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## Interaction Server

8.5.300.07

12/20/2025

# 8.5.300.07

## Interaction Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/25/18	General			X		X

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## What's New

This release contains the following new features and enhancements:

- Interaction Server clients of type **RoutingEngine**, such as Orchestration Server (ORS), can now use the attributes **InQueues** and **OutQueues** in the **RequestPlaceInWorkbin** to update respective destinations for the interaction. Previously, this feature was available only for Universal Routing Server (URS), which uses a different API.
- Starting from this release, customers must use an ODBC connection for Interaction Server instead of DB Server. See the [Migrating to ODBC from DB Server](#) page for more information.
- A new STANDARD-level log message, **55019**, allows you to set an alarm if health counters exceed the threshold values. You can set these threshold values by configuring the following new options in the **[settings]** section:
  - max-current-request-queue-size
  - max-current-request-queue-wait
  - max-current-clients
  - max-current-tasks
  - max-current-database-requests
  - max-current-interactions-cached
  - max-current-loggers-queue-size
- Support for Microsoft SQL Server 2017. See the [Supported Operating Environment: eServices](#) page for more detailed information and a list of all supported databases.

## Helpful Links

### Releases Info

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

### Product Documentation

### eServices

### Genesys Products

### [List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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When using an ODBC database connection, Interaction Server has improved handling of Database Access Point (DAP) object properties **UserName** and **Password**, including cases in which their values are case-sensitive or contain special characters, such as punctuation and brackets (ranges 0x20-0x2F, 0x3A-0x40, 0x5b-0x60, 0x7B-0x7E). However, for Oracle databases, you cannot use double quotation marks ( " - 0x22) or apostrophes ( ' - 0x27). (IXN-4101)

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Interaction Server now correctly updates records in the database if the connection to the database is lost while the update related to **EventPlacedInQueue** is in progress, and later the connection to the database is restored. Previously in this scenario, the update was not retried and the interaction could not be further processed or sent to a strategy. (IXN-4076)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.07.