterxml.com) has been updated to solve the CVE-2019-14540 and CVE-2019-16335 vulnerabilities. (GMS-7821)

The GMS Callback service now properly handles the processing of the plugin's reply cancel action with the `interaction_deleted` message if the call is disconnected during the execution of the plugin. (GMS-7781)

Upgrade Notes

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

8.5.213.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/20/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2019. 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.
- The Chat API now provides the GCTI_GMS_NodeName and GCTI_GMS_NodeGroup user data in the RequestLogin response.

Helpful Links

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

The Digital Channels API Chat v2 no longer sends a TypingStarted notification when the value of the typing_preview option is false. (GMS-7783)

The Quartz Scheduler third-party library (from Terracotta) has been updated to solve the CVE-2019-13990 vulnerability. (GMS-7794)

Callback retries attempts are now showing correct computed date and time in extended stats for the next outbound call. (GMS-7788)

The Jackson Databind third-party library (from fasterxml.com) has been updated to solve the CVE-2019-14439 and CVE-2019-14379 vulnerabilities. (GMS-7779)

The Spring Integration third-party library (from spring.io) has been updated to solve the CVE-2019-3772 vulnerability. (GMS-7705)

Now, in the Customer First scenario, GMS sets a value for the `_CB_T_CUSTOMER_CONNECTED` KVP when connecting the customer, usually before invoking plugins. (GMS-7749)

The Jetty third-party library has been updated to solve the CVE-2019-10241 and CVE-2019-10247 vulnerabilities. (GMS-7704)

Upgrade Notes

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

8.5.212.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for the new Capacity Provisioning API which provides CRUD operations on the Capacity Service. See the [documentation](#) for further details.
- The option StorageService has been added to enable recurrent logs about session and storage. Note that this option is not enabled by default.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The performance of statistics events processing has been improved. Now, when GMS processes statistics events received from Stat Server, GMS first stores events in its local cache and then asynchronously stores the event values in Cassandra. (GMS-7687)

The Jackson Databind third-party library (from fasterxml.com) has been updated to solve the CVE-2019-12814 vulnerability. (GMS-7682)

Now, GMS is able to process CORS requests even when Basic Authentication is required at the same time. (GMS-7695)

Upgrade Notes

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

8.5.211.01

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for **Callback Notification Reminders**. GMS can now trigger reminder notifications at a configurable time prior to dialing. This feature enables use cases such as sending an SMS to the customer's mobile five to ten minutes before the dialing time. To support this new feature, the following options are now available in the configuration of callback services:
 - [service.xxx section] / _enable_notification_reminder
 - [service.xxx section] / _notification_reminder_buffer

Helpful Links

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- [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 can now connect to Cassandra servers using different ports other than the default port, 9042. (GMS-7660)

Now, the Statistic service deserializes details about AgentStatus statistics better. (GMS-7651)

Now, when GMS creates ORS sessions, it excludes the following ORS-specific parameters: sid, prewindow, postwindow. (GMS-7640)

The **Secure Connections to URS or ORS** section added to the *Genesys Mobile Services Deployment Guide* describes how you can configure secure connections from GMS to ORS or URS. (GMS-7058)

Upgrade Notes

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

8.5.210.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- GMS has implemented the new `_number_of_days` service option to configure the number of days allowed for retrieval of query-availability responses.

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

GMS now correctly handles large numbers of callback queues. Previously GMS would not handle more than a few hundred queues (~500 on a fast architecture). In this release GMS introduces longer intervals to cope with longer processing times caused either by slow platforms or by a large number of queues (more than ~500). (GMS-7589)

You can now specify the **max_time_slots** and **number-of-days** parameters in queries for the callback strategy.(GMS-7596)

The **Disposition** dialog is now correctly reported for callback user-terminated scenarios if the customer does not answer.(GMS-7574)

GMS is now able to manage the local cluster consistency level in a Cassandra Data-Center architecture. (GMS-7562)

GMS can now manage the update and delete notifications received from the Configuration Server

for RoutePoint objects that are used only in the Service Management UI. (GMS-7553)

For security reasons, FasterXML Jackson 3rd-party library was upgraded to version 2.9.8. (GMS-7523)

When GMS forwards URS requests to ORS, these requests no longer fail if their parameters are encoded in UTF-8 and include some special Unicode characters. (GMS-7369)

Upgrade Notes

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

8.5.209.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/03/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for two cluster applications in GMS connections.
- The new [config] section enables fast configuration loading by managing configuration objects' caching in GMS. By default, only Route Point objects are loaded at startup; other objects will not be loaded except if you enable the corresponding option. See the [\[config\]](#) section in the *Genesys Configuration Options* guide for further details.
- Genesys introduced the following Callback Service options:
 - [General] _max_time_slots
 - [General] _state_event_delay
 - [Voice - User Terminated] _agent_preview_set_notready_reason_key
 - [Voice - User Terminated] _agent_preview_set_notready_reason_attribute

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Resolved Issues

This release contains the following resolved issues:

The Callback template was updated to support the correct URL format when GMS sends `accept_preview`, `reject_preview`, and `cancel_preview` URLs to Workspace Desktop Edition (WDE) in agent first-preview scenarios. (GMS-7536)

GMS now correctly processes the state of CometD channels (connected/disconnected) for Chat v1

features which use CometD push notifications. (GMS-7526)

GMS is now able to redirect ORS requests after switching over the ORS primary and backup servers. (GMS-7516)

The following new service options allow to add the reason key and value to the `AttributeReason` field of the `EventAgentNotReady` message if the agent is not ready and does not accept the Agent Preview Callback when `_agent_preview_set_notready_reason_attribute=true`.

- In `_agent_preview_set_notready_reason_key`, you can specify the reason key. By default, this option's value is `ReasonCode`.
- If you configure `_agent_preview_set_notready_reason_attribute=true`, GMS will add the reason key and value to the `AttributeReason` field instead of the `AttributeExtensions` field. By default, this option's value is `false`.

(GMS-7501)

Now, when a client application subscribes to notifications from the Callback Service, the `_cbe_on_service_exit` notification event includes the `c_last_dialed_number` field. Previously, this field was missing and causing an exception processing the notification delivery. (GMS-7335)

Upgrade Notes

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

8.5.208.09

Genesys Mobile Services Release Notes

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

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](#).

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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*.

8.5.207.07

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/27/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

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)

The timing issue that caused an incorrect callback status when the agent accepts the callback has been fixed. (GMS-7392)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.07.

8.5.207.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- A new API was added to query a Callback using its ID. See the [Callback Service API](#) for further instructions.
- Genesys simplifies GMS deployments with Cassandra by deprecating old options and introducing new ones. For further details, refer to [Configure an External Cassandra](#).
 - The following options were deprecated: strategy-class, create-schema, and cassandra-schema-delay.
 - The following options were introduced: create-tables and secured.
- Support for filtering services by user. See [Login, Roles, and Permissions](#) and [Adding your Service to Virtual Service Groups](#) for further details.
- The Callback service no longer initializes the global variable ActivityName.
- In the Context Services UI, the Journey Timeline can now display a Conversation in the [reverse order](#) with latest events displayed on top of the history.

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Resolved Issues

This release contains the following resolved issues:

GMS now correctly sets the `_CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT` reporting value is to 1 when the customer abandons while waiting for an agent. (GMS-7283, GMS-7295)

Now, if the system connects with a FAX machine, the Callback service recognizes the FAX machine and properly sets the `dial_result` field to FAX. Previously, when a FAX machine was connected, the Callback service set the `dial_result` field to PERSON. (GMS-7070)

Now, if the Chat Server fails to execute a request with error codes 8198, 8242, or 8224, GMS replies with the error code 249 and the message Media Server was not able to execute request, in addition to the **Referenceld** information. Previously, GMS returned the Chat Server code and description received from the Chat Server. (GMS-6951)

Third-party components for the GMS server were updated to fix some Common Vulnerabilities and Exposures (CVEs). (GMS-6943, GMS-7208)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.05.

8.5.206.06

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/22/18	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Support for Oracle Linux 7 operating system. 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.

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Resolved Issues

This release contains the following resolved issues:

Scheduling a callback at the top of hour slots no longer results in multiple ORS call executions. Previously, in releases from 8.5.203.02 to 8.5.206.05, scheduling a callback at the top of hour slots may have resulted in multiple ORS call executions and the same customer may have been called more than once for the same callback. (GMS-7265)

GMS installation no longer stops after displaying OS version 6 is not supported when installing on RHEL or CentOS. (PROD-11779)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.06.

8.5.206.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/12/18	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Support for Oracle Linux 6 operating system. 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.

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Resolved Issues

This release contains the following resolved issues:

When you schedule a Callback, GMS now uses the request parameters to replace the token values in the configuration options of a Callback service. (GMS-7254)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.05.

8.5.206.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/18	General			X		X

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 8
 - CentOS Linux 7
- Support for [HTTP Strict Transport Security \(HSTS\)](#).
- GMS no longer supports embedded Cassandra. Refer to the [Upgrade Notes](#) to migrate from embedded Cassandra to external Cassandra.
- In Context Services, the [Composite Service Start](#) query now supports the auto-closed and auto-complete features.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The **UserOriginated** scenario now correctly works with an Orchestration Server cluster. (GMS-6991)

The **_CB_EWT_WHEN_READY_TO_START_LAST_MEDIA_IDXN** KVP is now correctly saved in the Database. (GMS-7065)

Upgrade Notes

GMS no longer supports embedded Cassandra. To migrate from embedded Cassandra to external Cassandra, proceed as follows:

1. Deploy a new GMS Cluster and new GMS nodes which use external Cassandra.
2. Reroute requests to the new GMS cluster.
3. Wait for in-progress customer operations to finish in the embedded Cassandra.
4. Stop the GMS node which uses embedded Cassandra.

8.5.205.01

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/18/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- In Context Services, the **Composite Start** operation was modified to support Bulk Extension Update.
- The `_urs_ewt_vq` option is now added to define a queue to query Estimated Wait Time. See **Callback Solution Guide** for further details.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.01.

8.5.203.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/05/18	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Red Hat Enterprise Linux 5 32/64 is no longer supported. See [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

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Resolved Issues

This release contains the following resolved issues:

GMS now supports Chat Only mode and no longer uses the Sigar library that sometimes prevented the DataStax driver from working correctly. (GMS-7004)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.05.

8.5.203.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/17/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The **Action** setting is now correctly applied during a scheduled purge of Context Services. Previously, this setting was ignored, resulting in the removal of all services. (GMS-6944)

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CHAT API V2 compatibility now functions as expected. Chat Server no longer stops sending notifications to a CometD-enabled session when the user connects to a different GMS node. Previously, when a user switched their CometD-enabled session to a different GMS node, Chat Server sometimes stopped sending notifications after the original GMS node detected a user disconnect. (GMS-6939)

Chat v2 messages are now sent to the Android sample application. (GMS-6919)

Callback configuration update requests no longer wait for the server configuration to load. (GMS-6917)

GMS no longer experiences a delay during startup. Previously, GMS installations with large Genesys configuration environments could take several minutes to start. (GMS-6884, GMS-6915)

For agent preview scenarios, GMS no longer adds a default 10-second buffer to the agent preview timeout. (GMS-6947, GMS-6883)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.04.

8.5.203.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- GMS now uses DataStax Driver 3.5.0.
- GMS now supports a TLS connection to Cassandra 3.x.
- GMS now supports a TLS connection to Cassandra 2.x.
- GMS now supports Windows 2016.

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Resolved Issues

This release contains the following resolved issues:

The **_urs_extension_data** service option has been added to the callback service to allow additional data to be provided to the **WaitForTarget** IRD Strategy. This additional data can be used within the strategy, if the strategy has been customized by the Customer. (GMS-6824)

GMS no longer experiences a delay during startup. Previously, GMS installations with large Genesys configuration environments could take several minutes to start. (GMS-6915)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.02.

8.5.202.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- [Advanced Security Documentation](#) is now available.
- GMS Admin UI now supports [Contextual Help](#).

