GENESYS™

Stat Server

Release Notes 8.5.x

10/22/2025

Table of Contents

Stat Server 8.5.x Release Note

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

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

For information about 8.1.x releases of Stat Server, 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 Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Stat Server at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.113.04	10/15/25	Update			X		X
8.5.112.36	06/10/25	Update			X		X
8.5.112.35	11/06/24	Update			X		X
8.5.112.32	05/17/24	Restricted			X		X
8.5.112.31	03/16/24	Update			X		X
8.5.112.30	01/16/24	Update			X		X
8.5.112.29	09/12/23	Update			X		X
8.5.112.28	04/27/23	Update			X		X
8.5.112.27	03/02/23	Update			X		X
8.5.112.26	06/06/22	Update			X		X
8.5.112.25	11/15/21	General			X		X
8.5.112.24	10/29/21	Hot Fix			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.112.23	08/25/21	Update			X		X
8.5.112.22	06/11/21	Hot Fix			X		X
8.5.112.21	04/16/21	General			X		X
8.5.112.20	11/25/20	Hot Fix		X	X	X	X
8.5.112.19	10/26/20	General		X	X	X	X
8.5.112.18	09/04/20	Update		X	X	X	X
8.5.112.17	06/16/20	Update		X	X	X	X
8.5.112.16	05/22/20	Update		X	X	X	X
8.5.112.14	02/05/20	Update		X	X	X	X
8.5.112.10	11/19/19	General		X	X	X	X
8.5.112.08	10/24/19	Hot Fix			X		X
8.5.112.07	08/28/19	General		X	X	X	X
8.5.112.05	07/01/19	General		X	X	X	X
8.5.112.04	05/15/19	General		X	X	X	X
8.5.110.20	02/28/19	General		X	X	X	X
8.5.110.18	01/16/19	General		X	X	X	X
8.5.110.17	12/14/18	Update		X	X	X	X
8.5.110.14	11/30/18	General		X	X	X	X
8.5.110.12	11/09/18	Hot Fix		X	X	X	X
8.5.110.07	09/24/18	General		X	X	X	X
8.5.110.05	08/15/18	Update		X	X	X	X
8.5.110.03	06/29/18	Update		X	X	X	X
8.5.109.19	05/07/18	General		X	X	X	X
8.5.108.19	03/15/18	Hot Fix			X		X
8.5.108.18	03/05/18	Hot Fix			X		X
8.5.108.17	02/14/18	General		X	X	X	X
8.5.108.16	01/31/18	General	Unavailable	X	X	X	X
8.5.108.15	12/15/17	General		X	X	X	X
8.5.107.20	11/06/17	Hot Fix		X	X		X
8.5.107.17	10/17/17	Hot Fix			X		X
8.5.107.16	09/06/17	Hot Fix			X		X
8.5.107.15	08/18/17	General		X	X	X	X
8.5.106.21	08/01/17	Hot Fix			X		X
8.5.106.20	05/05/17	General		X	X	X	X
8.5.105.10	02/03/17	Hot Fix			X		X
8.5.105.09	12/27/16	General		X	X	X	X
8.5.104.25	11/30/16	Hot Fix		X	X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.104.24	11/08/16	Hot Fix			X		X
8.5.104.22	10/17/16	General		X	X	X	X
8.5.103.24	08/15/16	General		X	X	X	X
8.5.103.21	05/18/16	Hot Fix		X	X	X	X
8.5.103.17	04/20/16	General		X	X	X	X
8.5.102.27	06/20/17	Hot Fix			X		X
8.5.102.25	08/31/16	Hot Fix			X		X
8.5.102.24	08/04/16	Hot Fix		X	X	X	X
8.5.102.23	07/22/16	Hot Fix		X	X	X	X
8.5.102.22	07/05/16	Hot Fix			X		X
8.5.102.20	05/10/16	Hot Fix		X	X	X	X
8.5.102.17	04/07/16	Hot Fix	Unavailable	X	X		X
8.5.102.16	03/14/16	Hot Fix			X		X
8.5.102.15	02/18/16	Hot Fix		X	X	X	X
8.5.102.13	01/25/16	Hot Fix		X	X	X	X
8.5.102.12	12/10/15	General		X	X	X	X
8.5.101.13	10/21/15	Hot Fix		X	X	X	X
8.5.101.10	09/24/15	Hot Fix			X		X
8.5.101.07	08/31/15	General		X	X	X	X
8.5.100.10	06/15/15	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.36	09/11/15	Hot Fix					X
8.5.000.35	06/23/15	Hot Fix		X	X	X	X
8.5.000.34	05/27/15	Hot Fix		X	X	X	X
8.5.000.33	05/04/15	Hot Fix		X	X		X
8.5.000.32	04/06/15	Hot Fix		X	X		X
8.5.000.29	01/23/15	General		X	X	X	X
8.5.000.24	10/31/14	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 the Discontinued Support page in the *Genesys Supported Operating Environment Reference*.

- Oracle 18c

Discontinued as of	Date: **June 30, 2021**	Release: **All releases**

- Oracle 12c
- Microsoft SQL Server 2014

Discontinued as of	Date: **June 11, 2021**	Release: **All releases**

- IBM AIX (all versions)
- Solaris (all versions)
- IBM DB (all versions)
- Oracle 11.x

Discontinued as of	Date: **December 31, 2020**	Release: **All releases**

- Red Hat Enterprise Linux 6.x

Discontinued as of	Date: **November 30, 2020**	Release: **All releases**

- Windows Server 2008
- Windows Server 2008 Hyper-V
- MS SQL Server 2008

Discontinued as of	Date: **June 30, 2020**	Release: **All releases**

- AIX 6.1
- Linux 5
- DB2 9.5

Discontinued as of: 8.5.112.04

- MS SQL Server 2005

Discontinued as of: 8.5.108.15

- AIX 5.3

- HP-UX

- Linux 4

- Solaris 9

- Windows 2003

- DB2 8.x and 9.1

- Oracle 10g

- Informix

- Sybase

Discontinued as of: 8.5.000.24

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 Stat Server, 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 Cloud Services, Inc. is available on our Customer Care website.

The following documentation also contains information about this software.

- The documentation related to this software is available from the Stat Server, Real-Time Metrics Engine page.

- The *Stat Server Deployment Guide* provides details about installing and configuring Stat Server.

- The Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Real-Time Metrics Engine components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Stat Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Stat 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.

Stat Server is compiled to support MBCS (multi-byte character set), not Unicode. Genesys recommends avoiding the usage of charset specific symbols in configuration object names.

A limitation in the IPv6 loopback interface can cause Java extensions to fail to load properly, because the extensions have failed to register. To work around this issue, disable the IPv6 loopback interface on your host and restart Stat Server.

| ID: **SS-9446** | Found In: **8.5.x** | Fixed In: |

If Stat Server does not start after you install the latest UNIX upgrade for Linux, use the **-Xss2m** configuration option in the **[jvm-options]** section to increase the Thread stack size of the JVM, leaving the value of the option blank.

| ID: **SS-7639** | Found In: **8.5.x** | Fixed In: |

Under rare unknown circumstances, the sliding time profile may behave similarly to the growing time profile. If you see this behavior, modify the sample length. Genesys recommends that you set the sample length to at least 10 sec (default value), but shorter than the sliding interval length.

| ID: **SS-9214** | Found In: **8.5.112.18** | Fixed In: |

Stat Server erroneously stores the current component of the aggregate in the backup file for the following statistical categories:

- AverageNumberPerRelativeHour
- AverageTime
- ElapsedTimePercentage

- EstimWaitTime
- LoadBalance
- MaxNumber
- MaxTime
- MinNumber
- MinTime
- RelativeNumber
- RelativeNumberPercentage
- RelativeTimePercentage
- TotalAdjustedTime
- TotalNumberPerSecond
- TotalTime

Therefore, after restart, Stat Server might provide incorrect values for those statistical categories, as the current aggregate component is not reset at time profile reset points (unlike the historical component of the aggregate).

