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Genesys Web Engagement Server

8.5.000.42

12/20/2025

8.5.000.42

Genesys Web Engagement Server Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/01/17 | General | | | X | | X |

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What's New

This release contains the following new features and enhancements:

- The Web Engagement Application templates now include the threadID in log files by default.
- Web Engagement no longer executes redundant database read operations while gathering input for its pacing calculations.
- The Web Engagement provisioning tool can now install the [default list of Alarm](#) objects in the Genesys Configuration Layer.
- Web Engagement Server now attaches all String and Integer data keys received with disposition results to the appropriate webengagement OM interaction. Previously, only dispositionCode was attached.
- You can now use the maxFormContentSize and maxFormKeys parameters to specify a size limit for HTTP requests that are sent to Web Engagement Server. These parameters are now available in ./server/webapps/server.xml, as shown in this example:

```
<!-- Limit POST request body size -->
<Set name="maxFormContentSize">64000</Set>
<Set name="maxFormKeys">200</Set>
```

- Web Engagement Server now validates all mandatory fields in incoming events, verifying that:
 - The event is correctly formed JSON
 - Mandatory fields are not null
 - Mandatory fields are not empty
 - Integer fields (such as timestamps) are integers
 - GUID fields (such as visitID and globalVisitID) contain valid GUIDs

The following fields are treated as mandatory:

- eventID
- visitID
- globalVisitID
- pageID
- eventName
- eventType
- timestamp
- url

Helpful Links

Releases Info

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

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- Web Engagement Server now supports a connection to the **Interaction Server Proxy** as an alternative to a direct connection to Interaction Server.
- Web Engagement Server now uses a white list of the URLs that are allowed for JSONP requests. This list is contained in the **jsonp.whiteList** option in the **web** configuration options section.

Resolved Issues

This release contains the following resolved issues:

The gdps-config-tool now converts keyspace names into lowercase characters, which ensures they are compatible with Web Engagement Server. (WM-7335)

Web Engagement Server no longer reads visit-related content in scenarios involving expired visits. (WM-7317)

Web Engagement Server was hardened so that throughput of static requests no longer degrades over time. (WM-7302)

The value displayed for the Top 5 Visited Pages metric is no longer twice as large as the actual value. (WM-7269)

The value for the Top 5 visited domains metric is now reported correctly. (WM-7267)

The value displayed for the Top 5 Rules metric is no longer twice as large as the actual value. (WM-7235)

Web Engagement's default Engagement Logic and Chat Routing SCXML strategies are now created with Composer 8.1.430.03. (WM-7126)

Web Engagement Server now prevents temporary blocking of processing threads due to extremely large numbers of unexpected engagement attempts. (WM-7080)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.42.