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

When an Outbound customer call reaches a FAX machine, the results from the call is now correctly set as **FAIL_FAX_REACHED**. (GMS-6771)

GMS node now correctly enables ADDP on persistent connection with the Chat Server when ADDP is specified in Connection Properties. Previously, ADDP was not enabled even if it was configured. (GMS-6744)

The Japanese language pack has been updated with additional fields. (GMS-6697)

The Callback panel now correctly displays callback queue positions when the target queue is named using complex character sets such as Korean. (GMS-6634)

GMS now forces a remote Firebase server to close connections. (GMS-6621)

VOICE-WAIT-USERORIG callback now correctly completes with the "FAIL_INBOUND_TIMEOUT" reason after `_booking_expiration_timeout` is expired. Callback no longer becomes in QUEUED state with "Position in queue: Not in queue". (GMS-6591)

Operations for the Statistic Server 'close channel' event are now completed when the 'open channel' event starts processing. (GMS-6583)

Callback now handles the case when an agent rejects or fails to respond within the `_agent_preview_timeout` in Agent Preview mode.

- If the `_agent_preview_timeout` expires (meaning Agent did not accept/reject invitation), the agent is optionally forced Not-ready status, with configurable reason code.
- If the Agent explicitly rejects the Preview invitation, that agent is excluded from further consideration as a target for this callback.

Note that the virtual interaction remains in the queue until confirmation received from agent desktop. (GMS-6536, GMS-6372)

For USERORIGINATED callbacks scheduled with a booking expiration timeout, GMS status is no longer set to COMPLETED(FAIL_INBOUND_CALL) when the booking expiration timeout is exceeded while waiting for an agent after customer confirmation. (GMS-6460)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.03.

8.5.201.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/03/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer stops sending notifications to a CometD-enabled session when the user connects to a different GMS node. Previously, when a user switched their CometD-enabled session to a different GMS node, Chat Server sometimes stopped sending notifications after the original GMS node detected a user disconnect. (GMS-6939)

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GMS no longer experiences a delay during startup. Previously, GMS installations with large Genesys configuration environments could take several minutes to start. (GMS-6884, GMS-6915)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.08.

8.5.201.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/18/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- The new WaitForTarget IRD Strategy has been updated. See the [Upgrade Notes](#) for further instructions.
- A new sample is available: [Composer Sample for UserOriginated – ClickToCall](#).
- GDPR Support for Callback ([Forget Me](#)) by adding a new [Delete Callback API](#).
- The following new options were added to customize the [Preview Scenario](#):
 - `_agent_preview_timeout_set_notready`
 - `_agent_preview_set_notready_reason`
- The following new options were added to customize the [User-Terminated Scenario](#):
 - `_agent_first_via_tg`
 - `_trunk_group`
- Chat v2 API over CometD now supports sending HTTP Notifications, in addition to Native Mobile Push with Firebase Cloud Messaging (FCM) and Apple Push Notification Services (APNS).
- Chat API v2 now allows propagation of [Read Receipt Notice](#) among chat participants.

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Resolved Issues

This release contains the following resolved issues:

Callback now includes additional options to support the scenario where an agent rejects the preview invitation or fails to respond within the `_agent_preview_timeout` time in Agent Preview mode:

- If the `_agent_preview_timeout` expires, that is, the agent did not accept or reject the preview invitation in time, the agent status can optionally be forced to Not Ready, with a configurable reason code. See `_agent_preview_timeout_set_notready` and `_agent_preview_set_notready_reason`.
- If the agent explicitly rejects the Preview invitation, this agent is excluded from further consideration as a target for this callback.

The new options must be added manually to your GMS Configuration. Note that the virtual interaction remains in the queue until confirmation is received from the agent desktop. (GMS-6372)

Operations for the Statistic Server close channel event are now completed when the open channel event starts processing. (GMS-6583)

Upgrade Notes

GMS now requires importing the latest `GMS_URS_Strategy_85200_v2.64.1.zip` strategy as detailed in the [Callback Solution guide](#). See also the [upgrade](#) notes the *Genesys Mobile Engagement Deployment Guide* if you are upgrading from 8.5.1 or older versions.

8.5.200.09

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/19/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

For agent preview scenarios, GMS no longer adds a default 10-second buffer to the agent preview timeout. (GMS-6883)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.09.

8.5.200.07

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/11/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Cassandra 3.1: Tested version is 3.11.0
- Support for Jetty v9.4+
- GMS node now logs Digital Channels Chat and Email API request and response on the trace level. These trace messages will include the reference id of the request, the associated Chat Id or Email Id if applicable, and the API endpoint the request was sent to. The additional request and response details remain on debug level.
- Support for rescheduling a completed Callback:
 - The **Callback UI** includes a new  icon for that purpose.
 - The **Callback Services API** has been extended to be able to copy the data of a completed callback when starting a new one.
- Digital Channels Chat and Email APIs now allow the filtering of request parameters and response fields in the log. Use the [\[log-filter-data\]](#) section to configure a filter for the desired data.
- GMS now allows hiding sensitive data in the communication log between GMS nodes and other Genesys Components. Use the [\[log-hidden-attributes\]](#) section to configure the message attributes to hide.
- GMS now supports JDK 8 only.
- The **EWT APIs** have been renamed.
- The message structure for error responses has been improved and the detailed list of returned errors is now documented for the **Callback Services API**.
- The former **Admin UI** of the GMS Service Management UI has been moved to the new tabs, menus, and panels of the new **Services and Tools UI**. To enable or disable these new UIs, the following options were added to the features section:
 - enable-config
 - enable-downloaddfm

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-
- enable-logger
 - enable-logger-error
 - enable-metrics
 - enable-patterns
 - enable-resources
 - enable-sample.
 - New Callback Service options were introduced:
 - _statistic_ewt_upper_bound
 - _fix_plus_on_int_phone_numbers
 - _enable_reject_out_of_office_hours
 - The **Callback-related KVPs** that are sent in UserEvents have been extended, enabling enhanced reporting on Callback activity.
 - The **Source Code** of the Android Sample has been updated.

Resolved Issues

This release contains the following resolved issues:

Now, GMS manages the input statistic parameter in a local cache to be able to match to the statistic event received from Statistic Server and sends back to the user a response that includes the statistic value instead of replying with the "try again" error response. (GMS-6045)

Upgrade Notes

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

Release 8.5.1

Genesys Mobiles Services Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Mobiles Services in the tree menu on the left or in the list of [Available Releases](#).

8.5.114.17

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/18/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GMS is now able to redirect ORS requests after switching over the ORS primary and backup servers. (GMS-7572)

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Upgrade Notes

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

8.5.114.16

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/07/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

GMS can now handle a large number of callback queues by introducing a longer wait time which supports both slow platforms and a large number of callback queues (> 500). Previously, GMS could not handle more than a few hundred callback queues in most environments and about 500 on a fast architecture. (GMS-7554)

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Upgrade Notes

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

8.5.114.14

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/11/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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

Resolved Issues

This release contains the following resolved issues:

When GMS receives a notification for a change in the configuration, GMS no longer resets the internal load-balancer service parameters (except for its own needed parameters). (GMS-7287)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.114.14.

8.5.114.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/26/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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

Resolved Issues

This release contains the following resolved issues:

GMS no longer prevents a user from creating a Callback for a given number if that number was already used for a Callback and there are more than 10,000 Callback records in the system. (GMS-6886)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.114.11.

8.5.114.10

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/27/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Now, if you are uploading contents using the Chat v2 API, you are no longer limited to 100,000 characters. (GMS-6449)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.114.10.

8.5.114.09

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Digital Channels Chat V2 API with CometD now supports **native push notifications** through Google Firebase Messaging and Apple Push Notification Service. APNS support is limited to **Legacy Binary Provider API**. To enable Google Firebase Messaging, GMS Configuration includes the following new options:
 - fcm.body
 - fcm.title
 - debug.fcm.apiKey
- The **Android Sample** app was extended to support:
 - Chat V2 features, that are now available in the CHAT-V2 scenario: File Transfer, Typing notifications, Typing preview.
 - Mobile Push Notifications to Android devices using Firebase Cloud Messaging (FCM)
 - ApiGee integration
- Sensitive information such as phone numbers has been removed from the exceptions returned by the Callback API.
- The GMS configuration options of the **lab** section were moved to the **features** section.

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Resolved Issues

This release contains the following resolved issues:

GMS Digital Channels Chat API V2 and Chat API V2 with CometD for file transfer now support national characters in the names of downloaded files. Previously, if a user downloaded a file with national characters in the filename, these characters were missing from the saved filename. Note that this feature depends on browser support. It works for the latest version of Chrome 62, Safari 11 Firefox Quantum 57.0, Edge 16, and IE 11. Earlier browser versions may still save the filename without national characters. (GMS-5841)

The `_target` expansion is now limited to 15 and is no longer truncated in the invocation of the `WaitForTarget` IRD Strategy. Previously, the expansion was truncated and caused an error in the `WaitForTarget` IRD Strategy. This correction requires to update the `WaitForTarget` strategy to version 2.62. See the [Upgrade Notes](#). (GMS-5829)

GMS no longer mishandles a customer hang up during the completion of the on dial plugin. (GMS-5766)

Now, if the system retries a call, it takes into account the `_max_queue_wait` value in addition to the `_dial_retry_timeout` value. The retry will occur after the time equals the sum of these two values. (GMS-5835)

User-originated callbacks no longer stay in `QUEUED` state if the call does not occur within the configured `_booking_expiration_timeout`. (GMS-5650)

The `_throttle_ttl_1` and `_throttle_ttl_2` options are now editable in the **Configured Services** tab of the GMS Service Management UI. (GMS-5640)

GMS is now able to submit ORS requests with filtered parameters using Oracle's Java Development Kit (JDK) version 7 or version 8. (GMS-5343)

GMS is now able to create new chat sessions over Chat V2 API with CometD on the Chat Server instance after modification of the Chat Server options. Previously, GMS did not allow to create a new chat session if the Chat Server options were modified. (GMS-5271)

Call results are now displayed correctly on GMS Admin UI. (GMS-5235)

For a callback service with the **Agent Disposition** dialog enabled, if the customer hangs up while the call is being transferred to an agent, the final callback status is now `COMPLETED / ABANDONED_IN_QUEUE`. Previously, the final callback status might have been `COMPLETED / NO_AGENT_DISPOSITION`. (GMS-5073)

Upgrade Notes

GMS now requires Interaction Routing Designer (IRD) 8.1.400.26 and Universal Routing Server (URS) 8.1.400.39. Upgrade these servers, and then import the latest GMS_URS_Strategy_85114_v2.62.zip strategy as detailed in the [Callback Solution guide](#).

8.5.112.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/16/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for tuning the queue priority increment in Callback scenarios where the customer dialed first. By setting a value for the new service-level option named `_urs_vq_priority_boost_on_connect`, the priority increment is applied to the voice interaction as soon as the customer is connected.
- The new option named `_max_queue_wait` enables you to configure a maximum time for the Callback virtual interaction to remain in queue waiting for an agent. When this time expires, the outgoing call will be dialed, regardless of agent availability.
- GMS can now send Mobile Push Notifications to Android devices using Firebase Cloud Messaging (FCM) if you configure the new related [fcm options](#).
- GMS Server can now print service execution time in log files if you configure the following options in the new profiler section: `enable`, `logged-classes`, `stored-classes`.
- Chat V2 with CometD was enhanced with the following features:
 - Support for [Chat Session File Transfer](#) operations, such as `fileGetLimits`, `fileUpload`, `fileDownload`, and `fileDelete`.
 - The option `enable_notification_hybrid_mode` is now deprecated. Chat sessions started over Chat API V2 with CometD API no longer allow regular requests over Chat API V2.
 - For usability purposes, the operation parameters `alias`, `userId`, and `chatId` are no longer required and can be omitted from your queries. For backward compatibility, GMS will keep sending events that include these parameters, populated with bogus values. (GMS-5546)

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Resolved Issues

This release contains the following resolved issues:

The Genesys Mobile Services Custom Callback Plugin Sample was updated and is available for [download](#). (GMS-5765)

Callbacks in PAUSED state are now displayed in the Callback UI. (GMS-5713)

Upgrade Notes

To use the new `_urs_vq_priority_boost_on_connect` option, you need to import the `GMS_URS_Strategy_85109_v2.58.zip` strategy available for download in the [Callback Solution guide](#). Further instructions are available in the [upgrade](#) section of the *Genesys Mobile Service Deployment Guide*.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.111.10

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/23/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

GMS now forces remote Firebase servers to close connections. (GMS-6621)

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Upgrade Notes

No special procedure is required to **upgrade** to release 8.5.111.10.