ID: **SS-8517**	Found In: **8.5.110.12**	Fixed In: **8.5.110.14**

In scenarios where the **addp** protocol is specified for HA connections, the frequency with which Stat Server checks the connection to the other Stat Server in the HA pair is determined as follows:

- If the backup Stat Server runs on Windows, the value of the option **addp-timeout** in the **[ha]** section determines the polling interval.
- If the backup Stat Server runs on Linux, the value of the option **addp-remote-timeout** in the **[ha]** section determines the polling interval.

To ensure that Stat Server checks the connection with the expected frequency, Genesys recommends that you set both options to the same value.

ID: **SS-9564**	Found In: **8.5.109.19**	Fixed In:

Stat Server incorrectly calculates statistics for the `CurrentAverageTime` category with the `GroupBy` specifier.

ID: **SS-8265**	Found In: **8.5.109.19**	Fixed In: **8.5.110.03**

When running in HA mode, Stat Server might terminate unexpectedly during replication of a sliding or selection statistic, if the backup-file-aggregates-store option is set to `false`.

ID: **SS-8233**	Found In: **8.5.109.19**	Fixed In: **8.5.110.03**

In rare circumstances, Stat Server might stop responding on a single core Linux machine, while it is

loading Java extensions.

| ID: **SS-8190** | Found In: **8.5.108.17** | Fixed In: **8.5.110.07** |

On Solaris, overload protection is supported only for boxes with the number of cores less than or equal to 16. If the number of cores is 16 (8) then the **[overload]/cpu-threshold-high** option must be set to at least 80 (40) for overload protection to work.

| ID: **SS-7911** | Found In: **8.5.108.15** | Fixed In: **8.5.108.17** |

Stat Server incorrectly calculates `GroupBy` statistics requested with the `Selection` interval.

| ID: **SS-7540** | Found In: **8.5.106.21** | Fixed In: **8.5.107.15** |

Genesys Administrator fails to import the `Stat_Server_851.xml` file due to the wrong value of the **interaction-wait-on-sa-max-number** option. It contains INT_MAX instead of 2147483648.

| ID: **SS-7068** | Found In: **8.5.104.22** | Fixed In: **8.5.104.24** |

Stat Server does not connect to databases in direct mode on Linux and AIX.
For Stat Server running on Linux or AIX use DB Server to connect to your database.

| ID: **SS-6765** | Found In: **8.5.103.17** | Fixed In: **8.5.103.21** |

There is a race condition in Stat Server, when a data provider is able to connect to Stat Server while it is still loading Java Extensions. As a result, Stat Server might fail to open the data-streams associated with not yet loaded Java Extensions. This race condition can only happen during the reconnect to Configuration Server following a failed attempt to restore a session; it does not happen during the Stat Server startup.

| ID: **SS-6661** | Found In: **8.5.102.15** | Fixed In: **8.5.103.17** |

The generalization of the `CallAbandonedFromRinging` action under the new `InteractionAbandonedDuringOffering` action broke the backward compatibility. The action is generated unconditionally when Stat Server receives `EventRejected` or `EventRevoked` TEvents. Backward compatibility can be simulated by using filters to analyze the reason.

| ID: **SS-6740** | Found In: **8.5.102.12** | Fixed In: **8.5.102.20** |

Stat Server might terminate unexpectedly in the following scenario:

1. Start Stat Server with tenant TENANT assigned.

2. Add `Mediatype(name=N,DBID=X)` to TENANT.

3. Remove tenant TENANT from Stat Server tenants.

4. Add tenant TENANT back to Stat Server tenants.

5. Remove `MediaType(name=N,DBID=X)` from TENANT.

6. Add `DispositionCode(name=N,DBID=Y)` to TENANT.

ID: **SS-6739, SS-6582**	Found In: **8.5.102.12**	Fixed In: **8.5.102.20**

Stat Server might terminate unexpectedly on Solaris and AIX in the following scenarios:

- Current statistic is opened for the statistical object A by the client C (but not any other clients).

- Object A is renamed to B.

- Object B is removed from the configuration.

- Client C is disconnected from Stat Server.

ID: **SS-6521, SS-6520**	Found In: **8.5.101.13**	Fixed In: **8.5.102.12**

Stat Server might terminate unexpectedly while attempting to bind to an occupied HTTP port.

ID: **SS-6232**	Found In: **8.5.000.32**	Fixed In: **8.5.000.33**

When using direct DB connection mode on Linux/AIX/Solaris and if database is unavailable, Stat Server creates a new dbclient process at each reconnection attempt, until no more processes can be created.
Until this issue is resolved, it is advised not to use direct db connection on Linux/AIX/Solaris, or at least make sure the database is available.

ID: **SS-6065**	Found In: **8.5.000.24**	Fixed In: **8.5.000.29**

During installation on Win 2012-64 servers, the screen for Client Side Port Configuration is sometimes shown twice.

ID: **SS-5935**	Found In: **8.5.000.24**	Fixed In:

Stat Server fails to send the `EventStatInvalid` TEvent to clients for statistics that are opened while Stat Server is disconnected from T-Server.

ID: **SS-5728**	Found In: **8.1.200.24**	Fixed In:

Stat Server does not fully support interaction- and trace-level logging for Multimedia events.

ID: **ER# 256117875**	Found In: **8.0.000.26**	Fixed In:

Stat Server could receive a corrupt packed TEvent within the Interaction Server `event_custom` message. When this occurs, Stat Server logs the following message header, followed by a printout of the message content:

`Server: WARNING: Interaction Server broken packet (size=) dumped`

```
(size=):
```

ID: **ER# 259494219**	Found In: **8.0.000.26**	Fixed In:

Interaction Server allows agents to log in to a place without any media. When encountered with this scenario, Stat Server cannot write the agent or place `NotMonitored` status to the Status table causing time gaps in statuses.

ID: **ER# 276012191**	Found In: **8.1.000.11**	Fixed In:

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.1

Stat Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Stat Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.113.04

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/16/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- Stat Server now supports OpenJDK 21, which is used to run Stat Server Java Extensions (including iWD, MCR, OCC, ORS Extensions). (SS-9898)

Resolved Issues

This release contains the following resolved issues:

Now, a new option, [statserver]stat-file-show-clients-list-max, allows specifying how many StatServer clients are listed in the statfile log. Clients exceeding this option will be omitted. Valid values: 0 to 2147483646 (default is 5). Previously, it was hardcoded with a value of 5. (SS-9924)

Helpful Links

Releases Info

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.113.04.

8.5.112.36

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/10/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- Stat Server now supports Microsoft SQL Server 2022, including the Cluster mode. (SS-9897)

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly logs out the agent who logged into multiple DNs and performs a log out from one of those DNs. A new option **mm-integrity-checks** is added in the **statserver** section to enable integrity checks that were introduced in the 8.5.112.29 version. This option is specific to multimedia environments only.

- Set the new option to **on** to perform the integrity checks.
- By default this option is set to **off**. (SS-9905)

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Releases Info

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.36.

8.5.112.35

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/06/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- StatServer now supports Windows Server 2022. ((SS-9796)

- StatServer now supports TLS 1.3 on Windows. (SS-9817)

- A new option, allow-acw-connid-overwrite is included (default values is `false`:

  - If `true` (pre-8.5.102 behavior), this allows SS to overwrite call-related ACW's ConnID when a call is released.

  - If `false`, SS will not overwrite call-related ACW statuses when a call is released. (SS-9858)

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Resolved Issues

This release contains the following resolved issues:

The disable-event-media-removed option is removed. (SS-9864)

The timeout errors when loading multiple java extensions are resolved. (SS-9861)

The logging for transition into protected mode has been improved. (SS-9860)

The Statfile server attributes are updated to be more consistent with other attributes. (SS-9850)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.35.

