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SMS Server

Release Notes 8.5.x

12/31/2021

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SMS Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of SMS Server. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.22	08/25/17	Hot Fix		X	X	X	X
8.5.100.21	06/16/17	Hot Fix		X	X	X	X
8.5.100.19	02/23/17	Hot Fix		X	X	X	X
8.5.100.17	11/22/16	Hot Fix		X	X	X	X
8.5.100.16	11/09/16	Hot Fix		X	X	X	X
8.5.100.15	08/08/16	Hot Fix		X	X	X	X
8.5.100.12	06/01/16	Hot Fix		X	X	X	X
8.5.100.11	05/19/16	Hot Fix		X	X	X	X
8.5.100.10	03/17/16	Hot Fix		X	X	X	X
8.5.100.09	02/05/16	Hot Fix		X	X	X	X
8.5.100.08	06/12/15	General		X	X	X	X

Release 8.5.0:

- There are no 8.5.0 releases of SMS Server.

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of SMS Server, see the [8.1 Release Note \(Cumulative\)](#).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- AIX 5.3 operating system
- Red Hat Enterprise Linux AS 4 operating system
- Red Hat Enterprise Linux AS 5 32-bit operating system
- Solaris 9 operating system

Discontinued as of: 8.5.100.08

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of SMS Server, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the Deployment Guide first.

- The following are accessible directly from the [eServices product page](#) on the Genesys Documentation website:
 - *eServices Deployment Guide* describes deployment procedures for all eServices components. It also contains a high-level description of the eServices system, its architecture, and a list of new features in the current release.
 - *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.
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- *eServices Options Reference* provides a reference listing of configuration options for release 8.5.0 and later. For components and releases not covered in the *Options Reference*, see the *eServices Reference Manual*.
- The *eServices* page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

SMS Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of SMS Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

There are no known issues or recommendations for this product.

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.1

SMS Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of SMS Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.100.22

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/25/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The Application is already running error message no longer appears when Solution Control Server restarts SMS Server using Solution Control Interface (SCI). Previously, this error could prevent the restart of SMS Server. (ESR-13151)

Product Documentation

[eServices](#)

[Genesys Products](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.22.

8.5.100.21

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/16/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

SMS Server now processes messages in session mode correctly when it receives messages from the SMSC:

- With the same source and destination phone numbers
- And within a very short time interval (like a few milliseconds)

(ESR-12931)

Helpful Links

Releases Info

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

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.21.

8.5.100.19

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/23/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- SMS Server now allows inbound messages from SMSC to have an empty value in the source and/or destination phone numbers.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

When the number of `Send SMS Message` requests to SMS Server goes above a sustainable level, the excess requests are now rejected with a specific error code and error message. This helps to avoid scenarios in which the rate of these requests exceeds the maximum achievable rate that SMS Server can send messages to SMSC, overloading SMS Server's internal queues, and resulting in an Out of Memory situation. (ESR-12547)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.19.

8.5.100.17

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/22/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

SMS Server no longer adds erroneous **Error 920** messages to the SMS session's transcript. Previously, this happened when a new chat session was created within 60 seconds of the termination of a chat session with the same mobile phone number. (ESR-12291)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.17.

Helpful Links

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

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8.5.100.16

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

SMS Server now processes multisegmented outbound messages properly. Previously, improper processing caused the Server to mishandle the throttling option x-smpp-submit-window-size. (ESR-12186)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.16.

Helpful Links

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

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8.5.100.15

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/08/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

SMS Server now uses the full volume of segments for outbound (mobile terminated) messages, as follows:

- Without segmentation and reassembling: 160 7-bit codes, 140 8-bit codes, or 70 16-bit codes
- With segmentation and reassembling (and 6-byte User Data Header): 153 7-bit codes, 134 8-bit codes, or 67 16-bit codes

(ESR-11915)

Chat sessions now display negative responses from the SMSC. If SMS Server receives an error code from the SMSC, or if it fails to send an outbound (mobile terminated) message for some other reason, it does the following:

- Logs these dedicated messages (which may be used for alerts) in the log file:
 - 42125 Std <message source> failed execution of request to channel... <message content>
 - 42711 Std <message source> system message posted to chat... <message content>
- Sends one of the following session messages to the active chat session. This message appears in the transcript as a message from the end customer.

- [SYSTEM MESSAGE] Message to the customer was not delivered. Error 920, 'lost connection with channel <channel-name>'
- [SYSTEM MESSAGE] Message to the customer was not delivered. Error 920, 'rejected by channel <channel-name>'

Note: Log message 42125 may also be used for alerts in cases where the SMS Server failed to send an outbound message that did not belong to a session.

(ESR-11888)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.15.

8.5.100.12

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/01/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When SMS Server sends the SMSC a delivery report for the deliver_sm protocol data unit (PDU), it does so only upon a request from the SMSC. (ESR-11750)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.12.

Helpful Links

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

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8.5.100.11

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/19/16	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- In a multisegmented message, SMS Server places a `registered_delivery` parameter (to request an SMSC delivery receipt) in the `submit_sm` protocol data unit (PDU) for all segments, as required by certain SMPP providers. Previous versions of SMS Server placed this parameter in the first segment only.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.11.

Helpful Links

Releases Info

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

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8.5.100.10

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/17/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

SMS Server now handles simultaneous chat sessions correctly. Previously, incorrect handling resulted in unexpected modifications of the user data attached to the chat interaction. (ESR-11403)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.10.

Helpful Links

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- [8.5.x Known Issues](#)

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8.5.100.09

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

SMS Server now responds correctly to the last segment of inbound multisegment messages in all scenarios. Previously, it responded incorrectly to the last segment when (a) the *No results* option was set to true, and (b) the segments were sent by the SMSC in anything other than strict ascending order; that is, other than in a sequence like (1, 2, 3, ...). (ESR-11307)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.09.

8.5.100.08

SMS Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/12/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- SMS Server supports UTF-8 mode on Windows and Unix.
- SMS Server masks sensitive data in SMS transcripts and logs.
- SMS Server supports Windows Server 2012 64-bit.
- The following new configuration option is available in the settings configuration section:
 - logging-filter-active
- The following new configuration options are available in the channel-any_name_for_sms configuration section:
 - *No results*
 - *No results*
 - *No results*
 - *No results*
 - *No results*
 - *No results*
 - *No results*
 - *No results*

Helpful Links

Releases Info

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

SMS Server now supports binding to two or more SMSCs. (ESR-10101)

New configuration option `x-smpp-sar-prompt-responses = true | false(default)` controls the process of sending `deliver_sm_resp` PDUs to inbound `deliver_sm` PDUs received from SMSC by SMS Server. (ESR-10040)

SMS Server now can process an empty message from SMS providers. The `x-smpp-empty-message` configuration option specifies a text replacement for the empty message; this text can be an empty string. Previously, SMS Server rejected empty messages. (ESR-8501)

SMS Server now allows you to define PDU's optional parameters on two levels:

- As a parameter of ESP request.
- As a server option.

(ESR-8430)

The SMS service provider may impose limits on the rate of SMPP messages they can accept. SMS Server has the following new configuration options that define and limit the rate of sending out messages to the SMSC:

- `x-smpp-sar-max-segments`
- `x-smpp-submit-max-rate`
- `x-smpp-submit-window-size`
- `x-smpp-submit-window-timespan`

(ESR-8147)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.08.

Release 8.5.0

SMS Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of SMS Server, if available, in the tree menu on the left or in the list of [Available Releases](#).