8.5.111.09

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/11/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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

This release contains the following resolved issues:

Customer-related privacy information (such as phone number) has been removed from throttling exception messages. (GMS-5610)

GMS no longer causes URS failures by using a different URL to ping URS availability. Previously, when GMS was connected to URS versions from 8.1.400.33 to 8.1.400.36, the GMS load-balancing of the URS feature might have made URS stop. (GMS-5582)

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Upgrade Notes

No special procedure is required to **upgrade** to release 8.5.111.09.

8.5.111.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/29/17	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- GMS throttling capability now returns a specific exception code and message when reaching its throttling limits.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The Orchestration Server (ORS) load balancer now checks all available ORS instances before attempting submit-for-callback execution. Previously, failed callback submit attempts were counted for the load-balancer list of ORS instances that were known to be down. (GMS-5428)

The selection box in the **Add New Service** dialog was getting cut off for small screens. The Service Management UI now allows the user to scroll to see all selections. (GMS-5415)

The GMS node no longer selects Chat Server in Service Unavailable status to serve new chat sessions. Previously, the GMS node could select Chat Server in Service Unavailable mode for new sessions, resulting in session creation failures. (GMS-5400)

GMS now works correctly if the Pulse layout contains non-ASCII characters. For example:

```
"available_value" : {  
  "kvalue" : [{  
    "v" : "Änderung durchführen",
```

```
        "k" : "1"  
      },  
      "type" : "stKEYVAL"  
    },
```

Previously, in that scenario, the Journey Dashboard for Pulse displayed a spinning wheel, but no statistics. (GMS-5365)

GMS can now send ORS requests with filtered parameters using Oracle's Java Development Kit (JDK) version 7 or version 8. (GMS-5343)

GMS **Journey Timeline** now shows properties correctly for newly created services. Previously, **Journey Timeline** showed properties incorrectly for new services, depending on which OS, language, and timezone was used. (GMS-5338)

The **Advanced Options** dialog in the Service Management UI now works correctly. Previously, it might have displayed the following error: Maximum callbacks must be a number. (GMS-5331)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.08.

8.5.111.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/17	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- For sessions started over Chat V2 API with CometD, GMS nodes now include additional information such as Local Time Zone Offset.
- This release improves the callback recovery process in case of network unreliability between GMS and ORS.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

For the Chat V2 service, the GMS node now responds with an error code 204 (max_message_size exceeded) if the node receives a valid request whose message size is less than max_message_size but higher than the value set in the xml-request-max-size option of the Chat Server. The returned error response has statusCode=2 and chatEnded=false, indicating that the request can be repeated successfully if the message size is reduced.

In 8.5.111.04, the GMS node would respond with statusCode=1 and chatEnded=false, incorrectly indicating that the request can be repeated as is. In versions earlier than 8.5.111.04 in this scenario, the GMS node would respond with statusCode=2 and chatEnded=true, incorrectly indicating that the session was over. (GMS-5344)

GMS is now able to send requests to ORS with filtered parameters using Oracle's Java Development Kit (JDK) versions 7 or 8. (GMS-5343)

GMS nodes now properly close a connection with the Chat Server after creating a chat session over Chat API V2 with CometD. Previously, the GMS node kept the connection open, causing the number of established connections between the GMS node and the Chat Server to grow by one for each new chat session. (GMS-5337)

The **Advanced Options** panel of the Configured Services UI no longer displays the **Maximum callbacks must be a number error** message. (GMS-5331)

Now, GMS is able to use the connection parameters (for example, TLS parameters) of the Chat Server application configured in GMS **Connections** tab to open the Chat v1 session. (GMS-5083)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.05.

8.5.111.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/21/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- The enable-bulk-cancel-and-export-callback option was renamed disable-bulk-cancel-and-export-callback and is now false by default.
- The Callback UI now displays a customizable set of custom keys that can be attached to the callback interaction; for example LOB (Line Of Business). To support this new functionality, Callback APIs have been enhanced to do the following:
 - Add the returned-keys option to return custom keys in the Callback GET APIs.
 - Add the filter-keys option to, and the ability to, specify filtering keys in the **Admin Query Queue**.
- The Callback Web UI has been enhanced to handle the **new custom key functionality** provided by APIs. This change allows you to:
 - Provision keys to be visible to users, and keys to filter API query requests.
 - Make custom keys visible to users for each callback record, and to allow filtering on each custom key.
 - Define labels, via the callback_column_alias option, to replace custom key names with more user-friendly text, with the key-to-label mapping being stored centrally in Configuration Server.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

When the GMS application's connection to Chat Server is configured with ADDP, the GMS node now enables ADDP on the Chat Server persistent connection when used in notification mode (when GMS option **enable_notification_mode** is set to true). Previously, ADDP was not enabled on the Chat Server persistent connection even if configured. (GMS-5309)

When using Chat V2 API, the GMS node now provides local time zone offset information to the Chat Server. As a result, email with a chat transcript generated at the end of the chat session now displays timestamps in the local time instead of the UTC time. Previously, the GMS node did not provide local time zone information when using Chat V2 API. (GMS-5284)

The interval between failed attempts to reconnect to a Chat Server in notification enabled mode after the connection was dropped has been adjusted (decreased) as follows:

- 1st minute—one attempt every 10 seconds.
- 2nd and 3rd minute—one attempt every 15 seconds.
- 4th and 5th minute—one attempt every 30 seconds.
- Thereafter, one attempt per minute.

(GMS-5248)

In the scenario where a persistent connection has not been yet established with a recently re-started Chat Server and where no other Chat Servers are available, GMS now correctly provides `statusCode=1` and `chatEnded=false` in response to a **requestNotifications** operation. Previously, in such scenario, the GMS node incorrectly provided `statusCode=2` and `chatEnded=true`. (GMS-5234)

A new service level option **max_message_size** has been introduced in this release. It defines the maximum size limit of **text** and **message** parameters for applicable email, chat, or chat generated using Comet APIs.

In addition, for the Chat service, the GMS node now responds with an error code 204 (`max_message_size exceeded`) when a valid request is received whose message size is less than **max_message_size** but higher than the value set in Chat Server option **xml-request-max-size**. This error response has `statusCode=1` and `chatEnded=false`, indicating that the request can be repeated successfully if the message size is reduced. Previously in this scenario, the GMS node would respond with a `statusCode=2` and `chatEnded=true`, incorrectly indicating that the session was over. (GMS-5211)

The Callback update request now removes the user data key correctly when the user data key's value is empty. (GMS-5183)

GMS now provides a protection mechanism against using Chat V2 API requests against a chat session started using Chat V2 with Comet in notification mode. Genesys recommends to keep this mechanism on (enabled by default).

The `enable_notification_mode_hybrid` configuration option must be set to `true` to enable this protection. With this value set to `true`, GMS node will establish a persistent connection with the Chat Server(s) and enable Chat V2 CometD API. This option is defined on a media level only and is not dynamic. Changes to this option while GMS node is started are not supported and may lead to incorrect node behavior. (GMS-5174)

The Chat V2 File Upload API is extended in this release with an optional **transcriptPosition** parameter, which allows you to select the size of a transcript. (GMS-5063)

Upgrade Notes

To upgrade GMS, run the Installation package and follow the instructions detailed in the [Upgrade](#) page of the Genesys Mobile Services Deployment Guide.

8.5.110.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/16/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GMS is now able to manage several statistic references that Statistics Server groups into a single statistic event. This scenario happens when the subscribed statistics are similar or if they share the same underlying definition but have different names. (GMS-5389)

Helpful Links

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Upgrade Notes

No special procedure is required to **upgrade** to release 8.5.110.11.

8.5.110.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/23/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issue:

A GMS node now properly closes a connection with the Chat Server after creating a chat session over Chat API V2 with CometD. Previously, the GMS node kept the connection open, causing the number of established connections to grow between the GMS node and the Chat Server by one for each new chat session. (GMS-5336)

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Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.110.08 as usual, then **update the DFM files** to ensure correct callback processing.

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template from the new GMS installation directory. Start the Service Management UI and **upload** the <GMS Installation Directory>/service_templates/callback.zip file.

Release 8.5.110.08 requires the **download and update** of the following strategies:

- WaitForTarget version 2.5+
- SetRouteDelay version 2.1+

If you are upgrading from a version older than 8.5.109.05, you may need to modify the configuration option `_enable_in_queue_checking`. By default, this option blocks all the Callback requests issued from a customer number that has already appeared twice in queue. If you wish to keep the previous behavior (with no automatic blocking), set this option to `false`.

8.5.110.07

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/17	General			X		X

What's New

This release contains the following new features and enhancements:

Callback

- The `_throttle_customer_number_limit` option is renamed `_throttle_request_parameters_limit` in the [Queue Management](#) section of the Callback Service options and in the [callback](#) section of the GMS configuration.
- Support for the option `_request_ewt_service`. Use this option to specify a `urs-stat` service to retrieve the EWT in the Configured Services UI.
- Support for the [Bulk Cancel and Export](#) of callback records. Set the new option `enable-bulk-cancel-and-export-callback` to `true` to enable this feature in the Callback UI. A new `CANCELLED_BY_ADMIN` state was introduced to make a distinction between a cancellation by an administrator as opposed to a cancellation requested by a customer.
- Support for the [Export Cancelled Callback Records](#) feature through the Callback Services API.

Mobile Engagement

- Support for the [Digital Channel Open Media API](#).
- Support for CometD communication over WebSocket transport. To enable Secure WebSocket, deploy GMS with an [SSL certificate](#).

Context Services

- Support for the following new APIs in Context Services:
 - [Composite Start of Service, State, Task](#) finds or creates services, states, and tasks in a single REST call.
 - [Merge Extension Data](#) updates an extension with the specified key-value pairs or creates a new extension if it does not exist.

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Resolved Issues

This release contains the following resolved issues:

GMS Chat v1 now manages the idle notices of the new ChatServer API and the idle messages of the old, compatible ChatServer API. (GMS-5017)

GMS now properly balances the load between all of the available Chat Servers when using the Chat v1 API. Previously, GMS was only sending the Chat V1 load to one Chat Server. (GMS-5105)

You can now configure the mailbox option at the service level, which will override the media value. (GMS-4947)

GMS now supports bigger notification payload (2KB) for iOS versions above 8. (GMS-4881)

Exception rules in the Capacity service are now correctly handled and override default rules as in the Office Hours service. (GMS-4702)

If agents are registered to a switch that requires `_ixn_redirect_confirm=false`, and the agent disposition dialog is enabled, and an agent rejects a call that has been redirected, then the disposition dialog is now displayed. (GMS-4651)

Upgrade Notes

If you plan to upgrade to release 8.5.110.07, refer to the [How to upgrade GMS?](#) section in the Deployment Guide.

8.5.109.10

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/07/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The GMS ping session request for ORS is now using the cookies that have been assigned to the session. (GMS-6176)

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Upgrade Notes

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

8.5.109.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/21/17	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Support for `stat_to_check`, `stat_operator`, and `stat_value` properties for each of the targets set in the `option_target`. The system uses these properties to check the statistics and determine if the target should be expanded or if the callback should continue waiting for the same target after the timeout is reached.

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Resolved Issues

This release contains the following resolved issues:

The `AttributeMediaType` parameter of the reporting user events is now set to an integer value. (GMS-5040)

For each KVP included in the user data, the callback strategy now includes a KVP in the historical reporting data, with key name set to `_CB_UD_X`, where X is the key name of the user data. (GMS-5038)

The feature for Callback multiple targets includes the following modifications and now requires an upgrade of the URS Routing Strategy to [version 2.56](#).

- If you set the `clear` property to `true` for one of the targets defined in `_target`, this property now applies to that target only. Previously, the `clear` property was applied to the next target.
- If you add more than three targets, the routing strategy can now use the fourth and fifth targets. Previously, these corresponding values provided by the callback SCXML application were not populated

correctly in the URS strategy.

