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Genesys T-Server and UCMA Connector for Skype for Business

Known Issues and Recommendations

12/13/2025

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys T-Server and UCMA Connector for Skype for Business. 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.

If CPN Digits are used for a B2BUA call to a Response Group that contains Skype for Business users not handled by Genesys components, the CPN Digits are displayed in the ringing toast, but the CPN Digits are replaced in the Skype for Business conversation window with the conference service portal name after the call is answered.

ID: LYNC-3484	Found In: 8.5.001.63	Fixed In:
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If CPN Digits are used for a B2BUA call to a Response Group that contains DNs handled by Genesys components, the call cannot be answered by a Response Group member agent.

ID: LYNC-3483	Found In: 8.5.001.63	Fixed In:
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If an agent monitored by a supervisor dials a TEL URI, the supervisor will not be included in the call and will no longer be able to monitor calls on any agent.

ID: LYNC-3308	Found In: 8.5.001.50	Fixed In: 8.5.001.54
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If the SIP Server application used for Remote Recording is configured with ANI or DNIS in the recording file name, recording does not start. Here is an example of the problematic recording filename template:

```
recording-filename="$UUID$_$ANI$_$DNIS$_$DATE$_$TIME$_"
```

Workaround: Configure the application-level option **recording-filename** without using of ANI or DNIS in the recording file name template. For example:

```
recording-filename="$UUID$_$DATE$_$TIME$_"
```

ID: LYNC-3202	Found In: 8.5.001.37	Fixed In: 8.5.001.47
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If the application-level or DN-level option **handle-direct-calls** is changed dynamically during a live Workspace Desktop Edition (WDE) agent session, WDE receives no notification about the changed direct-call-processing mode for the DN.

Workaround: Restart Workspace Desktop Edition to receive the correct work mode.

ID: LYNC-3144	Found In: 8.5.001.41	Fixed In: 8.5.001.47
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If a customer is on an IM or audio call with a federated agent and the federated agent performs an escalation to audio or to IM, the escalation might fail because of an error on the Skype for Business Edge Server.

ID: LYNC-3111	Found In: 8.5.001.44	Fixed In:
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In a rare race-condition scenario, when remote recording is started and a switchover occurs, T-Server might lose control of the remote recording.

ID: LYNC-3005	Found In: 8.5.001.32	Fixed In: 8.5.001.36
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Currently, a federated agent cannot perform supervision because of a limitation in Skype for Business. Only a premise agent can be a supervisor.

ID: LYNC-2980	Found In: 8.5.001.44	Fixed In:
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During a recording session establishment, if a race condition occurs in which the MTLP event arrives from the Connector before T-Library events arrive from SIP Server, T-Server terminates unexpectedly when it receives the next T-Library request related to remote recording.

ID: LYNC-2966	Found In: 8.5.001.32	Fixed In: 8.5.001.36
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T-Server might not provide event reporting for the main call when a consultation call is not established at the destination.

ID: LYNC-2939	Found In: 8.5.001.36	Fixed In: 8.5.001.44
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The default value for options **uri-pattern** for Remote Treatment and Remote Recording is incorrectly set to `sip:{+1999{DDDDDD}}@example.net`, instead of an empty string.

ID: LYNC-2882	Found In: 8.5.001.29	Fixed In: 8.5.001.36
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When the Connector is restarted during an active multimedia call (an IM call escalated to audio/video or vice versa), the multimedia call is not recovered properly and the participants cannot exchange instant messages.

ID: LYNC-2849	Found In: 8.5.001.12	Fixed In:
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T-Server does not generate EventHeld for a call in the dialing state if it is reported by the Connector.

ID: LYNC-2847	Found In: 8.5.001.12	Fixed In: 8.5.001.36
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In agent monitoring scenarios, if a supervisor rejects the previously requested call monitoring, an agent still sees the monitoring icon on the Workspace Desktop Edition.

ID: LYNC-2841	Found In: 8.5.001.29	Fixed In: 8.5.001.32
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A supervisor can listen to a participant that is placed on hold.

ID: LYNC-2795	Found In: 8.5.001.32	Fixed In: 8.5.001.36
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If T-Server transfers a call from an agent with configured recording to another agent with configured recording, T-Server closes the current recording session and does not open a new one. As a result, the second agent will not be recorded.

