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Interaction Server Proxy

8.5.107.14

12/16/2025

8.5.107.14

Interaction Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/20/16	General		X	X	X	X

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What's New

This release contains the following new features and enhancements:

- Interaction Server Proxy now supports connections from client types like Media Server (such as Chat Server) and Routing Engine (such as Orchestration Server). It also supports connections using the ESP protocol and can process those requests. Previously only connections from Agent Application (Desktop) and Reporting Engine client types (such as Stat Server) were supported.
- This release supports multiple Interaction Servers in a single tenant, managing the same agents.
- Red Hat Enterprise Linux (RHEL) 7 64-bit native is supported.
- The following options have been added to the **settings** section: interaction-cache-size, mark-internal-requests, and pull-hold-timeout.

Helpful Links

Releases Info

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

Product Documentation

eServices

Genesys Products

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

In an [Interaction Server Cluster environment](#) the Proxy attempts to hide from the Clients some activities on the cluster nodes, particularly disconnection and/or restart of the node. In several scenarios Clients like Agent Desktop should be notified about such changes, and EventHint is used for such cases. For example, if the Desktop is handling an interaction and the Interaction Server node is unexpectedly disconnected, the Desktop client will be notified with this event that interactions processed by that node are not available. You must configure the Desktop to handle this situation correctly. If the node reconnects, the Proxy attempts to restore the status of the interaction and notify the Desktop again. (ESR-11212)

Tip

In this release, EventHint is sent only for interactions acquired by the Desktop using RequestPull or RequestSubmit. Interactions handled by the Desktop after EventInvite and subsequent RequestAccept are not monitored by the Proxy. (ESR-12266)