- Statistics checks now occur on timeout and prior to queueing a target. Previously, statistic checks occurred only on timeout. (GMS-5047)

Callback no longer ends in error when the expanded callback diagnostic data is displayed for a callback with `_target` set to the expanding target format. (GMS-4930)

If the customer abandons the call before being connected to an agent, the KVP `_CB_D_CUSTOMER_CONNECTED_ WAITING_FOR_AGENT` is now correctly set. (GMS-4901)

This release fixes the problem where the callback disposition dialog was not presented when the agent detected a busy signal and ended the call. Now, when a `USERORIGINATED` inbound call arrives at the GMS callback application, the application waits for the `interaction.added` event prior to accessing interaction data. Previously, interaction data was accessed on the `interaction.present` event and hence interaction data was not available in some timing-related conditions resulting in the callback session ending in error. (GMS-4478)

The KVP `_CB_DIM_DIAL_DIALOG_RESULT` now supports the values `RIGHT_PERSON`, `RESCHEDULED`, `CANCELLED`, and `TRANSFERRED_TO_RP`. Previously, only `RIGHT_PERSON` and `RESCHEDULED` were supported. (GMS-3790)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.109.08 as usual, then **update the DFM files** to ensure correct callback processing.

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template from the new GMS installation directory. Start the Service Management UI and **upload** the `<GMS Installation Directory>/service_templates/callback.zip` file.

Release 8.5.109.08 requires the **download and update** of the following strategies:

- WaitForTarget version 2.5+
- SetRouteDelay version 2.1+

If you are upgrading from a version older than 8.5.109.05, you may need to modify the configuration option `_enable_in_queue_checking`. By default, this option blocks all the Callback requests issued from a customer number that has already appeared twice in queue. If you wish to keep the previous behavior (with no automatic blocking), set this option to `false`.

8.5.109.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/05/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Prevent high rate callback requests in a certain period of time at the service and application levels by configuring the options `_throttle_callbacks_per_service_1`, `_throttle_ttl_1`, `_throttle_callbacks_per_service_2`, and `_throttle_ttl_2`.
- Limit the number of callback requests per customer number and per day at the service and application levels by configuring the options `_throttle_customer_number_limit` and `_throttle_request_parameters`.
- Support for the **Estimated Wait Time (EWT) query** in the Callback Service API.
- Support for **Pausing callback** by configuring the `GMS_Paused_Services` Transaction List and two new service options: `_paused_services_id` and `_paused_services_list`.
- If you create a callback in the Callback UI, the dropdown list that displays queues is now sorted alphabetically.
- GMS Digital Channels Chat V2 API introduces support for CometD operations and notifications. You can configure the option **enable_notification_mode** to enable notifications.
- Support for delay for the deletion of notification subscription by using the configuration option `unsubscribe-delay`.
- Disable the creation of callbacks when two are already booked for a given a customer number. By default, this feature is activated in the `_enable_in_queue_checking` option of your GMS configuration. You can also deactivate this feature per service by modifying the service option `_enable_in_queue_checking`.

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Important

Set `_enable_in_queue_checking` to `false` if you wish to keep the previous Callback behavior.

Resolved Issues

This release contains the following resolved issues:

GMS now correctly updates final callback status for Callback calls. Previously, an issue sometimes occurred when, after successfully connecting a callback to a customer, an unwanted second call was placed to the same customer because the final status of the callback was not updated properly. (GMS-4797)

If an agent selects a `retry_now` or `retry_later` disposition, the Callback is queued again and the status is updated to `QUEUED`. Previously, the status remained `PROCESSING`. (GMS-4794)

When using an Avaya switch, some timing-related conditions no longer result in the session terminating prematurely. (GMS-4793)

In a preview scenario that involves an Avaya switch, if the agent rejects the preview request for Callback, the session will wait for the next selected agent and will process the Callback normally. Previously, when the agent selected the **reject** action, Callback was no longer processing the request and eventually timed out. (GMS-4792)

The count of logged-in agents now only includes voice agents in the GMS Admin UI's callback diagnostic data. (GMS-4722)

You can now add a delay to the callback subscription deletion to be able to receive the last notification changes by configuring the option `unsubscribe-delay`. Previously, when the publish notification and the delete subscription requests were received concurrently, the subscription may have been deleted before the notification gets published. (GMS-4608)

The "waiting for next available agent" prompt is now played to the customer when the agent does not accept the transfer of the callback call. (GMS-4577)

If you are using an external cassandra cluster and TLS connection between GMS nodes, the **Monitor** panel of the Admin UI now correctly shows the GMS nodes in alive status (green). (GMS-4412)

For security reasons, stack traces have been removed from GMS HTTP Response. Stack Trace messages are still available in GMS logs in debug mode. (GMS-4327)

The callback SCXML now parses correctly the option `_plugin_on_dial_invoke_on_call_failed`.

(GMS-3359)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.109.05 as usual, then **update the DFM files** to ensure correct callback processing.

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template (version 2.33+) from the new GMS installation directory. Start the Service Management UI and **upload** the <GMS Installation Directory>/service_templates/callback.zip file.

IRD Strategy WaitForTarget should be updated to **version 2.4+**.

If you are upgrading to version 8.5.109.05, you may need to modify the new configuration option `_enable_in_queue_checking`. By default, this option blocks all the Callback requests issued from a customer number that is already two times in queue. If you wish to keep the previous behavior (with no automatic blocking), set this option to `false`.

8.5.108.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Basic Authentication support is extended to Digital Channels API. To enable Basic Authentication for Digital Channels API, follow instructions in the [Deployment Guide](#).
- GMS now supports multiple targets for Callback.
- You can now configure a maximum limit for queued callbacks by setting either `max_queued_callbacks_per_service` in your GMS configuration or `_max_queued_callbacks_per_service` in your Callback service.
- A new callback service option `_agent_first_via_rp` has been added. If you set this option to true, the outbound call for a callback with `_userterminated_first_connect_party=AGENT` and `_agent_preview=false` will be placed from a route point instead of from the agent DN.
- Support for the [Phone Number Validation Service](#).
- Support ability for Callback bookings to automatically reject premium-rate numbers.

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Resolved Issues

This release contains the following resolved issues:

Now, GMS can start with the backup statistic server when this one is in primary mode at startup. (GMS-4640)

The default value of the callback option `_retain_session_until_ixn_deleted` is now false.

(GMS-4572)

Now, callback outbound calls placed from agent DNs are properly completed. Previously, for some switch configurations, the agent disposition dialog was not displayed. (GMS-4567)

Unicode characters are now correctly returned in callback requests. (GMS-4559)

If you are not in a switchover scenario and of the connection to Configuration Server or to a Configuration Server proxy is lost, GMS now maintains the subscriptions to all of its configuration objects (including transaction lists). (GMS-4538)

Callbacks scheduled at the top of an hour are now processed correctly. Previously, if the `_desired_time` option was set to "2017-03-03T20:00:00.000Z" for example, the callback may not have been processed. (GMS-4532)

When GMS Callback receives a `USERORIGINATED` inbound call, the Callback application now waits for the `interaction.added` event before accessing interaction data. Previously, interaction data was accessed when receiving the `interaction.present` event and the interaction data may have been unavailable due to some timing-related conditions resulting in a script error. (GMS-4478)

Now, callback outbound calls placed from agent DNs are properly completed. Previously, for some switch configurations, a callback outbound call connected to an agent may have failed to complete properly and to get `COMPLETED / AGENT_CONNECTED` as a final callback status. (GMS-4473, GMS-4464)

Now, GMS can get statistics without waiting too long for Stat Server notifications. (GMS-4058)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.108.02 as usual, then **update the DFM files** to ensure correct callback processing.

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template (version 2.33+) from the new GMS installation directory. Start the Service Management UI and **upload** the `<GMS Installation Directory>/service_templates/callback.zip` file.

IRD Strategy `WaitForTarget` should be updated to **version 2.4+**.

8.5.107.19

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/24/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

GMS is now able to manage URIs that begin with '//scxml/session/' or with '/scxml/session/'. (GMS-4451)

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Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.107.19 as usual, then [update the DFM files](#) to ensure correct callback processing.

8.5.107.17

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/10/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The Configured Services UI now displays the route point options correctly in the dropdown widget. (GMS-4350)

If the max-sessions option is not set in the GMS configuration, GMS no longer limits the number of allowed login attempts for the same user. Previously, GMS would have limited to 9999 the number of allowed login attempts even if the option was not set. (GMS-4382)

In a multi-tenant environment, GMS now always selects a media server that belongs to the tenant configured in the service. Previously, GMS might have selected a media server that did not belong to this tenant. This issue was affecting the Chat and Email v1 and v2 APIs. (GMS-4411)

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Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.107.17 as usual, then [update the DFM files](#) to ensure correct callback processing.

8.5.107.15

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/27/17	General			X		X

What's New

This release contains the following new features and enhancements:

- GMS now supports URL rewriting.
- GMS now has a Callback count API that you can use to ensure that you do not book more Callbacks than you have licenses for.
- GMS now supports load balancing for ORS nodes.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

If the value of the **enable_ors_loadbalancer** configuration option in the **ors** section is set to `true`, GMS now defaults to using the ORS URL list with the load balancer feature and the load-balancing strategy. (GMS-4313)

GMS no longer creates a new session for every user request, thereby avoiding certain types of performance issue. (GMS-4294)

GMS now sends **deviceId** when sending push notifications to custom HTTP targets. (GMS-4293)

When an outbound call for a callback service fails to connect to the customer and another attempt is scheduled to occur after a delay, agent availability is now taken into account in determining when to place the outbound call. In particular, if no agents are available, retry attempts will be delayed until

after an agent becomes available. (GMS-4258)

When requests are sent to the Callback API, the circular load-balancing strategy (**_ors_lb_strategy**) is now correctly applied to the ORS URL list defined in the **service/server** section. (GMS-4250)

When startup statistics are defined in the GMS configuration and the GMS configuration is changed, GMS now resubscribes to the startup statistics after the Stat Server connections are closed and reopened. (GMS-4242)

The Sample UI no longer ignores the **Comet Notifications** toggle for chat-related requests. (GMS-4240)

GMS no longer creates a new session for each node API call. This can improve performance. (GMS-4237)

GMS no longer misses statistics events from Stat Server in circumstances where the host is under a heavy load and the JVM has difficulty scheduling its threads. (GMS-4223)

The ORS servers in the **Connections** tab of the GMS application now take backup servers into account using the circular load-balancing strategy (**_ors_lb_strategy**). (GMS-4204)

Advanced parameters are now displayed on the Configured Services page by default. Previously, they were hidden by default. (GMS-4203)

This release addresses security issues found in the User Interface. (GMS-4183)

GMS now correctly handles subdirectories within business attributes that are defined in its configuration options, allowing it to find the correct value when it is subscribing to business attributes. (GMS-4096)

GMS now correctly handles the maximum number of concurrent sessions. (GMS-4087)

The **_ors** option in the **server** section now works with a list of ORS URLs. (GMS-4017)

Customer calls are now disconnected if the callback ends in state COMPLETED (FAIL_AGENT_CONNECT), even if the maximum number of agent connection attempts is exceeded. (GMS-3950)

The callback transfer-to-agent confirmation timer can now be disabled by setting **_agent_transfer_confirm_timeout=0** (the default value). You must use this setting if your site has

enabled call monitoring, for example if you have set the T-Server parameter **divert-on-ringing** to false for all agents.

If call monitoring is not enabled, however, you should normally enable this timer. A value in the range of 10 seconds is appropriate. This allows a call to progress to the agent connected state when there isn't any T-Event messaging to confirm this. (GMS-3874)

GMS no longer adds an extra time slot at the end of a requested callback interval. Previously, if the callback service was configured using both office-hours and capacity services, and if the office-hours configuration for the **bh_XXX** parameter used a time period ending with 24:00, the callback availability window would include an extra, erroneous time slot at the end of the requested interval. (GMS-3511)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.107.15 as usual, then **update the DFM files** to ensure correct callback processing.

8.5.106.18

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Callback

In a User Terminated scenario, after the call is connected to the customer and if the customer hangs up before being connected to the agent, the callback disposition is now reported as `COMPLETED.ABANDONED_IN_QUEUE`. Previously, the disposition was incorrectly set to `COMPLETED.FAILED_TO_CONNECT_CUSTOMER`. (GMS-4178)

Upgrade Notes

After upgrading to release 8.5.106.18, update the DFM files as detailed [here](#) to ensure correct callback processing.