ID: LYNC-2686	Found In: 8.5.001.20	Fixed In: 8.5.001.24
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In supervision scenarios where an observing supervisor executes a single-step transfer, T-Server sends EventPartyDeleted for the observer to the new destination after sending EventEstablished. The root cause of the limitation is the lack of a ringing notification from Skype for Business to T-Server.

ID: LYNC-2612	Found In: 8.5.001.11	Fixed In:
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When an agent makes a 3pcc call to a Skype for Business user, the call might fail if the user has call forwarding configured. This issue applies to direct call forwarding or forwarding on busy.

ID: LYNC-2524	Found In: 8.5.001.23	Fixed In: 8.5.001.63
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When the Connector is restarted while video calls are active, the video calls are converted to audio calls during the recovery procedure.

ID: LYNC-2456	Found In: 8.5.001.10	Fixed In:
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A sequential escalation by an agent from IM to Audio and then to Video is not possible. The Video connection fails because of a Skype for Business issue.

ID: LYNC-2394	Found In:	Fixed In: Skype for Business CU 6.0.9319.510 (December 2017)
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T-Server does not process properly the **required-link-number** option and reports EventLinkConnected when the first link (Connector) becomes available.

Workaround: Genesys recommends setting the **required-link-number** option to 1.

ID: LYNC-2385	Found In: 8.5.001.02	Fixed In: 8.5.001.07
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If a user executes SingleStepConference from a Skype for Business client in regular (non-suppression) mode to a Routing Point, T-Server incorrectly reports the new leg as a new call.

ID: LYNC-2290	Found In: 8.5.001.02	Fixed In:
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If a UCMA Connector is configured with the **caching-enabled** option set to true, the UCMA Connector cannot fully recover from the FrontEnd Pool restart if the conference cache is not empty. After the FrontEnd Pool restarts, new calls that were created in the UCMA Connector might fail.

Workaround: Restart the UCMA Connector after the FrontEnd Pool is restarted to avoid failure of new calls.

ID: LYNC-2131	Found In: 8.5.000.87	Fixed In: 8.5.000.94
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When an inbound IM call to a supervised agent is escalated to voice and a consequent consultation call is placed, T-Server misses information about the IM in T-Library messaging.

ID: LYNC-2087	Found In: 8.5.000.87	Fixed In: 8.5.001.02
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During an escalation of an IM call to an audio call, rare race conditions no longer occur on the Skype for Business Server. Previously, such conditions could cause T-Server to confuse call origination and destination in T-Library messaging for the audio call.

ID: LYNC-2081	Found In: 8.5.000.87	Fixed In: 8.5.000.94
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Because of a vendor hardware limitation, a video call from a Skype for Business Client without a camera fails to recognize video from an agent with a camera.

ID: LYNC-1897	Found In: 8.5.000.87	Fixed In:
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During a T-Server switchover, an unfinished single-step transfer of an escalated IM-to-audio call can lose information about a transfer controller in T-Library messaging.

ID: LYNC-1798	Found In: 8.5.000.69	Fixed In:
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A supervisor might not be released correctly in the following scenario:

1. A supervisor starts agent monitoring with following configuration: scope = 'agent', type = 'one call', mode = 'mute', and the T-Server option monitor-consult-calls = 'all'.
2. The supervisor joins the conference with a caller and Agent1.
3. Agent1 performs a two-step transfer to Agent2 that is not monitored by the supervisor.
4. The supervisor remains in the conference after Agent1 completes the transfer and leaves the conference.

ID: LYNC-1758	Found In: 8.5.000.69	Fixed In: 8.5.000.94
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If two people are connected in an IM interaction and then the originator escalates it to voice, the originator will be immediately displayed as connected, although the second party has not yet accepted the voice call and can decline it.

ID: LYNC-1739	Found In: 8.5.000.69	Fixed In: 8.5.000.94
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If, during a multimedia conference, an agent leaves the audio/video call, but still remains in the IM call, this agent cannot be added back to the audio/video call using a TSingleStepConference request.

