GENESYS™

Stat Server

8.5.000.29

5/14/2025

8.5.000.29

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/23/15	General		X			X	X	X

Contents

New in This Release

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

- In addition to known option [statserver]\check-stuck-calls, two new static integer options may be configured in the [statserver] configuration section:

  - check-stuck-calls-duration

  - check-stuck-calls-frequency

  For both options
  Default Value: 600 (seconds)
  Valid Values: 30 - 2147483
  Changes Take Effect: After restart

  If the option [statserver]\check-stuck-calls is set to yes, Stat Server checks for stuck calls every [statserver]\check-stuck-calls-frequency seconds, for calls that are older than [statserver]\check-stuck-calls-duration seconds. Previously, stuck call checking was performed every 600 seconds.

- Script upgrade_850_login_oracle.sql is now provided with Stat Server to upgrade LOGIN table for Oracle RAC.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Stat Server, Real-Time Metrics Engine

Genesys Products

List of Release Notes

Corrections and Modifications

This release also includes the following corrections or modifications:

Stat Server now correctly computes the statistic

```
Category=CurrentNumber
Objects=GroupAgents
MainMask=NotReadyForNextCall (or contains NotReadyForNextCall)
Subject=AgentStatus
```

for the Meridian-like switches in the following scenario:

- Agent logs into position and goes ready.

- DND is set to on at the Agent's extension.

- Agent receives the call on position and answers it.

- Stat Server is disconnected from T-Server.

- Stat Server reconnects to T-Server.

Now Stat Server correctly returns 0. Previously, in this scenario, Stat Server incorrectly returned -1 for the statistic above. (SS-6118)

Stat Server now does not decrease the capacity current_number when the Network Attended Transfer/Conference is completed with the EventNetworkCallStatus (NetworkCallState = 'NetworkCallStateTransferred') event. Previously in such cases, Stat Server prematurely ended the CallInbound action and reduced capacity current_number by 1 leading to a negative current_number later on receiving EventReleased for original inbound call. (SS-6112)

Stat Server no longer terminates unexpectedly when a tenant is deleted from Tenants in the configuration layer, while there are logged into multimedia agents from that tenant. (SS-6102)

Stat Server no longer reports the DN status as NotMonitored after the following sequence of events:

1. The EventDNOutOfService event occurs.

2. A call related event(s) occurs. For example, the EventAbandoned event.

3. The EventDNBackInService event occurs.

(SS-6095)

The following switches are now treated as Meridian-like switches:

- CiscoCM

- IntecomIBX80

- EricssonMD110

- AastraMX1

For these switches the position and the extension DN assigned to a place are considered to be linked, and both DNs are associated with an agent who is logged in to the position. (SS-6093)

Multiple dbclient processes are no longer created at reconnect to the database. Previously, when using direct DB connection mode on Linux/AIX/Solaris and if database is unavailable, Stat Server created a new dbclient process at each reconnection attempt, until no more processes can be created. (SS-6065)