8.5.106.16

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/16	General			X		X

What's New

This version was first released as a Hot Fix on 11/03/16.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

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Callback

The `_CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT` and `_CB_N_TIMEOUT_WHILE_WAITING_FOR_AGENT` call metrics are now reported in all callback scenarios. Previously, these metrics were either incorrectly reported in some scenarios or not reported at all. (GMS-4049)

When GMS resubmits a callback service request to an available ORS, GMS can now maintain the queue priority and interaction age by passing in calculated settings. To enable the restoring of virtual call priority and interaction age, set the `callback/enable-restore-vq-position` option to `true` in your GMS application. By default, the option is `false` and the feature disabled. (GMS-4015)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.16.

8.5.106.14

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/21/16	General			X		X

What's New

This release contains the following new features and enhancements:

Callback

- New Callback status-related change notification events are now available. See the [reference](#) list for details.
- New service and configuration options have been added to recover old callbacks. See the new GMS [callback](#) section and the [service](#) option reference for details.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

GMS now uses enhanced pulling to ensure that interactions are pulled for a specific strategy and not for a view. Because of this, GMS no longer checks to see that the interaction view is removed in the inbound chat service. (GMS-3646)

GMS can now use backup instances for ORS nodes listed in the **Connections** tab. (GMS-3848)

Pulse reporting statistics for callback outbound calls for Virtual Queues (VQ) are now set correctly.

(GMS-3355)

Callback

Attached data keys for reporting are now attached to callback calls if the SCXML plugin returns `action=route_to_rp`. (GMS-3835)

The new `_on_route_done_delay` parameter now allows delays when fetching user data from a `WaitForTarget` strategy after the target was selected. This option ensures that user data is consistently added to the interaction. Previously, user data was not always attached to the interaction. (GMS-3427)

GMS is now able to submit a callback request to another ORS URL using the list of ORS URLs set in the `_ors` service option. (GMS-3929)

Logout is now correctly handled in the Service Management UI for Firefox. In version 8.5.105.11, with Firefox, you could not log in again after logout. (GMS-3800)

Upgrade Notes

To upgrade to release 8.5.106.14 from earlier 8.5.10x.xx versions, you may have to **deploy manually** the Cassandra schemas.

8.5.105.16

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/07/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Releases Info

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

This release contains the following resolved issues:

Callback

The Callback API now supports integers in JSON-formatted parameters. Previously, GMS ignored integer parameters. (GMS-3967)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.16.

8.5.105.14

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/16/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Context Services

The Context Services API now allows DELETE operations even if you do not supply the Content-Type=application/json header in the API query. (GMS-3857)

Callback

The RVQDBID and RVQID attached data keys of the callback call are now correctly set and no longer prevent statistical reporting from functioning properly. (GMS-3850)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.14.

8.5.105.12

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/17/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

This release contains the following resolved issues:

Callback

Pulse reporting statistics for callback outbound calls for a Virtual Queue (VQ) are no longer set improperly. (GMS-3355)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.12.

8.5.105.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

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Callback

If the `_status_notification_target` and `_callback_events_list` options are both set in the Callback service configuration and if the `_status_notification_target` option is not set in the `_callback_events_list` Transaction List object, then Callback now uses the `_status_notification_target` value configured in the Callback service. Previously, in this scenario, the `_status_notification_target` option defined in the Callback service was ignored. (GMS-3699)

You can now configure your firewall to allow HTTP messages matching the `/internal/*` pattern and ensure that notifications and metrics are submitted. Previously in this scenario, an HTTP 401 error would have been returned because authentication information was missing. (GMS-3690)

If the first selected agent does not answer the call, the callback strategy now correctly selects another agent. (GMS-3653)

Context Services

The vertical timeline of the Context Services interface no longer fails to render if it contains a state whose media type cannot be found. Previously, the interface may have failed to render when the **mapping** of the Business Attributes was not correctly set in the business-attribute section of the Context Services application. (GMS-3737)

Genesys Mobile Services

GMS no longer throws the `IllegalArgumentException: Cannot convert date error` that blocked the display of the Service Management UI. (GMS-3702)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.11.

8.5.105.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/16	General			X		X

What's New

This release contains the following new features and enhancements:

Genesys Mobile Services

- In the [Digital Channels Chat V2 API](#), the pushUrl request now checks the validity of the URL input. Only http, https, and ftp URLs are supported.

Context Services

- The Context Services Interface now uses display names in panels and lists. Make sure to set meaningful display names when you [configure](#) Business Attributes.

Callback

- The Agent preview data sent to the desktop can now be configured to include the user data that was attached to the real outbound call before it was routed to the agent. The `_attach_udata` and `_urs_udata_xfer_keys` parameters are used to make this [configuration](#).
- Callback status notifications are now [supported](#).

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

If you upgrade from GMS versions older than 8.5.102, you have to manually **deploy** the Cassandra schemas. Starting in 8.5.102, Cassandra schemas are compatible GMS 8.5.105 and do not require any upgrade. (GMS-3612)

During startup, GMS now properly fetches the running status of the connected media servers from the Solution Control Server. Previously, sometimes, some status might not have been retrieved correctly. (GMS-3589)

If your Orchestration Server (ORS) is older than version 8.1.300.30, the ORS Load Balancer cannot work with GMS and you can now **disable** the load balancer. (GMS-3562)

If a GMS cluster application belongs to the Connection tab of a Client application like Genesys Web Desktop, the GMS cluster nodes request (using the Admin UI or the Admin API) no longer gets a Null Pointer Exception response (error code 500). (GMS-3544)

Context Services

If you create new services, states, or tasks with the Context Services UI, they are now rendered correctly, even if it is displaying a large number of service elements. (GMS-1889)

Callback

The Callback UI now correctly loads and no longer disables the **Create Callback** and **Advanced Options** buttons if the displayed callbacks are all of type USERORIGINATED. Previously in this scenario, the Callback UI continuously loaded callbacks and disabled these buttons. (GMS-3623)

Values for **_CB_T_SERVICE_START** and **_CB_T_CALLBACK_ACCEPTED** are no longer rounded or truncated when using ORS 8.1.400.44 or higher. (GMS-3500)

Upgrade Notes

If you upgrade from GMS versions older than 8.5.102, you have to manually **deploy** the Cassandra schemas. Starting in 8.5.102, Cassandra schemas are compatible GMS 8.5.105 and do not require any upgrade.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.104.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/31/16	General					X		X

What's New

This release contains the following new features and enhancements:

Genesys Mobile Engagement

- The new [gsgadmin_redirect](#) option enables you to handle redirections on login and logout request. (GMS-2433)
- GMS now supports the configuration of multiple e-mail services in a GMS application.
- GMS now supports secure connections towards the eServices Chat Server, E-mail Server Java, and Universal Contact Server.
- GMS now supports dynamic provisioning of the backup servers set for the Chat Server, E-mail Server Java, and Universal Contact Server.
- Jetty container has been upgraded to version 9.2.10.v20150310.
- The Genesys Mobile Services Android Sample now supports HTTPS. To activate HTTPS, enable the "Secure Protocol" option and set the right HTTPS port. For demonstration purpose, the application will trust all server certificates.
- A new [Service Management UI](#) is now available.

Callback

- The Variable Callback Slots feature is now supported for scheduled callbacks and can be [configured](#) in the Service Management UI.

Resolved Issues

This release contains the following resolved issues:

Helpful Links

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

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Callback

The `_plugin_on_dial_associate_ixn` option is now correctly evaluated when the `parse-start-params` option is set to `false` in Orchestration Server. Previously, Callback did not associate the interaction with the plugin session if the `parse-start-params` option was set to `false` in Orchestration Server. (GMS-3115)

The following User Data Keys are now attached to all callback related interactions (including virtual interactions waiting in queue) to differentiate normal and callback calls. (GMS-3436)

- `_CB_T_CALLBACK_ACCEPTED`—The UTC timestamp when the callback offer was accepted.
 - `_CB_T_CUSTOMER_CONNECTED`—The UTC timestamp when the customer was reconnected to the contact center and started waiting for an agent to be connected.
 - `_CB_T_SERVICE_START`—The UTC timestamp when the callback started.
 - `_CB_SERVICE_ID`—The ID of the callback service request. Depending on the scenario, the value equals the ID of the GMS service instance or ID of the ORS session.
-

This release includes a modification of the DFM methods. To apply this modification, if Orchestration Server points to static DFM files, you must update the callback DFM file (`callback.jsp`) that you can [download](#) in the Service Management UI. (GMS-3178)

Values for `_CB_T_SERVICE_START` and `_CB_T_CALLBACK_ACCEPTED` are no longer rounded or truncated when using ORS 8.1.400.44 or higher. (GMS-3500)

Context Services

You can now perform a full export of the Context Services conversations, even if some conversations include more than 10,000 events. (GMS-3306)

The Journey Timeline Plugin for Workspace Desktop Edition is now able to connect and load data for customer journey timelines. (GMS-3123)

Genesys Mobile Services

GMS can now fetch the Chat Server session transcripts, even in High Availability scenarios. (GMS-3303)

GMS now properly reconnects to the Solution Control Server if the connection is lost. Additionally, GMS now allows a normal startup and initialization if GMS cannot connect to the Solution Control Server. In this case, the Digital channels APIs are unavailable till the connection to the Solution Control Server is restored. (GMS-3461)

If the custom notice for notifying agent has been sent and if the chat client application is not connected, GMS no longer sends empty chat transcripts in push notifications to the chat client application. (GMS-3396)

Using an external Cassandra database no longer prevents the Admin UI from displaying nodes' status on the Monitor tab. (GMS-3223)

Now the `_ixn_redirect_hints` option is correctly evaluated when the `parse-start-params` option is set to false. Previously, in that scenario, the `ixn_redirect_hints` option was ignored due to parsing errors. (GMS-3105)

If the Typing Preview feature is enabled, GMS now uses the `NoticeText.Text` field to deliver the preview message content to Chat Server. Previously, the preview message was sent as a `MessageText.Text` field. (GMS-3178)

The `DOSFilter` and `CrossOriginFilter` are now set in `<GMS_HOME>/etc/webdefault.xml` file (GMS-3295)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.04.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.22

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/05/16	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Genesys Mobile Services

GMS is now able to fetch Chat Server session transcripts even in HA scenarios. (GMS-3303)

Helpful Links

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.22.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.20

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/24/16	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Genesys Mobile Services

You can now use HTTP or HTTPS to manage the communication between the GMS nodes in cluster mode by changing the value of the web_scheme option. (GMS-3155)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.20.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.18

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/21/16	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Context Services

Context Services now authorizes the Journey Timeline Plugin for Workspace Desktop Edition to load data. (GMS-3123)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.18.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.17

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/16/16	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

The TypingStarted chat notice can now handle a customized text. (GMS-3000)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.17.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.16

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/08/16	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Context Services

Journey Timeline now appears in the GMS Admin UI only if UCS is installed and configured to work with the Context Services. (GMS-3086)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.16.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.15

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/02/16	General	Under Shipping Control				X		X

What's New

This release contains the following new features and enhancements:

Genesys Mobile Engagement

- GMS now refreshes the JSESSIONID cookie after login. (GMS-3083)

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Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

The ability to detect the disconnection of a backgrounded mobile chat application has been restored. (GMS-3082)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.15.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.14

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/19/16	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Callback

The Preview, Disposition, and Reporting UserEvents are now correctly sent to the selected agent or the reporting switch specified in the `_rep_userevent_switch` option of the Callback service. If primary and backup T-Servers are configured in your environment, this configuration also works in a failover scenario. Note that the `_sip_server_app_name` option introduced in 8.5.300.10 is now deprecated. Previously, you had to configure the `_sip_server_app_name` option in Callback services although the support for multiple T-Servers was not available.

To ensure a correct distribution of UserEvents, check in your configuration that:

1. You correctly set the T-Server property in your Switch object in CME or in Genesys Administrator.
2. You correctly set the `_rep_userevent_switch` option in your Callback service options in the GMS Admin UI.

