GENESYS™

E-mail Server

8.5.209.05

12/20/2025

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E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/19/23	Update			X			X

Contents

What's New

This release contains the following new features and enhancements:

- E-mail Server Java (ESJ) now supports OpenJDK 17. See the **Prerequisites** section on the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (ESR-16141)

- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (ESR-16151)

Resolved Issues

This release contains the following resolved issues:

ESJ now correctly processes the `CreateWebEmailIn` request (exposed via GMS public API) with more than one attachment with the same filename. Previously, ESJ discarded attachments with the same filename when creating an email interaction. (ESR-16160)

ESJ now correctly handles mail thread for outbound emails in customer reply scenarios for the GRAPH protocol (in the section, **smtp-client**). (ESR-16173)

Debug messages are no longer written to the logs if the verbose level is set to trace. (ESR-16154)

ESJ now correctly encodes filenames in attachments. A new option, **outbound-msg-encode-attachment-filename**, has been introduced. If the option value is `true`, attachment filenames in outbound messages are encoded into a mail-safe format that conforms to RFC 2047. (ESR-16128)

ESJ now supports the **service-account** option for EWS protocol. To configure a service account, use the option **service-account** in the **pop-client** section. (ESR-16012)

Helpful Links

Releases Info

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

Product Documentation

Genesys Engage Email

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.05.