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# Universal Contact Server Proxy

Release Notes 8.5.x

6/21/2024

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# Universal Contact Server Proxy 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Universal Contact Server Proxy. Links in the Available Releases section enable you to access information regarding a specific release.

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

## Available Releases

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.

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 [Universal Contact Server](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

You can find Release Notes for particular releases of Universal Contact Server Proxy at the following links:

### Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">8.5.303.04</a>	06/21/24	Update			X		X
<a href="#">8.5.303.02</a>	03/26/24	Update			X		X
<a href="#">8.5.303.00</a>	12/20/23	General			X		X
<a href="#">8.5.302.01</a>	12/14/22	General			X		X
<a href="#">8.5.302.00</a>	05/26/22	General			X		X
<a href="#">8.5.301.01</a>	11/23/20	General			X		
<a href="#">8.5.300.06</a>	09/21/20	Update			X		X
<a href="#">8.5.300.01</a>	10/16/17	General		X	X	X	X

## Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.04	08/28/15	General		X	X	X	X

## Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.02	08/21/14	General		X	X	X	X

## Discontinued Support

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*.

- 
- Linux 6/RHEL from release 8.5.301.01.
- 

- AIX and Solaris are no longer supported from release 8.5.300.06.
- 

- Windows Server 2008 from release 8.5.300.01.
  - Linux 5/RHEL from release 8.5.300.01.
- 

- 32-bit versions of AIX, Linux, and Solaris from release 8.5.100.04.
- 

- Solaris/SPARC v9 from release 8.5.000.02.
- 

- Windows Server 2003 from release 8.5.000.02.
-

## Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Universal Contact Server Proxy, including the issues that are specific to Localized (International) releases, at the following links:

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

## Additional Information

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.
  - *eServices Reference Manual* provides a reference listing of all configuration options.
  - *eServices Social Media Solution Guide* describes deployment and use of the Genesys Social Messaging product.
- 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 [Universal Contact Server](#) page in the *Genesys Supported Operating Environment Reference Guide*.

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

# Known Issues and Recommendations

## Universal Contact Server Proxy

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Universal Contact Server Proxy. 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 Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

See also: [Internationalization Issues](#)

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To install UCS Proxy on Red Hat Enterprise Linux 6 64 bit, you must do as follows:

1. On the product CD, locate the ip\_description.xml file in \solution\_specific\UniversalContactServerProxy\Linux.
2. Edit the ip\_description.xml file by inserting the line in bold:  

```
<Computer Type="Intel EM64T">  
  <OS Name="Red Hat Enterprise Linux AS" Version="5" CfgOSType="16"/>  
  <OS Name="Red Hat Enterprise Linux AS" Version="6" CfgOSType="16"/>  
</Computer>
```
3. Install UCS Proxy.

ID: <b>ESR-8406</b>	Found In: <b>8.5.000.01</b>	Fixed In:
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## Internationalization Issues

Information in this section is included for international customers.

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There are no internationalization issues for this product.

---

# Release 8.5.3

## Universal Contact Server Proxy Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Universal Contact Server Proxy, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.303.04

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/21/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from version 8.5.303.04, Universal Contact Server Proxy supports RHEL 9. See the [Universal Contact Server](#) page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (IXN-7831)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server Proxy](#)

Genesys Products

[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

Starting from version 8.5.303.04, Universal Contact Server Proxy supports client connections with TLS 1.3 on Windows Server 2022 and later. (IXN-7853)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.04.



8.5.303.02

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/26/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from this release, Universal Contact Server Proxy supports Windows Server 2022. See the [Universal Contact Server](#) page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (IXN-7707)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

Genesys Products

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.02.

# 8.5.303.00

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/23	General			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:

---

Universal Contact Server Proxy 8.5.303.00 includes updated third party dependencies. (IXN-7635)

---

### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.00.

8.5.302.01

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/22	General			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:

---

Universal Contact Server Proxy now correctly reports versions of internal libraries. (IXN-7047)

---

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.01.

8.5.302.00

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/26/22	General			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:

---

UCS Proxy no longer shuts down unexpectedly on disconnects from Configuration Server. Previously, in rare cases, an unexpected shutdown could happen when UCS Proxy disconnected from Configuration Server right after it was connected to Configuration Server (due to network problems). (IXN-7071)

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#### Product Documentation

[Universal Contact Server](#)

Genesys Products

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.00.

8.5.301.01

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/23/20	General			X			

### What's New

This release contains the following new features and enhancements:

- UCS Proxy now supports Red Hat Enterprise Linux 8.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Important

UCS Proxy no longer supports Red Hat Enterprise Linux 6.

See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (IXN-5846)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.301.01.

8.5.300.06

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/21/20	Update			X		X

### What's New

This release contains the following new features and enhancements:

- Extended debug information is now provided in Linux binaries. (ESR-15136)
- Support for AIX and Solaris is discontinued from release 8.5.300.06. See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications and databases.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.06.

8.5.300.01

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/17	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2016 is implemented in this release.
- Support for Transport Layer Security (TLS) 1.2 is implemented in this release.
- Support for Hyper-V Windows Server 2016 is implemented in this release
- Support for Red Hat Enterprise Linux 5 is discontinued in this release.
- Support for Windows Server 2008 is discontinued in this release.

See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications and databases.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

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### Resolved Issues

This release contains the following resolved issues:

---

It is now possible to modify the logging level (none, standard, trace, all) after importing metadata in Genesys Administrator (GA) or Genesys Administrator Extension (GAX). (ESR-12333)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.01.

# Release 8.5.1

## Universal Contact Server Proxy Release Notes

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

8.5.100.04

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- This release supports Genesys Security Pack 8.5.

### 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 no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.04.

# Release 8.5.0

## Universal Contact Server Proxy Release Notes

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

8.5.000.02

## Universal Contact Server Proxy Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/21/14	General		X			X	X	X

### New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Universal Contact Server Proxy.

- This release supports Windows Server 2012 Hyper-V. (ESR-7673)
- This release supports Windows Server 2012 64-bit native. (ESR-7672)

### Corrections and Modifications

This release also includes the following corrections or modifications:

---

UCS Proxy no longer unexpectedly exits when attempting to connect to UCS. (ESR-8169)

---

When receiving a corrupted request, UCS Proxy now disconnects the client application instead of not processing any further requests. (ESR-8117)

---

UCS Proxy no longer unexpectedly exits or enters an infinite loop when receiving a corrupt request. (ESR-7910)

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### Helpful Links

#### Releases Info

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

#### Product Documentation

#### [eServices](#)

#### Genesys Products

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