ID: LYNC-1727	Found In: 8.5.000.51	Fixed In: 8.5.000.69
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T-Server now processes inbound calls if Skype for Business Server rejects them with a 500 internal server error.

ID: LYNC-1699	Found In: 8.5.000.69	Fixed In: 8.5.000.87
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T-Server does not support the dialing of Skype for Business users by TEL URI.

ID: LYNC-1682	Found In: 8.5.000.69	Fixed In: 8.5.001.63
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T-Server for Skype for Business supports only the configured DN number of Agent DNs and Route Points as internal dialing destinations. Agent DNs must correspond to endpoints controlled by the software Skype for Business client. Hard phones are not supported.

ID: LYNC-1431	Found In: 8.5.000.51	Fixed In:
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In a conference escalation scenario, the EventPartyAdded does not include the ThirdPartyDNRole attribute. As result, Workspace Desktop does not display the third-party user information correctly.

ID: LYNC-1425	Found In: 8.5.000.51	Fixed In: 8.5.000.69
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To avoid sending duplicate IM messages, install Lync client 15.0.4763.1001 or later. Otherwise, you can ignore these duplicate messages.

ID: LYNC-1410	Found In: 8.5.000.51	Fixed In: 8.5.001.02
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If both the primary and backup T-Servers unexpectedly exit at the same time, a call that was in treatment at the time of the exit might not continue correctly after the T-Servers restart.

ID: LYNC-1405	Found In: 8.5.000.51	Fixed In: 8.5.000.94
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When a supervisor is engaged in an IM conversation with the agent, for which supervisor monitoring is requested, escalation of the IM to voice might produce unexpected results. Results will differ,

depending on the number of IM participants in the conversation and the party that requested IM to voice escalation, but generally, incorrect call flows might be reported.

To work around this, the supervisor should cancel monitoring of the next call on the agent if that agent is established in an IM conversation with a supervisor.

ID: LYNC-1403	Found In: 8.5.000.51	Fixed In: 8.5.000.94
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If an agent establishes a call with a supervisor who is already in a monitoring session, the monitoring session becomes inactive and the supervisor cannot monitor the agent, or initiate new monitoring sessions.

ID: LYNC-1388	Found In: 8.5.000.51	Fixed In: 8.5.000.94
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If the backup T-Server starts when the primary T-Server is already running, there is no synchronization of agent states between the T-Servers potentially causing incorrect agent states when the backup is promoted to primary.

ID: LYNC-1202	Found In: 8.5.000.51	Fixed In: 8.5.000.94
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T-Server does not support DND state synchronization between primary and backup T-Server. Previously, after T-Server switchover or failover, the DND state could become desynchronized from the Skype for Business presence state. The DND state now synchronizes when the newly appointed primary T-Server receives the first presence update from Skype for Business.

ID: LYNC-1108	Found In: 8.5.000.51	Fixed In: 8.5.000.94
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In HA scenarios, the supervisor might lose control of monitoring the next call.

ID: LYNC-1082	Found In: 8.5.000.51	Fixed In:
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T-Server now correctly handles subscription information when multiple switchovers and failovers occur.

ID: LYNC-1013	Found In: 8.5.000.51	Fixed In: 8.5.000.94
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Connector rejects TAlternateCall, TCompleteConference, TCompleteTransfer requests as Unsupported Operation when a consultation call is in alerted state.

ID: LYNC-981	Found In: 8.5.000.51	Fixed In:
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If T-Server is configured to publish the agent states to the user presence, the Skype for Business (Microsoft Lync) Server might override the presence information.

ID: LYNC-756	Found In: 8.5.000.51	Fixed In:
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Known Issues and Recommendations

T-Server might lose third-party call control if a ringing party is answered and released in quick succession. The issue is fixed in Skype for Business Server 2015 February 2017 cumulative update 6.0.9319.277. Lync Server 2013 still has the issue.

ID: **LYNC-667**

Found In: **8.5.000.51**

Fixed In: **8.5.001.29**

During a reconnect procedure between T-Server and the Connector, T-Server no longer loses control of some route points if the subscription fails once.

ID: **LYNC-588**

Found In: **8.5.000.51**

Fixed In: **8.5.000.94**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.