(GMS-2990)

GMS now returns audio files without audio noise. (GMS-3039)

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Now, if the Local Control Agent (LCA) reconnects to the running GMS server, it sends the GMS running status to the Solution Control Server (SCS) and the Solution Control Interface displays GMS as Started. (GMS-3016)

The TypingStarted and TypingStopped chat notices can now handle a customized text. (GMS-3000)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.14.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.103.10

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/22/16	General	Under Shipping Control				X		X

What's New

This release contains the following new features and enhancements:

Callback

- Support for Callback Historical Reporting with ICON, Infomart, and Interactive Insights.
- Callbacks are now automatically resubmitted when the Orchestration Server fails or is restarted.
- Callbacks can now wait for the answering machine beep before playing treatment to leave a message.
- Ability to configure the maximum number of days in the future that a callback can be scheduled.
- Support for Java 8.

Mobile Engagement

- Mobile samples have been updated for iOS 8 and 9
- Mobile samples have been updated for Android L
- GMS was tested with Hyper-V in Windows 2012
- Support for Java 8

Context Services

- New look and feel with responsive design in place for **Journey Timeline**, providing users an optimal view of services, easy navigation, customization, and interactive experience.
- Journey Timeline now includes Customer Preference Data from UCS.
- Journey Timeline now enables to search and filter data from Service, State, and Task. Users now have options to implement templates.

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-
- Support for granular data expiration capabilities, by type of conversation (that means `service_type`).
 - **Journey Timeline plugin** is available for Workspace Desktop Edition.
 - Support for Java 8.

Resolved Issues

This release contains the following resolved issues:

Callback

When the Orchestration Server (ORS) initializes the Callback application, GMS now sets the callback status to QUEUED and ORS no longer requests GMS to set the Callback status to QUEUED. Previously, ORS would have made an early request to set the Callback status to QUEUED that would have caused a GMS error because the GMS session was not initialized in the storage by then. (GMS-2842)

You can now reschedule correctly Callbacks that were not submitted in the desired time and you can also update the Callback lookup properties during the reschedule. For example, the `_customer_number` property can be changed. (GMS-2512)

The Callback disposition dialog is now displayed after the agent completes the Callback call. Previously, the disposition dialog would have been displayed right after a consultation call was marked done, even if the Callback call was still in progress. (GMS-2819)

Genesys Mobile Services

Now, you can stop GMS using the **Stop** and **Graceful stop** commands of the Solution Control Interface (SCI) before the shutdown timeout set in the GMS configuration. (GMS-2724)

For some custom Java statistics using periodical notification, GMS no longer raise a null pointer exception at first statistic subscription request and now returns zero instead. You must perform another request to get the real statistic value. (GMS-2558)

GMS now supports Cassandra JMX authentication. See the documentation [here](#). (GMS-2546)

The Statistic API now supports the definition of the username/password options in the `[server]` section of GMS to authenticate Statistic API users. Note that you can still authenticate by setting a defined user in your GMS configuration. (GMS-2552)

GMS now handles Chat Servers' switch-over. (GMS-2519)

Pulse integration in GMS now works with versions 8.5.220.20 and later of Pulse. Previously, in 8.5.102.19, Pulse integration in GMS was working only with GAX versions up to and including 8.5.210.14. (GMS-2924)

The iOS sample code (version 1.4.12 and newer) is now compatible with Xcode version 7.1.1 and iOS version 9.1. (GMS-2800)

GMS no longer supports Google C2DM because the service was shut down on the 20th October 2015. (GMS-2726)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.10.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.31

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/13/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

If the custom notice for notifying agent has been sent and if the chat client application is not connected, GMS no longer sends empty chat transcripts in push notifications to the chat client application. (GMS-3396)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.31.

Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.102.29

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/23/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Callback

You can now set the `_target` option of a Callback Service to a routing point instead of a skill expression or an agent group. Previously, the redirection would have worked for agent groups and skill expressions, but not for routing points. Note that in agent preview mode, you must still set `_target` to an agent group or a skill expression. (GMS-2531)

If you set the `_plugin_on_dial_associate_ixn` to true when configuring your Callback service, the dialed call is transferred to the plugin so that the ORS session executing the plugin functionality has full control of the interaction. The functionality specific to the interaction is then executed as attached data to ease the development of plugin using Composer. This new behavior can be disabled by setting the `_plugin_on_dial_associate_ixn` to false. (GMS-2734)

You can now override media type for user events (preview, disposition, and reporting) by setting values for the following new GMS callback service options: `_preview_userevent_mediatype`, `_disposition_userevent_mediatype`, and `_rep_userevent_mediatype`. Previously, you could not override the media type for user events, which was set to voice by default. To override media types, you must configure the `_sip_server_app_name` and upgrade ORS to version 8.1.400.26. Note that the `_rep_userevent_switch` configuration is ignored. (GMS-2616)

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If you implement a User Terminated Callback scenario where the agent connects as first party, all relevant metrics are now reported correctly. Previously, some metrics were not reported whereas they were correctly reported if the customer was the first party to connect. (GMS-2719)

Callback applications can now use method=urs on a <session:fetch> request when invoking the URS HTTP API. This new mechanism makes Callback agnostic of URS host information and allows ORS to send the request to known active URS. Previously, Callback would have made a server call to find the active URS and would have performed a <session:fetch> request using the fully qualified URL, which would have been less reliable in a failover scenario. (GMS-2746)

If the callback scenario execution is about to exit, Callback sends a reporting user event with final record set to 1 and waits until the user event is sent out successfully. Previously, Callback would have queued the user event to be sent and may have terminated without waiting for the send user event operation to complete. (GMS-2770)

If the virtual interaction for the callback request is waiting for an agent to be assigned by URS, the callback request sends a heartbeat to URS to keep looking for an available agent after every `_urs_heartbeat_interval` period (default is 90 seconds). Previously, the configuration option value was ignored and the heartbeat was sent continuously. (GMS-2771)

In a multisite environment, if the call is routed to an agent located on a different site, the Callback application continues to execute after a delay of 10 seconds. Previously, in this scenario, after routing the interaction to the agent, the callback application would have been stuck waiting for the `interaction.partystatechanged` event. There is no change in the Callback behavior when routing to an agent on the same site. (GMS-2829)

Genesys Mobile Services

Now, GMS can process configuration notifications after a switch-over of the primary/backup Configuration Servers. (GMS-2703)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.29.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.24

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
10/13/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

GMS now connects to LCA after restart. (GMS-2494)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.24.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.23

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
10/08/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Mobile Services

GMS now supports ADDP and warm-standby mode for Configuration Server primary and backup connections. (GMS-2574)

GMS now supports warm-standby mode for Message Server primary and backup connections. (GMS-2600)

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Genesys Callback

Now, you can configure your service to wait for a beep prior to playing the answering machine treatment by setting the `_treatment_call_failure_answering_machine` option to a JSON-formatted value:

```
_treatment_call_failure_answering_machine = {  
  "file": "file_url",  
  "hints": { "am-beep-detection": "on" }  
}
```

Previously, if the call was handled by the answering machine, Callback was immediately starting the treatment and the first part of the message was not recorded. (GMS-2597)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.23.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.19

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/25/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Callback

If a Callback results in a retry of the user-terminated call, the next dial attempt now occurs only after the `_dial_retry_timeout` period has elapsed. Previously, all dial retries were attempted immediately, unless the SCXML Callback was issuing the user-terminated call.(GMS-2580)

Callback now passes the Interaction ID of the user-terminated call to the configured SCXML plugin as a parameter (`_interaction_id`). Previously, play treatment was not available because the Interaction ID was missing. (GMS-2569)

Genesys Mobile Services

If you request custom statistics (Java statistics) using periodical notification, GMS no longer raises a null pointer exception at the first statistic subscription request but you need to send another request to retrieve the real statistics. Previously, in this scenario, GMS might have raised a null pointer exception and returned a zero value (which was not a pertinent value). (GMS-2558)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.19.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.18

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/17/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Callback

Now, if you cancel a callback request in QUEUED state, the Callback Service properly propagates the cancellation to ORS. (GMS-2526)

You can now correctly reschedule Callbacks which were not submitted within the desired time. (GMS-2512)

If you are rescheduling Callbacks, Callback lookup properties can be updated during the reschedule operation. For example, `_customer_number` can be changed. (GMS-2512)

If you cancel a callback request, the URS virtual interaction is deleted before the ORS session exits. Previously, in this scenario, the virtual interaction may have remained in URS and been removed after the trigger of a queue timeout. (GMS-2503)

If the call is successfully connected to the customer and if URS cannot allocate an agent within the allocated time specified in the `_max_time_to_wait_for_agent_on_the_call` option, the call now gets disconnected and both ORS and URS sessions are immediately cleaned up. Previously, in this scenario, the callback SCXML application tried to default route the non-existing call and created errors in ORS logs; additionally, the URS virtual interaction did not exit. (GMS-2544)

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Genesys Mobile Services

GMS now handles Chat Servers switchover. (GMS-2519)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.18.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.16

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/13/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Callback

Now, if you set the `_urs_xfer_data_keys` option, the Callback Service retrieves data from the URS virtual interaction and copies these data to the real interaction prior to its routing to the agent. Previously, URS data was not attached to the real call prior to its redirection. (GMS-2490)

Context Services

When using the Journey Timeline Plugin for Workspace Desktop Edition, the Journey Timeline panel now correctly displays the service's content. (GMS-2484)

Genesys Mobiles Service

Now, GMS properly connects or reconnects to LCA. (GMS-2494)

The RAM SIZE value is now correctly set in the `launcher.xml` file when Chat Server only mode is chosen. (GMS-2457)

When Genesys Mobile Services (GMS) is under load because of chat sessions processing, refresh operations are no longer blocked for these chat sessions. (GMS-2346)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.16.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.102.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/31/15	General	Under Shipping Control				X		X

What's New

This release contains the following new features and enhancements:

Genesys Mobile Engagement

- The functionality provided by Genesys Chat and Email functions in the WebAPI Server are now available within the GMS Server. (GMS-2025)

Genesys Callback

- When starting a WaitForTarget strategy through the Universal Routing Server (URS) HTTP interface, Genesys Callback now provides two additional parameters, GMS_SERVICE_ID and ORS_SESSION_ID. GMS_SERVICE_ID can be used to add/update the user data in GMS storage that gets attached to the real interaction prior to getting routed to the agent. Previously, GMS user data could not be updated by customizing a WaitForTarget strategy. (GMS-2138)
- GMS now supports priority-based routing. New priority-related options let you prioritize the queued virtual interaction, as required for callback scenarios. (GMS-2175)
- Genesys Mobile Services (GMS) can now attach user data to an outbound call when the call is first created, by including the data as a parameter in the create call request. This enables more accurate reporting for the call; user data is included starting from when the data was first created. Previously, user data was attached to the call just before routing the interaction to the agent, resulting in loss of reporting information. (GMS-2275)
- Genesys Callback can now place outbound calls in a virtual queue (as specified by the configuration option `_vq_for_outbound_calls`) before routing the call to the agent. This feature allows special reporting data collection infrastructures that depend on virtual queue events to collect data for the outbound call. (GMS-2217)
- Support for URS-based dialing in GMS Callback application — you can now enable this feature by setting

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`_urs_ewt_estimation_method=ursdial` in your configuration. Use of this feature is highly recommended to ensure efficient use of agent resources.

Note: You must upgrade URS to 8.1.400.07 or greater if you plan to use this feature.

