

GENESYS

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Chat Server

8.5.101.07

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Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General		Χ	Χ	X	X

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What's New

This release contains the following new features and enhancements:

- In High Availability mode, Chat Server now restores interrupted sessions only if it is properly configured for High Availability. In particular, setting session-restoration-mode to simple (which enables Chat Server's session restoration functionality) has no effect unless transcript-auto-save is enabled (has a valid positive value).
- The option attach-session-statistics is added. If this option is set to all or fired, Chat Server generates statistics about the chat transcript and attaches them to the interaction's user data at the end of the chat session.

Helpful Links

Releases Info

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

Product Documentation

eServices

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Chat Server no longer adds an extra hour between transcript events after a chat session is restored (in HA mode) when DST (Daylight Saving Time) is in effect. (ESR-10184)

Chat Server now adjusts the from-position (for the first request after session restoration) to the latest position in the restored transcript (obtained from UCS). Previously, customer-facing (web) applications might not receive some transcript events after session restoration (in HA mode) if the from-position was advanced by non-saved events in the UCS transcript. (ESR-10036)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.07.

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