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Genesys Mobile Services

Known Issues and Recommendations

4/5/2026

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:
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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
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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 does not display the required error message.

ID: GMS-7872	Found In: 8.5.214.02	Fixed In: 8.5.215.02
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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:
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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
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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
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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:
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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
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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
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The CVE-2021-44228 security vulnerability affects all GMS versions from 8.5.206.03 to 8.5.229.02.
Workaround:

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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
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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:
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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
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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
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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:
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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:
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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
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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
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CHAT API V2 compatibility is broken.

ID: GMS-6939	Found In: 8.5.110.07	Fixed In: 8.5.203.04
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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:
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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
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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
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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:
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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
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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
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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
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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:
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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
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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
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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
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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
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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
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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
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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
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HTTP Basic Authentication does not work for Callback services.

ID: GMS-1428	Found In: 8.5.002.02	Fixed In: 8.5.004.05
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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
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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
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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
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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
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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:
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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
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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"
```

Known Issues and Recommendations

```
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:
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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:
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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.