- Genesys Callback now provides plugins for customizing the behaviour of the system after the outbound call is made. (GMS-2158)
- Genesys Callback now supports passing the age of an interaction to Universal Routing Server (URS) — used to keep the interaction's place in the virtual call position queue. This functionality supports scenarios where a real call in the queue is converted into a callback. (GMS-2174)
- Genesys Callback now reports callback metrics through UserEvents. You can enable this feature in Genesys Mobile Services. When enabled, GMS sends the UserEvents to the configured DN. You can then configure your reporting tools to listen to the User Events for this DN and report on callback details. (GMS-2159)
- The Genesys Callback configuration option, `_ixn_createcall_hints`, now lets you pass in hints (free-form text) to the library responsible for the outbound call, in order to override the built-in default CPD behavior. Previously, you had to customize the callback application to support scenarios where specific CPD behavior was required. (GMS-2154)

Context Services

- Operational Reporting — Context Services can now provide information about how the system is being used by returning operational metrics (counts and duration) about services, states, and tasks through its HTTP API. (GMS-2430)

Resolved Issues

This release contains the following resolved issues:

Starting this release, Genesys Mobile Services now correctly sends multiple keys (as specified by the option `_urs_udata_xfer_keys`) to Universal Routing Server — URS receives all key values and attaches them to the real interaction. Previously, if you included more than two keys in the `_urs_udata_xfer_keys` option — for example, `key1,key2,key3` — GMS sent only the first value (`key1`) to URS for attachment to the real interaction. The previous workaround (providing the value using `&` as the key separator) is no longer required; you can use straight commas `,` as expected. (GMS-2418)

GMS now correctly starts when connected to a Solution Control Server (SCS) instance that switches from backup to primary in a Warm Standby configuration. (GMS-2388)

GMS now disconnects from the correct chat server instance in load balancing scenarios. Previously, GMS sometimes sent the disconnect request from the chat client to the wrong chat server instance, causing the chat session to stay open. (GMS-2407)

GMS now caches certain information, eliminating the need to frequently poll Configuration Server when chats are refreshed. (GMS-2284)

GMS now correctly frees up locked issues after the booking expiration timeout is met. Previously, GMS sometimes kept issues locked even after the expiration timeout was exceeded. (GMS-2164)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.11.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					

8.5.101.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/10/15	Hot Fix					X		X

What's New

This release contains the following new features and enhancements:

Genesys Mobile Services

- Support for URS-based dialing in GMS Callback application—You can now enable this feature by setting `_urs_ewt_estimation_method=ursdial` in your configuration. Use of this feature is highly recommended to ensure efficient use of agent resources.
Note: You must upgrade URS to 8.1.400.07 or greater if you plan to use this feature.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.11.

8.5.101.09

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/22/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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GMS performance is improved in scenarios that involve callback request processing. (GMS-2231)

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Genesys Products

In chat scenarios, GMS now returns a relative URL only if you set the `_relative_url` parameter to `true` in your chat query. Previously, GMS returned relative URLs if the query did not include the `_relative_url` parameter. (GMS-2236)

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If the Configuration Server restarts, GMS now correctly reconnects in warm-standby mode. Previously, in this scenario, GMS did not reconnect to the Configuration Server. (GMS-2239)

GMS now correctly removes expired resources. Previously, if a resource was allocated but not released, GMS did not remove it, even after its expiration date. (GMS-2243)

GMS applications now correctly manage ADDP connections to the Configuration Server. (GMS-2257)

In case of registration failure, GMS now reconnects to the Configuration Server through the warm standby procedure. (GMS-2249)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.09.

8.5.101.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/01/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If the agent disconnects from the chat session while your application is in background state, your application now receives a 200 OK response when returning to foreground and calling the chat refresh API. If you wish to receive a 400 Error response in this scenario, set the one of the following configuration options to true:

- `chat.chat_400_response_on_disconnected`
- `_chat_400_response_on_disconnected` in your service section

By default, these options are set to false. (GMS-2200)

When an agent enters a new message and disconnects right away, GMS now always submits a chat push notification to applications that are running in background state . (GMS-2215)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.05.

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8.5.101.03

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
04/24/15	General	Under Shipping Control				X		X

What's New

This release contains the following new features and enhancements:

- Chat Load Balancing—GMS now supports Chat Load Balancing without a connection to the WebAPI Server. To implement this architecture, you must first configure Chat Servers in N+1 mode, i.e. Chat Servers must not be configured in Primary/Backup mode; then, edit your GMS configuration and add all Chat Servers and a Solution Control Server to the list of connections. Make sure to use webapi port of Chat Servers in the Connections tab of GMS.
- The following new configuration options were added (see the [options reference](#) for details):
 - chat.chat_refresh_rate
 - reporting._urs_url
- Samples—Context Services now provides the Journey Timeline plugin for Workspace Desktop Edition as a downloadable sample. See the [documentation](#) for details.

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Resolved Issues

This release contains the following resolved issues:

If there is no recent messages from the agent, GMS no longer sends a chat push notification with an empty transcript list. (GMS-2195)

If the customer hangs up the call before the interaction is routed to an agent, the interaction is now deleted. Previously, in this scenario, the virtual interaction was not cleaned in URS and might have been routed to an agent. (GMS-2113)

The `apple.alert` parameter configured in the push section of the GMS options no longer overrides the content of the callback notifications. (GMS-2027)

The GAX Installation Package Deployment Wizard now correctly installs Genesys Mobile Services. (GMS-2129)

If GMS Callback successfully transfers an interaction to an agent, it now considers both the `interaction.partychanged` and `interaction.partydeleted` events as successful results for the transfer. Previously, in this scenario, when receiving these events, GMS was cancelling the session and reporting the service as cancelled. (GMS-2167)

GMS inbound service now correctly handles the parsing of input parameters related to ORS configuration. Previously, GMS inbound service was failing if the `parse-start-params` option was set to `false` in the GMS configuration. (GMS-2139)

The following modifications were made to handle chat push notifications with iOS.

- To set the alert text for the chat push notification messages of iOS devices, you must now configure the `client_timeout_notification_message` configuration option of your service. In addition, the alert text now includes the agent's last transcript.
 - If your iOS device limits the push notification payload size to 256 bytes (iOS version 7 and earlier), you can use the `push_notification_maxsize` parameter in your Chat REST queries (`/genesys/1/service/service_id/ixn/chat`). Set this parameter to 256 to limit the payload size of push notifications messages to 256. If you do not add the `push_notification_maxsize` parameter to your query, the the payload size is set to 4096 bytes by default. (GMS-2091)
-

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.03.

8.5.100.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/03/15	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

Genesys Mobile Services:

- Chat Push Notification—[Chat Push Notification](#) has been enhanced to handle disconnections due to client applications in background state.
- Chat scenario—The client timeout no longer applies to chat sessions that have not yet connected with an agent.

Context Services:

- This release contains no new features or functionality for Context Services.

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Corrections and Modifications

This release also includes the following corrections or modifications:

If a user application attempts to schedule a callback outside of office hours, the callback API returns a proposal of 5 time slots within the next 24 hours. Previously, the callback API was allowing to schedule callbacks outside of office hours. (GMS-2036)

Release 8.5.0

Genesys Mobiles Services Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Mobiles Services in the tree menu on the left or in the list of [Available Releases](#).

8.5.006.09

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/30/15	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

Genesys Mobile Services:

- **Callback Retry/Reschedule**—The **Workspace Desktop Plugin sample** has been enhanced to allow the agent to retry or reschedule the Callback after the current Callback attempt is completed. The agents may need to retry a Callback because they were given a different phone number to try, or reschedule the Callback if they were not able to reach the correct person.
- **Callback usage tracking**—The GMS Callback service now tracks the number of concurrent Callbacks in the system.
- **Localization support**—GMS now supports localization into other languages. Contact your Genesys representative for more details.
- **Proxy support**—GMS now supports proxy servers for outbound HTTP requests to public addresses, such as Apple and Google push notification services. This feature is supported with the following new configuration options:
 - http.proxy-auto-config-file
 - http.proxy-cache-size
 - http.proxy-ttl

Context Services:

- **Customer Journey Timeline**—A visualization of various customer touch points of interactions and non-interaction work items, thereby providing a 360-degree view of the customer. The timeline features can be viewed as a stand-alone for business users for analytics and can also be embedded within other

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applications.

- **Pulse templates for Journey Dashboard**—Analytics defined within Journey Dashboard provide an overview of different journeys and trends; based on touch points with the customers, these templates provide an in-depth and comparative view across businesses for customer trends.
- **Context Services Interface**—A developer tool for developers and administrators to build and manage solutions. The users are now able to define start/stop steps through different states, tasks, and services.
- **Licensing**—Context Services is now enabled through GMS and is provisioned through a technical license. This release also provides **Migration** utilities to move from a Universal Contact Server (UCS) environment to Genesys Mobile Services.
- **Multi-tenancy**—Context Services now supports multi-tenancy.
- **Distributed Framework**—Context Services is now supported on a distributed Cassandra environment, which reduces cost overhead and streamlines administration.
- **Role-Based Access Control**—Context Services simplifies and enables access privileges to read and write data.
- **Export Capabilities** — You can export export conversations to .CSV files or to JSON format.
- **Purging Capabilities** — You can configure purges either from the Genesys Administrator or from the Configuration Manager interfaces. Your application can also perform purges by itself with a purge query.

Corrections and Modifications

This release also includes the following corrections or modifications:

The default DFM files that are hosted and generated in GMS now take into account the port restriction in the URL. (GMS-1360)

8.5.005.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/26/14	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

- **Preview Callback** – Agents can now preview the details of a Callback interaction before making the outbound call to the customer. Also, to support Preview Callback, **URS Strategies** were updated, and a new **Interaction Workspace Plugin Sample** is available.
- The **Callback service** now allows a virtual queue to be specified as a request parameter so that each service can support multiple virtual queues.
- Automatic mobile push notifications are now supported for non CometD-based (polling) chat sessions.
- The GMS Callback service has been enhanced to be more robust in failover recovery scenarios.
- The **Callback Management UI** has been redesigned.
- GMS now enables **role-based access** for the Service Management UI.
- The embedded web server has been upgraded to Jetty 8.1.14.v20131031.

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Corrections and Modifications

This release also includes the following corrections or modifications:

The GMS Sample now correctly handles the modification of the user name. Previously, the CometD channel was not reinitialized upon user name modification and the GMS sample was no longer receiving chat messages.(GMS-1768)

A user-friendly message is now displayed when security permissions are not sufficient to allow GMS to change options in Configuration Server. The new message is **ERROR: Insufficient permissions to perform this operation**. Previously, the message was **Error: Server Error**. (GMS-1592)

The `_callback_number` parameter in the Service Management UI is now a mandatory parameter. Previously, the Service Management UI allowed a voice Callback to be defined without this parameter. (GMS-1551)

The GMS JavaScript sample now correctly displays the latest messages from the customer. (GMS-1595)

GMS now has improved high availability support for outbound calls when ORS fails after a call is connected to the customer. Previously, after the outbound call was made to the customer and if ORS failed, it resulted in a failed Callback, and the Callback would not be tried again. (GMS-1530)

You can now use a GMS cluster with the embedded Cassandra instance. If you need to repair the nodes, you must use Cassandra external tools (for example, `nodetool`). (GMS-1538)

GMS no longer throws a Null Pointer exception after reconnecting to Configuration Server. (GMS-1738)

The Immediate notification mode has now been added to the Statistic service. (GMS-1708)

The GMS response to complex statistics has been enhanced to reflect the Stat Server message; for example:

```
"extensions": [
{ "VOICE_MEDIA_STATUS": 4 }
],
```

Previously, GMS returned a PSDK formatted message; for example:

```
{ "value": 0,
  "tkvvalue": null,
  "stringValue": null, "valueType": {},
  "stringKey": "VOICE_MEDIA_STATUS",
  "binaryValue": null,
  "intValue": 4
}
```

(GMS-1732)

In the chat push notification (using CometD or CustomHTTP mode), the chat notification events that are received from the agent can now be filtered according to the message type:

-
- Notice.Joined
 - Message.Text
 - Notice.Left (disconnected)
 - Notice.TypingStarted
 - Notice.TypingStopped
 - Notice.PushUrl
 - Notice.Custom

The filter is an option that you can set in the main chat section, using the option `filtering_chat_events`, or for a specific chat service, using the option `_filtering_chat_events`, with a comma-separated list of message type events. The filter excludes the events listed in the option from the conversation with the client (prior to delivering them to the customer client application). (GMS-1691)

GMS now correctly closes terminated connections when sending CustomHTTP notifications. (GMS-1681)

An empty event no longer appears in the transcript for the client. Previously, when a client created a chat session and prior to the agent joining, an external user type was able to connect to send various information. This connection message for an external user type created an empty event in the transcript. (GMS-1619)

8.5.004.06

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/25/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

The Stat Server API now has an optional `NotificationMode` parameter, which can be set to `NoNotification` or `Reset`. The default subscription mode is `Periodical`. (GMS-1629)

Note: The `Immediate` mode is not supported. To implement `Immediate` behavior, you can subscribe to the statistic without the `notificationMode` parameter and set the `Cache-Control` header to `max-age=0`.