8.5.112.32

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/17/24	Restricted	Unavailable		X			X

What's New

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> **Important**
>
> As of 8/21/2024, this release is no longer available as it did not function as expected. The features included in this release will be included in an upcoming release.

This release contains the following new features and enhancements:

- A new option, **[statserver]disable-event-media-removed** is included. The default value is Off When set to 0n, StatServer will ignore event-media-removed events sent from Interaction Server to avoid CPU overload. (SS-9790)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.32.

8.5.112.31

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/16/24	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

StatServer now handles special characters in object names, preventing debug-level (Status) crashes. (SS-9815)

Helpful Links

Releases Info

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.31.

8.5.112.30

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/16/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Stat Server now supports OpenJDK 17, which is used to run Stat Server Java Extensions (like MCR Extension, OCC Extension, etc). (SS-9780)

- Database information and related counters are now included in the internal Stat file. (SS-9665, SS-9671)

Resolved Issues

This release contains the following resolved issues:

The Agent Group statistic `CurrentNumber of Not Ready agents` is now correctly incremented by 1 upon EventAddressInfo with attributes **AgentStatus** is *Ready* (value 2) and **dnd** is *On* (value 1). (SS-9791)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.30.

8.5.112.29

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/12/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Multimedia interaction messages can now be reflected in the Stat Server logs if log options are set accordingly. (SS-9769)

- More validation rules and integrity checks have been implemented to address a number of issues in scope of vulnerability management effort. (SS-9767)

Resolved Issues

This release contains no resolved issues.

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.29.

8.5.112.28

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Stat Server now logs Linux process ulimits during startup for `core file size`, `data seg size`, and `virtual memory`. (SS-6954)

Resolved Issues

This release contains the following resolved issue:

Stat Server no longer crashes when reading a corrupt backup file on Linux. (SS-9726)

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

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.28.

8.5.112.27

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/02/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- This release provides modifications and enhancements in scope of Cloud Application Security Review (CASR). (SS-9615)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.27.

Helpful Links

Releases Info

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

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8.5.112.26

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/06/22	Update			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:

When responding to requests for DN current state by DNStatus, Stat Server now correctly provides the DN status start time in the response event. (SS-9617)

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When Stat Server restores stats from a backup file, it no longer logs unnecessary business attributes (if applicable). (SS-9504)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.26.

8.5.112.25

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/15/21	General			X			X

What's New

This release contains the following new features and enhancements:

- This release provides major updates of internal libraries. (SS-9411)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.25.

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8.5.112.24

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/29/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In deployments that use switch types that are recognized as Meridian-like because the **position-extension-linked** switch option in the **statserver** section is set to **yes**, Stat Server now reports After-Call Work (ACW) agent status correctly in scenarios where:

1. An incoming call is accepted by an agent.
2. The agent manually sets AfterCallWork mode (or it is set automatically after the incoming call is accepted).
3. The agent initiates a Consult call.
4. The original call is released.
5. The Consult call is released.

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Previously in such scenarios, the agent status was incorrectly reported as WaitForNextCall. (SS-9502)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.24.

8.5.112.23

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/25/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- This release includes several improvements to logging performance and log presentation. (SS-8240, SS-8198, SS-6627)

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer consumes extra memory when using HTTP port. (SS-9439)

When budget-based routing functionality is enabled, Stat Server re-calculates the agent/place capacity only when budget-related options change for the Media Type to which the agent is logged in. (SS-9438)

Stat Server now performs additional validation when performing multi-site call transfers, which improves stability. Previously, in rare scenarios, crashes occurred when Stat Server attempted to clear queue tracking details that had already been cleared. (SS-9435)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.23.

8.5.112.22

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/11/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When budget-based routing is enabled, Stat Server now re-calculates the agent/place capacity only when budget related options are changed under the Tenant. (SS-9407)

The EventReserved_2 event provided in the EventCustom event from Interaction Server is now used to create or update multimedia-related virtual queue tracking details for the CallAnswered action generation. Therefore, details, created on the EventQueued event, are not lost during a Stat Server restart. (SS-9391, SS-9390)

Stat Server now properly re-registers CommunicationDN after restoring connection to Load Distribution Server. (SS-9381)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.22.

8.5.112.21

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/16/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for the Red Hat Open JDK11. See the Prerequisites section on the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (SS-9272)

- Support for VMWare ESXI 7.x. (SS-9320)

Resolved Issues

This release contains the following resolved issue:

Stat Server no longer terminates unexpectedly after receiving the `EventPlaceAgentState` with an empty `attr_actor_agent_id`. (SS-9316)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.21.

8.5.112.20

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/25/20	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Stat Server no longer terminates unexpectedly after receiving a duplicate `EventPartyAdded` event from Interaction Server Proxy. Previously, Stat Server terminated unexpectedly after receiving a duplicate `EventPartyAdded` conference or intrusion-related events from Interaction Server Proxy. (SS-9224, SS-9221)

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Stat Server now properly reports its operational status. Previously, if Stat Server completed its initialization prior to establishing connection to Local Control Agent (LCA), Stat Server reported its status as `INITIALIZING`. (SS-9216)

Stat Server now reports the correct number of transferred calls. Previously, in scenarios when the first call was transferred while being on Hold and the subsequent call was transferred after being

Established, the second transferred call was not counted. (SS-9215)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.20.

8.5.112.19

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/26/20	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for the Red Hat Enterprise Linux 8 operating system. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SS-8948)

Resolved Issues

This release contains the following resolved issue:

Stat Server no longer terminates unexpectedly on the internal connection level. Previously, in rare circumstances, Stat Server could terminate unexpectedly due to an internal support libraries issue. (SS-9115)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.19.

8.5.112.18

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/04/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new configuration option mm-media-list-lower-case is added in the **[statserver]** section to support the case-sensitive media name list. (SS-9144)

Resolved Issues

This release contains the following resolved issues:

Stat Server now properly handles a dynamic API OpenStat request with invalid time profile by using the default time profile instead of the invalid one. Previously, Stat Server terminated unexpectedly after receiving dynamic API requests with an invalid time profile. (SS-9179)

Stat Server, in Hot Standby HA configuration, now properly handles a situation when the backup instance of Stat Server loses and restores connection to the primary Stat Server before the primary instance detects the disconnect. Previously, Stat Server running in primary mode terminated unexpectedly in this scenario. (SS-9149)

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Stat Server now reloads its configuration significantly faster after restoring connection to Configuration Server when the full reread of configuration data is required. (SS-9098)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.18.

8.5.112.17

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/16/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new configuration option mm-agent-logout-optimization is added in the **[statserver]** section to efficiently process multiple concurrent logouts of multimedia agents. (SS-8990)

- Support for Oracle 19c and Oracle 19c RAC. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (SS-8932)

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer becomes unresponsive when a large number of concurrent multimedia actions (for example, InteractionWait) are registered on the Tenant object. Previously, in a large multimedia environment with the **subscribe-for-all-ixn-server-events** option set to yes, Stat Server could become unresponsive due to 100% CPU consumption. (SS-9086)

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Stat Server processing of multimedia agent logout is improved. Setting the new **mm-agent-logout-optimization** option to `true` may help to reduce Stat Server CPU consumption in a large multimedia environment with spikes of agent logout activity. This option is especially beneficial for environments with agents logged into many media channels and the substantial list of associated virtual queues. The option's default value `false` makes Stat Server process agent logouts using its original algorithm. (SS-8990)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.17.

8.5.112.16

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/22/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- New configuration option mm-skip-reason-changed-events is added in the **[statserver]** section. (SS-8917)

- Support for MS SQL Server 2019 Cluster. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (SS-8981)

Resolved Issues

This release contains the following resolved issues:

Stat Server now properly handles filter settings in log-filter and log-filter-data for Interaction Server events. Previously, Stat Server log would show data from Interaction Server events that was expected to be filtered out. (SS-9083, SS-9064)

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Stat Server now properly generates Virtual Queue-related SEventStatValid after successful connection to Interaction Server and the Virtual Queue state changes from NotMonitored to Monitored. (SS-8997)

Stat Server now correctly calculates TotalContinuousNumber statistics with filtered statuses in certain scenarios. New **mm-skip-reason-changed-events** option prevents incorrect reason filter evaluation and the TotalContinuousNumber statistic calculation in such scenarios by ignoring any multimedia reason change events. (SS-8917)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.16.

8.5.112.14

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for MS SQL Server 2019. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (SS-8980)

Resolved Issues

This release contains the following resolved issues:

Stat Server now reads time zones from the `Resources` tenant in a single-tenant deployment. Previously, Stat Server, starting with release 8.5.108.15, read time zones from the `Environment` tenant only, which is invalid for the single-tenant deployment. (SS-8970)

Stat Server no longer incorrectly spawns extra SelfHttpClients when the setting of the max-client-connections option is reached. (SS-8905)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.14.

8.5.112.10

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/19/19	General		X	X	X	X

What's New

This version was first released as an Update on 11/15/19.

This release contains the following new features and enhancements:

- Stat Server supports the following new Agent Workbin actions:

    - InteractionAbandonedDuringOffering

    - InteractionAccepted

    - InteractionAnswered

    - InteractionCleared

    - InteractionDistributed

    - InteractionEntered

    - InteractionReleased

    - InteractionWait

    (SS-8805)

- Support for the following databases. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.

    - MS SQL Server 2014

    - MS SQL Server 2014 Cluster

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- MS SQL Server 2016

- MS SQL Server 2016 Cluster

- Support for Red Hat Enterprise Linux 7.7 operating system. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SS-8937)

Resolved Issues

This release contains the following resolved issue:

Starting from this release, Stat Server unconditionally ignores EventPartyChanged on a virtual queue if ConnID=PreviousConnID=AttributeFirstTransferConnID. Such an event can occur in multi-site tromboning scenarios. Previously, handling this event led to truncation of the duration of the CallAnswered action for the corresponding call. (SS-8899)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.10.

8.5.112.08

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/24/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly handles large key-value lists (> 64K) in CurrentState statistical values. Previously, Stat Server could incorrectly pack such values, which led to terminations on the client side.
Additionally, Stat Server no longer attaches redundant ReasonValue pairs to actions, packed as part of the CurrentState value. Previously, doing so led to key-value lists growing larger than 64K. (SS-8892)

When the acw-absorb-mode option is set to 1, Stat Server now correctly inherits UserData from the call-related ACW, if it absorbs the manual ACW that follows it. (SS-8891)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.08.

8.5.112.07

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/19	General		X	X	X	X

What's New

This version was first released as a Hot Fix, for Linux and Windows only, on 07/22/19.

This release contains the following new features and enhancements:

- Protected and normal modes during configuration reloads. (SS-8745)
     To support this functionality, the following new configuration option is added in the **[statserver]** section:

  - config-reload-delay-if-primary

- New LMS messages for protected /normal configuration monitoring mode (for more information see Log Events):

  - 10084|STANDARD|GCTI_SS_CONFIG_NORMAL_MODE_STARTED|Normal configuration monitoring mode started

  - 10085|STANDARD|GCTI_SS_CONFIG_NORMAL_MODE_STOPPED|Normal configuration monitoring mode stopped (duration=%d sec)

  - 10086|STANDARD|GCTI_SS_CONFIG_PROTECTED_MODE_STARTED|Protected configuration monitoring mode started

  - 10087|STANDARD|GCTI_SS_CONFIG_PROTECTED_MODE_STOPPED|Protected configuration monitoring mode stopped (duration=%d sec)

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- Support for Kernel Virtual Machine (KVM) on Windows and Linux. (SS-8691)

- Support for the following databases. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.

  - Microsoft SQL Server 2017 (SS-8692)

  - Oracle 18c (SS-8747)

- Support for Windows Server 2019 Hyper-V was added to this release on 8/28/19. See the Virtualization Platform Support page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information about supported virtualization platforms. (SS-8845)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.07.

8.5.112.05

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2019 operating system. See the Real-Time Metrics Engine page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.05.

8.5.112.04

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/15/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for the following operating environments. See the *Framework* page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information.
  - Oracle Linux 7
  - OpenJDK 11
  - Oracle 12c R2
  - Oracle 12c R2 RAC on Linux and Windows

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Resolved Issues

This release contains the following resolved issues:

In environments where the same time-range based statistics might simultaneously be open on different time-ranges, Stat Server now reports correct values for each time-range. Previously, because of an issue with the way statistics were identified internally, the value calculated for a statistic opened with one time-range might also have been reported for the same statistic opened

with different time-ranges.

Below is an example of a time-range statistic that can be opened with different time-ranges (for instance, Range10-15 and Range16-20) and that could have been affected by the issue:

```
[Total_Short_Abandoned_Calls]
Category=TotalNumberInTimeRange
Description=Total number of calls abandoned within the specified time range
Formula=DCID
MainMask=CallAbandonedFromRinging, CallAbandoned
Objects=GroupQueues, Queue, RoutePoint
Subject=DNAction
```

Statistical categories with mandatory time-ranges are:

- TotalNumberInTimeRange
- TotalNumberInTimeRangePercentage
- TotalTimeInTimeRange
- CurrentNumberInTimeRange
- CurrentNumberInTimeRangePercentage
- ServiceFactor1

Time-range can also be specified for the RelativeNumberPercentage statistical category. When specified, it is applied to actions/statuses in MainMask. (SS-8723)

Stat Server no longer experiences lengthy episodes of 100% CPU consumption. Previously, in rare circumstances, Stat Server was not able to properly maintain internal monotonic time. As a result, Stat Server frequently recalculated all time-based statistics, leading to 100% CPU consumption. (SS-8695)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.112.04.

8.5.110.20

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports changes of the interaction cost for budget-based routing. (SS-8508)

- Support for Red Hat Enterprise Linux 7.5 operating system. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SS-8611)

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly in some scenarios where an agent is deleted from the Agent Group. (SS-8643)

Stat Server no longer experiences delays while processing stuck calls. (SS-8608, SS-8584)

Stat Server no longer terminates unexpectedly in some scenarios when the `EventPartyChanged` TEvent on a virtual queue contains same `ConnID` and `PreviousConnID`. (SS-8549)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.20.

8.5.110.18

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/16/19	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports the SinceLogin time profile for blended agents.

- Stat Server supports the durable InteractionAgentPartyInProgress action for Tenants.

- Stat Server supports the new DoNotDisturb action on a media channel.

- The following new configuration options are added in the **[statserver]** section:

  - interaction-agent-party-in-progress-on-tenant-max-number

  - interaction-agent-party-in-progress-on-tenant-media-list

  - old-stats-remove

- Support for OpenJDK 8. See the Prerequisites section on the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.18.

8.5.110.17

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/14/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- This release contains modifications to support Genesys Engage cloud implementations.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer fails to reestablish connection to Configuration Server in some rare circumstances. (SS-8562)

Stat Server no longer leaks memory when trying to establish HA connection to the stopped Stat Server instance. (SS-8561)

When running in HA mode, Stat Server no longer attempts to garbage-collect the same statistic more often than once every 24 hours. (SS-8554)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.17.

8.5.110.14

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/18	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for CentOS Linux 7 operating system. See the Framework page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains the following resolved issue:

Now, after restart and reading the backup file, Stat Server provides correct values for the following statistical categories:

- AverageNumberPerRelativeHour
- AverageTime

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- ElapsedTimePercentage

- EstimWaitTime

- LoadBalance

- MaxNumber

- MaxTime

- MinNumber

- MinTime

- RelativeNumber

- RelativeNumberPercentage

- RelativeTimePercentage

- TotalAdjustedTime

- TotalNumberPerSecond

- TotalTime

Previously, for those statistical categories, Stat Server erroneously stored the current component of the aggregate in the backup file. (SS-8517)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.14.