GMS now correctly handles a URS failover during a Callback scenario. Previously, GMS stopped the Callback when the primary URS was not in service even when the backup URS was in service. (GMS-1625)

The Callback application now returns the correct Comet URL in response to Chat Immediate and Chat Delayed requests, using which client can now correctly subscribe for Comet notifications from GMS. (GMS-1611)

GMS now correctly routes a chat interaction to an agent when the agent is ready for chat. Previously, the chat interaction was routed to an agent only when the agent was ready for voice. (GMS-1605)

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The GMS JavaScript sample now correctly displays the latest messages from the client. Previously, messages from the client were shown twice on the sample screen. (GMS-1595)

8.5.004.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/20/14	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

- The GMS [Callback Management User Interface](#) now enables supervisors to manage Callback interactions including querying, filtering, deleting, and rescheduling Callbacks.
- GMS now sends [push notifications automatically](#) to the mobile device when a CometD-based chat session is inadvertently disconnected. This feature is supported with the following new configuration options:
 - `_agent_timeout_notification_message`
 - `_customer_timeout_notification_message`
- GMS [iOS, Android, and HTML5 sample apps](#) now support [scheduled Callback scenarios](#).
- GMS now supports custom notifications through a web application server, in order to forward push notifications through a third-party messaging system other than Apple or Google. This feature is supported with the new configuration option `ustomhttp.url`.
- GMS deployment now supports [External Cassandra](#) instances.

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Corrections and Modifications

This release also includes the following corrections or modifications:

A configuration error now displays in the GMS logs when an incorrect value is used for the `_chat_endpoint` option. Previously, a Null Pointer Exception (NPE) stack trace was displayed in the logs. (GMS-1577)

GMS no longer experiences a delay when starting in a production environment. Previously, GMS was taking two or more hours to start. (GMS-1533)

In the Service Management UI, the generated reports for Callback that are downloaded now accurately depict the data that is displayed in the graph. (GMS-1428, GMS-1471)

In the **Service Management UI > Reporting tab > Specify Date Range**, the chart is no longer empty when viewed with Mozilla Firefox. (GMS-1511)

GMS now writes logs during the start-up process. (GMS-1093)

Orchestration Server (ORS) now correctly terminates requests from GMS. Previously, in some cases, requests were not terminated correctly and an error message was logged as a result of a timeout. (GMS-1431)

From a Genesys solution point of view, the GMS HTTP Basic Authentication feature on the Service, Storage, and Notification APIs can now be set up when using ORS-based services that require GMS DFM (Service, Storage, and Notification). (GMS-1404)

In the Service Management UI, when downloading reports, the reports are generated using the server's local timezone. Now, when the client browser and the GMS server are located in different timezones, the time slice used for generated reports is identical to the one specified in the client browser. (GMS-1466)

In the **Service Management UI > Reporting data** for Services, generated reports that are downloaded now accurately break-up the data as specified by the Group By Data entry that was selected. Previously, the reports grouped the data in slices of 15 minutes (QUARTER_HOUR). (GMS-1418)

8.5.003.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/25/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GMS now always frees locked resources after the booking expiration timeout is exceeded. (GMS-2164)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.08.

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8.5.003.07

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/19/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GMS no longer resets the resource pool when receiving multiple requests. (GMS-2242)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.07.

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8.5.003.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/09/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

The GMS Forward API, /genesys/1/ors/**, now correctly forwards requests when the body content type is other than url-encoded or form-data. Previously, the body of the request was not forwarded to ORS. (GMS-1515)

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8.5.003.04

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/26/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

The GMS Chat service now has a `_client_timeout` option (integer; default 15 minutes). If the client does not interact with the Chat service (refresh, send message, send event), GMS stops to poll the Chat server, and the Chat session is closed. This option is available in the chat section (for all Chat services) and can be overridden in a specific Chat service. Previously, there was no timeout for disconnected clients. (GMS-1493)

In the Service Management UI, when deleting a resource group, the `resource_available` and `resource_total` metrics are now automatically refreshed. (GMS-1480)

In the **Service Management UI > Reporting** tab, the time range now resets when you specify a different report range from the current selected one. (GMS-1479)

The `scxml` files that are packaged into the Callback service template, which supports the GMS Classic Call Inbound service, no longer cause the call to be dropped. (GMS-1494)

The value of the `default_chat_endpoint` option is now taken into account if the value of the Chat service `_chat_endpoint` option is set to an empty string. Previously, when creating or reconfiguring a

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Chat service using the latest Callback template, the `_chat_endpoint` parameter was set to an empty string and was overriding the default value set in the chat section > `default_chat_endpoint` option. This resulted in the chat being sent to an incorrect endpoint. (GMS-1491)

8.5.003.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/11/14	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

- GMS now supports any **single named tenant** in a multitenant configuration.
- **Single Sign-On (SSO)** is now supported using the SAML 2.0 protocol.
- The IVR Callback feature now supports **scenarios** in which calls are held in the Orchestration Server.
- The HTML5 (Javascript) sample scenarios are now accessible through the **Service Management UI**.
- The embedded web server has been upgraded to Jetty 7.6.15.

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Corrections and Modifications

This release also includes the following corrections or modifications:

In the **Service Management UI > Reporting for Callbacks**, the select boxes now work correctly when no data is available for the Target. Previously, the select boxes became disabled and the user was not able to switch to another Stat Type, such as Agent or Agent Group, even if the latter had data. (GMS-1429)

In the **Service Management UI > Reporting tab**, the graph now accurately filters out invalid data for certain times, and correctly displays the message: **No Data available for the selected time period**. Previously, an empty graph was displayed instead of the message. (GMS-1419)

In the Service Management UI, when Reporting on Callbacks or Resources and selecting **Group By Data as A day**, the generated graph now accurately groups the data by day. (GMS-1427, GMS-1424)

The `_chat_endpoint` option is now configurable through the Service Management UI when a Callback service is created. Previously, the option was not appearing in the UI, and had to be added manually. (GMS-1481)

8.5.002.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
04/29/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

- The **Service API** was updated with new methods in order to manage user data storage.
- Support of Windows 2012 Server, 64-bit.

Corrections and Modifications

This release also includes the following corrections or modifications:

GMS nows correctly handles Orchestration Server (ORS) switchovers from Primary to Backup with the configuration option **http.use_lax_redirect_strategy**. Previously, when GMS tried to connect to a Backup ORS, the redirect request to ORS failed. (GMS-1379)

HTTP Basic Authentication now works with Callback services. (GMS-1326)

When notification is enabled (**_device_os** is not specified), the ORS session now terminates after the interaction is routed to the agent. Previously, the ORS session did not terminate after the GMS service terminated, resulting in stuck sessions. (GMS-1410)

When an agent disconnects, the client-side chat refresh method now returns the last transcript (state disconnected), and the subsequent call returns a 404 Not Found error (chat is already disconnected). (GMS-1395)

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Business attribute parameters and customer attached data are now passed to Chat Server requests.
(GMS-1390, GMS-1337)

8.5.001.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/27/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

Chat Service now works in the following configurations:

- Single-tenant Configuration Server, using the tenant name Resources, with DBID=101
- Multi-tenant Configuration Server, using the default tenant, tenant name is Environment, with DBID=1
- Multi-tenant Configuration Server, using a tenant other than Environment, with DBID distinct from 1

(GMS-1308, GMS-1309, GMS-1325)

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8.5.001.07

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/14/14	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

- The embedded Cassandra database has been hardened with the following authentication and encryption enhancements:
 - [User authentication](#)
 - [TLS support for Gossip protocol](#)
 - [TLS support for JMX protocol](#)
- GMS now supports the ability to [configure and restrict port access](#) at the service API level.
- [Basic authentication](#) is now supported for GMS HTTP requests and is intended to be used in conjunction with HTTPS connections.
- [SampleVoice XML code](#) is provided to demonstrate how to leverage GME Callback capability from Genesys Voice Platform IVR by virtually holding a call in queue until an agent is available to call back the customer.

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Corrections and Modifications

This release also includes the following corrections or modifications:

In the **Service Management UI > Reporting** tab, the Callback reports now correctly display data. Previously, data was not displayed correctly when GMS was installed in a single-tenant Configuration Server, and when GMS was installed in a multi-tenant Configuration Server and the assigned tenant was not Environment (DBID = 1). (GMS-1239)

In the **Service Management UI > Reporting** tab, the Callback reports now have an option to display hold time statistics. (GMS-1249)

In the **Service Management UI > Tools > Resources** tab, the resource_available and resource_total fields now display an accurate count after adding or removing resources. (GMS-1222)

8.5.000.14

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/22/15	Hot Fix					X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GMS no longer resets the resource pool when receiving multiple requests. (GMS-2241)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.14.

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8.5.000.12

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/03/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

GMS now sends the correct attached data to Chat Server. Previously, GMS was sending incorrect attached data for FirstName, LastName, and EmailAddress. (GMS-1336)

GMS chat no longer encounters a conversion issue involving multi-byte characters encoded in UTF-8. (GMS-1331)

The refresh time for chat events has been decreased to two seconds. Previously, the notification period to receive events was five seconds (maximum). (GMS-1332)

GMS now forwards customized user data to Chat Server. Request parameters starting with ATTACH_ that are passed in the Create chat interaction request, are treated as user data and are attached to the chat interaction. (GMS-1327)

The following new methods have been added to provide access to storage associated with a service. For further information, see the [Genesys Mobile Services API Reference](#).

GET service/{service id}/storage - retrieves the entire list of key/

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value pairs

GET service/{service id}/storage/{key}- retrieves individual value (binary or text)

POST service/{service id}/storage - creates new

POST service/{service id}/storage - updates existing Key/values are always in the body. An individual key update through the URL is not supported.

(GMS-1330)

GMS now supports additional NoticeType events for Chat sessions:

- NoticeType.Custom—This is part of the chat transcript event.
- customNotice—This event can be sent using the GMS Chat API with the following path:
POST /genesys/1/service/{serviceId}/ixn/chat/customNotice
The message parameter will contain the custom message.

(GMS-1328)

8.5.000.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/23/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

- GMS now provides a `basic_get` service in addition to the existing `Get` service. You can use the `basic_get` service to isolate a GMS service based on Configuration Manager options. See the [Genesys Mobile Services documentation](#) for additional information. (GMS-1258)

Corrections and Modifications

This release also includes the following corrections or modifications:

The `request-access` service now returns metrics for the `Resources`. Previously, the `request-access` service did not return metrics for `_return_pool_health`. (GMS-1257)

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Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/06/14	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

- GMS now supports Load Balancing features for Orchestration Server (ORS):
 - Ability to configure a list of ORS URLs in the `_ors` option of the orchestration-based service.
 - Ability to configure load balancing strategies through the `_ors_lb_strategy` option:
 - Support a Linear hunt strategy where requests are always delivered to the first available node in the ORS list.
 - Support a Circular hunt strategy where requests are delivered in a round robin fashion to the ORS list.
 - Ability to configure the maximum request attempts for ORS load balancing through the `max_ors_request_attempts` option.
 - Ability to allow the customer's load balancer to detect GMS node failure by configuring a new service type. The returned code for ONLINE/OFFLINE status is configurable.
- GMS now supports the following operational metrics:
 - DNIS resource pool usage and availability.
 - Average handle time by resource pool.
 - Ability to report on historical service terminations.
- GMS now supports Cookie-based management.
 - Ability to store ORS cookies for a given service id. GMS will use ORS-generated cookies in subsequent requests to the same service.

Helpful Links

Releases Info

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

Product Documentation

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- Javascript samples are now available.
 - The request-interaction service now includes the `_return_pool_health` parameter, which allows for real-time access to DNIS pool allocation information.
 - The GMS Callback license now ships with the Genesys Media Server CD to provide Call Progress Detection functionality, based on the latest changes in the Media Server licensing.

Corrections and Modifications

This release also includes the following corrections or modifications:

You no longer need to increase allocated stack space when GMS is running on JDK 7 64-bit. (GMS-1120)

The Service API no longer allows the user to overwrite service configuration options by passing them as request parameters. (GMS-830)

The written data for `Open` dates is now correct when creating a business-hours service through the Service Management UI. Previously, the user needed to correct the date in Configuration Manager after creating the service. (GMS-1132)