8.5.110.12

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/18	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server reports a situation when large key-value lists are sent to Stat Server clients as a part of the `CurrentState` statistic's value, using the new LMS message:

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```
10082|TRACE|GCTI_SS_LARGE_KVLIST_IN_CURRENT_STATE_VALUE|Large kv-list (%d bytes) in
 CurrentState value
```

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer leaks memory if a non-existent `TimeRange` is specified in the `OpenStat` request with one of the following statistical categories:

- `CurrentNumberInTimeRange`
- `CurrentNumberInTimeRangePercentage`
- `TotalNumberInTimeRange`
- `TotalTimeInTimeRange`
- `TotalNumberInTimeRangePercentage`
- `ServiceFactor1`
- `RelativeNumberPercentage`

(SS-8495)

Stat Server, configured as a backup in Configuration Server, now correctly closes its port during startup when the accept-clients-in-backup-mode option is set to no. Previously, in such case, Stat Server was not closing its port during startup in the Backup mode, but closed the port after switchover from the Primary to Backup mode. (SS-8492)

Stat Server no longer terminates unexpectedly in the following scenario when configuration includes Virtual Agent Groups (VAG) with duplicated names but different DBID:

1. VAG Group1 (dbid=A,id=B) is added.
2. VAG Group2 (dbid=C,id=B) is added.
3. Connection to Configuration Server is lost.
4. Failure to restore a session with Configuration Server.
5. Reconnect to Configuration Server.
6. VAG Group2 is deleted from the configuration.

(SS-8488)

Stat Server no longer erroneously duplicates the `ReasonValue` key-value pair in the `UserData` of an Action, supplied as part of the `CurrentState` statistic value. Previously, Stat Server added a new pair upon each send, which caused the `UserData` key-value list exceeding 64K in size, leading to crashes on the client side. (SS-8485)

Stat Server no longer clears call details on a multimedia VQ according to the internal timeout, if URS continues to timely send the `EventReserved_2` for that call. (SS-8482)

Stat Server now ignores the `EventPartyChanged` TEvent on a VQ when the mandatory `AttributeFirstTransferConnID` is empty. Previously, Stat Server terminated unexpectedly on an attempt to handle such events. (SS-8477)

Stat Server no longer terminates unexpectedly in scenarios associated with duplicate `GroupQueues`. (SS-8455)

Stat Server no longer terminates unexpectedly at the startup on Linux, when it is unable to determine the number of CPU cores on the host. (SS-8060)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.12.

8.5.110.07

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/24/18	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- This release contains modifications to support Genesys Engage cloud implementations.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly considers the connection protocol, if it is not specified for the HA port, to be addp and uses addp-specific options in the **[ha]** section to configure it. (SS-8394)

Stat Server now drops the client's connection if the `EventRegistered` TEvent is not received within the predefined time. (SS-8347)

Stat Server no longer stops responding on a single core Linux machine, while it is loading Java extensions. Previously, in rare circumstances, Stat Server could stop responding in such cases.

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(SS-8190)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.07.

8.5.110.05

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Enhanced tracking of a multimedia interaction associated with the virtual queue (VQ).
  Stat Server continues to collect VQ tracking details using the `EventCustom` event, but now does so from all connected Interaction Servers that may participate in processing of the same interaction. This enhancement addresses cases where URS dispatches routing events through one Interaction Server and then offers the interaction with follow-up handling using another Interaction Server.

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Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly calculates statistics of `CurrentMinTime` and `CurrentMaxTime` categories requested with the `GroupBy` specifier. Previously, Stat Server calculated Max/Min time from the moment of action start, instead of the moment of action change, associated with the `GroupBy` specifier. (SS-8360)

Stat Server now correctly reports statistical validity for statistics on `StagingArea` objects. Previously, Stat Server sent the `EventStatInvalid` event for such statistics in some circumstances. (SS-8358)

Stat Server no longer terminates unexpectedly while trying to read the backup file when the backup file consists of zero (0) bytes. (SS-8327)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.05.

8.5.110.03

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/18	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports budget-based routing. URS release 8.1.400.50 or higher is required.

- The following new configuration options, configured in the new **[budget]** section on the **Options** tab in the **Advanced View (Annex)** of the Agent, Place, MediaType, and Tenant configuration objects, have been added to support budget-based routing :

  - **Agent** or **Place** object:
    <media type name>

  - **MediaType** object:
    default-agent-budget

    default-cost

    default-cost-consult

    default-cost-inbound

    default-cost-internal

    default-cost-outbound

    default-cost-unknown

  - **Tenant** object:
    default-agent-budget

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default-cost

default-cost-consult

default-cost-inbound

default-cost-internal

default-cost-outbound

default-cost-unknown

enabled

interaction-cost-key

- Default DN capacity for voice calls on a Multimedia DN has been changed to 1 (instead of 255).

Resolved Issues

This release contains the following resolved issue:

Stat Server now correctly calculates statistics for the `CurrentAverageTime` category with the `GroupBy` specifier. Previously, Stat Server might have had a different total value and sum of values from single statistics. (SS-8265)

When running in HA mode, Stat Server no longer terminates unexpectedly during replication of a sliding or selection statistic, if the backup-file-aggregates-store option is set to `false`. (SS-8233)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.110.03.

8.5.109.19

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/07/18	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- In addition to Warm Standby, Stat Server supports the Hot Standby redundancy mode for Stat Server high availability (HA) pairs on Windows and Linux platforms. See Hot Standby for more information.

- The following new configuration options, configured in the new **[ha]** section, have been added to support Hot Standby redundancy:

  - addp-remote-timeout

  - addp-timeout

  - addp-trace

  - chunk-size

  - chunk-timeout

  - connect-timeout

  - session-expiration-period

  - session-expiration-timeout

- Stat Server now recognizes the error code TERR_UNSUP_OPER(501) in EventError, received from SIP Server upon TQueryAddress on a routing point.

- New LMS messages are introduced:

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- 10080|STANDARD|GCTI_SS_STAT_INVALID_FILTER|Invalid filter: '<name>' = '<value>'

- 10081|STANDARD|GCTI_SS_STAT_INVALID_TIME_RANGE|Invalid time-range: '<name>' = 'value'.

- Stat Server maps the content of the `attribute_reason_desc` from Interaction Server events to the value of the ReasonValue key in a `UserData` key-value list on an Action for the `CurrentState` or in a Reasons key-value list for the `CurrentStateReasons`. See CurrentState Categories for more information.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly while writing the `StatFile` in the case when there is a connected PSDK client with an unspecified name. (SS-8196)

Stat Server no longer terminates unexpectedly on a tenant deletion. Previously, Stat Server terminated unexpectedly on the tenant deletion if there were duplicate routing strategy objects in Configuration Server. (SS-8168)

Stat Server now correctly calculates statistics of categories `CurrentAverageTime`/`CurrentMinTime`, when used with non-empty `GroupBy` and `OrderBy` specifiers. (SS-8159)

Stat Server now correctly calculates the following statistic on the `SinceLogin` aggregation interval:

```
Category=Formula
Objects=Agent,GroupAgents
Expression=SUM(LoggedOut;duration)
Subject=AgentStatus
```

(SS-8142)

Stat Server now correctly reports DN status start time in the `CurrentState` statistics. (SS-8084)

Stat Server no longer ignores the `Selection` time profile, when supplied with an old API statistical request. (SS-8061)

Stat Server no longer stops writing into a `StatFile` after Configuration Server failover. (SS-8046)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.109.19.

8.5.108.19

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/15/18	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- New configuration option acw-absorb-mode is added in the **[statserver]** section.

Resolved Issues

This release contains the following resolved issues:

Stat Server is now able to calculate the ACWCompleted action on mediation DNs in the 8.1 legacy mode. To enable the legacy behavior, the configuration option **[statserver]**/acw-absorb-mode must be set to 1. (SS-8104)

In the scenario when the manual After Call Work is started on a regular DN X on which there is call-related AfterCallWork (ConnID1) action in progress, Stat Server now correctly generates the ACWCompleted action on mediation DNs through which the call with ConnID1 was distributed to X and the duration of the ACWCompleted action is set to the elapsed duration of the call-related After Call Work. (SS-8091)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.19.

8.5.108.18

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/05/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly constructs Virtual Agent Groups after re-reading its configuration upon failure to restore a session with Configuration Server. (SS-8125)

Stat Server no longer terminates unexpectedly in the following scenario:

1. The following statistic is opened:
   MainMask=<action>

   GroupBy=GetString(UserData, <key>)

   OrderBy=<order>

2. The action <action> with the key <key> and an empty string value in UserData is generated.

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(SS-8083)

Stat Server no longer stops writing the `StatFile` upon failure to restore a session with Configuration Server. (SS-8082)

When Stat Server rereads the configuration after failing to restore a session with Configuration Server, Stat Server now correctly uses the optimized method of creating virtual agent groups. Previously, Stat Server used the slow method, which greatly increased the average time to recovery. (SS-8081)

Stat Server now ignores `EventPartyChanged` events in which `AttributeFirstTransferConnID` has been mutated. Previously, Stat Server terminated unexpectedly when it received `EventPartyChanged` events with a mutated `AttributeFirstTransferConnID`. (SS-8079)

When restoring statistics from a backup file, Stat Server now correctly restores statistics with specific options defined. Previously, while reading the backup file, Stat Server incorrectly ignored specific options of the statistic if the option value included pipe (|) or equals sign (=) symbols. As a result, incorrect or meaningless statistics might have been computed. (SS-8076)

In Linux deployments, Stat Server no longer terminates unexpectedly at startup when it is unable to determine the number of CPU cores on the machine. (SS-8060)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.18.

8.5.108.17

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/14/18	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly packs `CurrentTargetState` responses, when the statistic is requested for a place or place-groups. Previously, failure to do so could cause unexpected termination of connected clients, built with the non-latest version of StatLib. (SS-8033)

Stat Server no longer substitutes notification frequency with the slide length for statistics with `interval=SSlidingWindow` and `mode=TimeBasedNotification`. Previously, it led to degraded performance. (SS-8025)

Stat Server now correctly restarts DN registration process upon receiving `EventPrimaryChanged`. (SS-8024)

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Stat Server now gracefully handles connection failures in the following specific scenario:

1. Stat Server is started with **[statserver]**/enable-java=yes.

2. The JVM path specified in **[java-config]**/jvm-path is not valid.

3. A client tries to establish a connection to the Stat Server host on port 21000.

Previously, Stat Server terminated unexpectedly in this scenario. (SS-7972)

Stat Server now correctly packs CurrentState for place-groups. Previously, failure to do so could cause unexpected termination of connected clients. (SS-7968)

After a Configuration Server failover, Stat Server no longer tries to register DNs before the configuration is fully read. Previously, because Stat Server might have started registering DNs before complete agent login information was available, DN or agent states for some DNs or agents were incorrect. (SS-7938)

Stat Server performance when there are large numbers of connected clients has been improved. Previously, when the number of connected clients exceeded 500, T-Server(s) closed the connection(s) to Stat Server with the reason too slow. (SS-7926)

In the 10070|STANDARD log message GCTI_SS_OVERLOAD_DETECT, Stat Server no longer reports main-thread CPU usage as exceeding 100%. Previously, if an overload was detected and main-thread CPU usage was adjusted, the log message reported the unadjusted value of more than 100%. (SS-7864)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.17.

8.5.108.16

Stat Server Release Notes

9.x **Stat Server** is part of 9.x starting in 8.5.108.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/18	General	Unavailable	X	X	X	X

What's New

As of February 5, 2018 this release is no longer available as it did not function as expected. Release 8.5.108.17 corrects the issue that required the removal of 8.5.108.16. All resolved issues from the 8.5.108.16 release are included in the 8.5.108.17 release.

Resolved Issues

This release contains the following resolved issues:

Stat Server now gracefully handles connection failures in the following specific scenario:

1. Stat Server is started with **[statserver]**/enable-java=yes.
2. The JVM path specified in **[java-config]**/jvm-path is not valid.
3. A client tries to establish a connection to the Stat Server host on port 21000.

Previously, Stat Server terminated unexpectedly in this scenario. (SS-7972)

Stat Server now correctly packs CurrentState for place-groups. Previously, failure to do so could

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cause unexpected termination of connected clients. (SS-7968)

After a Configuration Server failover, Stat Server no longer tries to register DNs before the configuration is fully read. Previously, because Stat Server might have started registering DNs before complete agent login information was available, DN or agent states for some DNs or agents were incorrect. (SS-7938)

Stat Server performance when there are large numbers of connected clients has been improved. Previously, when the number of connected clients exceeded 500, T-Server(s) closed the connection(s) to Stat Server with the reason `too slow`. (SS-7926)

In the `10070|STANDARD` log message `GCTI_SS_OVERLOAD_DETECT`, Stat Server no longer reports main-thread CPU usage as exceeding 100%. Previously, if an overload was detected and main-thread CPU usage was adjusted, the log message reported the unadjusted value of more than 100%. (SS-7864)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.16.

8.5.108.15

Stat Server Release Notes

9.x This is the first 9.x release of **Stat Server**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports the overload protection method of reducing CPU consumption.

- The following new configuration options are added in the **[overload]** section:

  - allow-new-connections-during-overload

  - allow-new-requests-during-overload

  - cpu-cooldown-cycles

  - cpu-poll-timeout

  - cpu-threshold-high

  - cpu-threshold-low

  - cut-debug-log

  - protection

  - qos-default-overload-policy

  - qos-recovery-enable-lms-messages

- Stat Server supports the new DynamicOverloadPolicy option in the **[<stat type>]** section.

- Stat Server supports the retrospective InteractionAbandoned action for Tenants.

- Stat Server supports Windows Server 2016 and Windows Server 2016 Hyper-V. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported

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operating systems.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly calculates the following statistic:

```
Category=Formula
Expression=@MAX(CallWait; duration; <user-data dependent expression> )
Objects=Queue
Subject=DNAction
```

(SS-7896)

Stat Server now correctly calculates filtered Custom Formula statistics, which contain current sub-aggregates (such as @SUM), when `Subject=DNStatus`. (SS-7881, SS-7880)

Stat Server no longer incorrectly converts non call related ACW to call related ACW upon receiving the `EventAddressInfo` event, when there are a call and a non call-related ACW in progress. (SS-7874)

Stat Server no longer logs the wrong "Stat Server has removed a stuck call" diagnostic message upon receiving the `EventAddressInfo` event on a regular DN, when there is a `UserEventReceived` action in progress on that DN with non-empty `ConnID`. (SS-7871)

Stat Server now correctly applies the xx-disconnect-clients-on-ixn-server-disconnect option, disconnecting its clients before handling the `EventAgentLogout`, upon Interaction Server disconnect. (SS-7870)

Stat Server now correctly calculates time-sensitive Custom Formula statistics with `Subject=DNStatus|AgentStatus|PlaceStatus`. (SS-7834)

Stat Server no longer intermittently terminates unexpectedly on Linux 7 when trying to load multiple Java Extensions at startup. (SS-7799)

Stat Server now reads time-zone objects from the `Environment` tenant only. Previously, Stat Server read time-zones from all assigned tenants while it only used time-zones that are configured on the `Environment` tenant. (SS-7710)

Stat Server now correctly evaluates current non-incrementally computable Custom Formula statistics,

---

aggregating on action kv-lists. (SS-7701)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.15.

8.5.107.20

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/06/17	Hot Fix		X	X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly upon receiving the
`EventPartyRemoved` in some rare multimedia scenarios.
(SS-7579)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.107.20.

8.5.107.17

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/17/17	Hot Fix			X		X

What's New

This release contains the following new feature and enhancement:

- Stat Server now keeps the ports with `protocol="http"` open when running in the backup mode, regardless of the value of the `[statserver]/accept-clients-in-backup-mode` option.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.107.17.

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8.5.107.16

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/06/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly while reading the backup file. Previously, this happened only in rare cases. (SS-7683)

Now multibyte characters in the `Stat_Server_851.xml` template file are replaced with their ASCII equivalents. Previously, GAX could fail to import the Stat Server 8.5.106 Installation Package because of multibyte characters in the `Stat_Server_851.xml` template file. (SS-7669)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.107.16.

8.5.107.15

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/18/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports `Sliding`, `Selection`, and `SinceLogin` aggregation intervals in the the statistical category `Formula`.

- Stat Server logs operational statistics and current execution context into a special `StatFile` log file to help with diagnostics and troubleshooting.

- Stat Server supports the durable `InteractionWait` action for Tenants. The action is intended to track an interaction until it is actually handled by an agent.

- Stat Server supports the durable DND action on RegDN.

- Stat Server supports Red Hat Enterprise Linux 7.

- The following new configuration options are added in the **[statserver]** section:

  - interaction-wait-on-tenant-max-number

  - interaction-wait-on-tenant-media-list

  - stat-file-show-clients-list

  - stat-file-show-options

  - stat-file-timeout

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly after receiving notification of time-zones that have the same name but different DBIDs. (SS-7657)

Stat Server now correctly reports statistics in the following scenario:

1. Stat Server is started.
2. A statistic with the `GroupBy` expression is opened for some object, where the object name can be altered."
3. Some activities to trigger the statistic are performed. For example, some groups are added.
4. The object's name is changed. For example, the `EmployeeId` of an Agent is changed.
5. Some other activities to trigger the statistic are performed. For example, some new groups are added.

Previously in this scenario, Stat Server terminated unexpectedly without reporting the statistic. (SS-7651)

Stat Server now correctly restores from the backup file historical Java statistics requested with the dynamic filter. (SS-7645)

Stat Server no longer terminates unexpectedly when a time profile is deleted in the configuration while open `GroupBy` statistics are using that time profile. (SS-7598)

Stat Server no longer erroneously resets some historical statistics to zero when the configuration is re-read after the unsuccessful attempt to restore a session with Configuration Server. (SS-7561)

Stat Server now correctly calculates `GroupBy` statistics requested with the `Selection` interval. (SS-7540)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.107.15.

8.5.106.21

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/01/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now ignores the UserEventReceived action during the call stack validation procedure and does not end this action during the call stack cleanup process. (SS-7631)

Stat Server, when configured as an HA pair, with [statserver]/accept-clients-in-backup-mode=off, no longer fails to accept connections after a long disconnect when the history log expired and configuration layer data was re-initialized. (SS-7614)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.21.

8.5.106.20

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/05/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports the statistical category `Formula` for the `Growing` time profile.
- Stat Server supports the `Ever Growing` time profile for a limited set of the float-valued categories. See the documentation for more details.
- Stat Server supports the new `DialRemoteRelease` action on Campaign/CallingList statistical objects.
- Stat Server supports the enable-thread option, as well as associated throttle-period and throttle-threshold options.

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer fails to detect ADDP pings in a timely manner. (SS-7541)

Stat Server now correctly re-registers DNs upon T-Server switchover. (SS-7484)

Stat Server now correctly applies the `GroupBy` statistical specifier, if it is used with the `Sliding` or `Selection` aggregation intervals. (SS-7475)

Stat Server no longer terminates unexpectedly upon receiving the `EventDNDOn` event on a DN with multiple enabled media. (SS-7451)

Stat Server now correctly calculates the start of a reason for the `CurrentStateReasons` statistical category when the system time changes and `ReasonStartOverridesStatusStart=yes`. (SS-7433)

The algorithm of the `LoadBalance` statistical category calculation has been changed: actions `CallMissed` and `ACWMissed` are no longer used in the `MainMask`. (SS-7398)

Stat Server no longer terminates unexpectedly (in a single- or multi-tenant environment) if a tenant, which is assigned to it, is hidden using permissions. (SS-7380)

Stat Server no longer fails to detect the disconnect from T-Server in some rare circumstances. (SS-7365)

Stat Server now correctly applies selective filtering to the action which participates in both masks `MainMask` and `RelMask` in the stat type definition. (SS-7360)

Stat Server no longer terminates unexpectedly in the following scenario:

1. Stat Server is connected to SIP Server.
2. An agent logs into a multimedia SIP extension (**[TServer]/multimedia=true** in the extension's Annex).
3. The agent goes `NotReady` on the extension.
4. The agent goes `DND`.
5. The agent logs out from the extension.

(SS-7355)

Stat Server now generates the instant action `CallConferenceJoined` on a regular DN in the single-step conference scenario. Previously, it was generated only in the two-step conference scenario. (SS-5006)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.20.

8.5.105.10

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/03/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In cases when the system time was changed, Stat Server now returns the correct timestamp (the DN status start time) for the `CurrentTargetState` statistical category. (SS-7236)

For the `ExpectedWaitTime` statistical category, Stat Server now correctly returns a large value (for example, 900000) in the following scenario:

- A virtual queue is set as an origination DN to the Agent Group.
- One agent from the group above is logged in and in the `NotReadyForNextCall` status.
- One call is in the virtual queue and no other calls were previously distributed from this virtual queue.

Previously, it incorrectly returned 0. (SS-7234)

In scenarios where the connection to the Configuration Server failed, and could not be reestablished, Stat Server now correctly alternates reconnect attempts between primary and backup Configuration Servers. (SS-7191)

Stat Server now correctly handles 0 (zero) max capacity in capacity rules. (SS-7081)

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Upgrade Notes

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8.5.105.09

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/27/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server can be configured to undertake multiple attempts to register a DN.
- Stat Server supports multiple business attribute values in stat types.
- Stat Server supports the new InteractionResponded action on a regular DN and on a media channel.
- Stat Server reports the progress of building virtual agent groups during the startup in logs, using the new LMS message: 10069|STANDARD|Building virtual agent groups on tenant '%s', %d percent complete
- The following new configuration options are added in the statserver section:
  - reg-error-delay
  - reg-error-max-count

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly when multiple agents log into the same place, using different Interaction Servers, and then this place is removed from the configuration. (SS-7174)

Stat Server no longer terminates unexpectedly when an agent accepts a multi-media interaction and

the associated virtual queue has been removed from the configuration. (SS-7133)

Stat Server no longer terminates unexpectedly when a Java statistic is being read from the backup file and the associated time profile does not exist in the configuration. (SS-7121)

StatServer now correctly returns an ACD Position to NotReady state in the following scenario:

- AgentLogin
- AgentReady
- DNDOn
- AgentLogout
- DNDOff

(SS-7109)

Stat Server now correctly calculates the following statistic:
Category=TotalTime
MainMask=NotReadyForNextCall
Subject=GroupStatus
on an agent group, in the scenario when agents change their DND state. (SS-7083)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.09.

8.5.104.25

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/16	Hot Fix		X	X		

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer intermittently fails to provide the correct DN information in CurrentTargetState statistics. Previously, the failure to provide correct DN information caused URS to consider some DNs as non-routable and caused CCPulse+ to terminate unexpectedly. (SS-7102, SS-6852)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.25.

8.5.104.24

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/08/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer leaks memory upon receiving the EventPartyChanged TEvent for a regular DN. Previously in a such scenario, Stat Server leaked 24 bytes of memory. (SS-7077)

Stat Server now correctly generates ACWCompleted/ACWMissed actions on mediation DNs in scenarios where an agent logs out of a DN to which the call was previously distributed, and at the moment of the logout the DN has a corresponding call-related AfterCallWork action in progress. (SS-7072)

The Stat_Server_851.xml file now provides the proper maximum value (2147483648) for the interaction-wait-on-sa-max-number option. Previously, Genesys Administrator failed to import the Stat_Server_851.xml file due to the inclusion of INT_MAX in the value description of the interaction-wait-on-sa-max-number option. (SS-7068)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.24.

8.5.104.22

Stat Server Release Notes

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

What's New

This release contains the following new features and enhancements:

- Stat Server supports new `Routable` and `NotRoutable` actions on an agent or place.

- New `DistinquishBy` feature is introduced.

- Stat Server supports new `ApplyFilterAtActionEndOnly` stat type option.

- Stat Server supports new `ExternalServiceRequested` and `ExternalServiceResponded` actions for Tenants.

- Stat Server supports new `ActorType` and `RequestEnvelope` System attributes on selected actions.

- Stat Server logs stat type definitions on the `Init:6` debug log level.

- Stat Server provides the DN name attribute (if applicable) in the `GCTI_INTERACTION_MESSAGE_RECEIVED` LMS message.

- Messages, associated with opening a statistic, are logged at `Client:4` instead of `Client:5`.

- The following new configuration options are added in the `statserver` section:

  - `consult-acw-mode`

  - `suppress-user-data`

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Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly reports extension DN status as `NotMonitored` after receiving `EventRegistered` T-Event on that DN with `status=128` in Extensions. (SS-7033)

Stat Server now correctly reports timestamps in the `CurrentTargetState` statistic after changing the system time on the machine, where Stat Server is running. (SS-7028)

Stat Server no longer stops trying to connect to Configuration Server in some scenarios associated with the network instability. (SS-7026)

Stat Server now recognizes the `[log]/time-format` option. (SS-6970)

Stat Server no longer terminates unexpectedly after several consequent unsuccessful attempts to restore a session with Configuration Server. (SS-6964)

Opening of Java statistics has been sped up. (SS-6931)

Stat Server now correctly accounts for possible database case-sensitivity, when writing into `LOGIN` table. (SS-6924)

Stat Server no longer enters into an infinite loop when the `Skill(<name>)` is added to an empty regular agent group, the <name> skill exists, and there is at least one agent with a non-zero level of the <name> skill. (SS-6923)

Log throttling changes are now processed correctly. (SS-6914)

Stat Server no longer loses the database connection while trying to write to a database during reconnecting to Configuration Server or shutdown. (SS-6902)

Stat Server now correctly associates call type with the `CallOnHold` action in scenarios when the `EventHeld` event comes after the `EventDialing` event. (SS-6869)

Stat Server now consistently reports the statistics with `Category=CurrentAverageTime` for `different notification modes, when the MediaType=email filter is used.` (SS-6835)

Stat Server no longer terminates unexpectedly in rare circumstances, associated with the garbage-collection for `GroupBy` statistics. (SS-6794)

Stat Server no longer terminates unexpectedly in scenarios associated with duplicate place objects. It now ignores a newly added place if it duplicates an existing place, and prints the new LMS message:

```
10068|STANDARD|GCTI_SS_NAME_UNIQUENESS_VIOLATION|Name uniqueness violation for %s
'%s' (tenant '%s') (old dbid=%d, new dbid=%d)
```

(SS-6790)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.22.

8.5.103.24

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/16	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer crashes while running garbage collection on GroupBy statistics. (SS-6930)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.24.

8.5.103.21

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/18/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer resets statistics to zero after rereading configuration, in cases when backup file is enabled, available, contains serialized aggregates, and `[statserver]\backup-file-store-aggregates=yes`. (SS-6787)

Stat Server no longer terminates unexpectedly after the following multimedia events sequence:

- `EventInvited` with `visibility_mode = [COACH]` (Agent1 was invited for consultation by Agent3)
- `EventPartyAdded` with `visibility_mode = [COACH]` (Agent2 accepted the invitation for the consultation from Agent3)
- `EventRevoked` or `EventRejected` (Agent1 did not accept the invitation for the consultation)
- `EventMediaRemoved` or `EventLogout` (Agent1 logged out)
- `EventPartyRemoved` (Agent2 stopped the consultation)

(SS-6782)

Stat Server now correctly associates the tenant's capacity rule with a place/agent at startup, if that place/agent does not have any capacity rule assigned. (SS-6780)

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Stat Server, running on Linux or AIX, no longer fails to establish direct connection to the database.
(SS-6765)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.21.

8.5.103.17

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/20/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- New `GroupBy` feature is introduced.

- Support of the time zone specification in a growing `TimeProfile` definition.

- Stat Server supports the following new actions for Tenants:
    - `InteractionAccepted`
    - `InteractionAnswered`
    - `InteractionReleased`

- Stat Server supports new `InteractionWait` action on `StagingArea`.

- Stat Server supports new `UserEventReceived` action for a regular DN and mediation DN.

- Stat Server supports the `AgentID` System attribute on selected actions.

- Stat Server supports the `GlobalUserData` key-value list in filters and formulas.

- The following new configuration options are added in the `statserver` section:
    - `interaction-wait-on-sa-max-number`
    - `interaction-wait-on-sa-media-list`

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly in the following scenario:

- VAG TestVAG has script SkillExists("TestSkill") and Origination DN VQTest (VQ).
- Agent X has the TestSkill skill and enters TestVAG.
- Agent X logs into media (for example, email).
- The TestSkill skill is deleted from Agent X (agent leaves the TestVAG).
- The VQTest VQ is deleted from the configuration.
- Email is distributed to Agent X.
- Email is marked done.

(SS-6757)

Stat Server no longer terminates unexpectedly when a place, which has an agent logged into multimedia, is deleted from the configuration and the EventAgentLogout event arrives after the place is deleted. (SS-6746)

Stat Server now validates the Sliding time profile with 0 (zero) sampling and ignores it. Previously, Stat Server could terminate unexpectedly if the Sliding time profile was configured or dynamically reset to invalid 0 (zero) sampling duration. (SS-6719)

Stat Server no longer stops writing to the database due to unusually long database commits. Genesys recommends to set the db-timeout configuration option to at least double the average latency of database operations to avoid timeouts. (SS-6700)

Stat Server no longer fails to open the data-streams associated with not yet loaded Java Extensions. Previously, there was a race condition in Stat Server, when a data provider was able to connect to Stat Server while it was still loading Java Extensions. This race condition could only happen during the reconnect to Configuration Server following a failed attempt to restore a session; it did not happen during the Stat Server startup. (SS-6661)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.17.

8.5.102.27

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/20/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer leaks memory in some complex multi-site scenarios, where EventDiverted on a virtual queue comes after EventEstablished on a regular DN. (SS-7500)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.27.

8.5.102.25

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Stat Server now provides the DN name attribute (if applicable) in the LMS message GCTI_INTERACTION_MESSAGE_RECEIVED.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly restores the DN state after T-Server switchover. Previously, in some T-Server switchover scenarios, Stat Server could fail to reset the OutOfService flag. (SS-6934)

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8.5.102.24

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/04/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer enters an infinite loop in the following scenario:

- The skill *skill_name* exists.
- There is at least one agent who has the skill *skill_name* with non-zero level.
- The Skill("*skill_name*") script is added to an empty regular agent group.

> ### Important
> Genesys recommends that you use the SkillExists("*skill_name*") script instead of the Skill("*skill_name*") script to specify skills for virtual agent groups, as documented in the *Stat Server User's Guide*.

(SS-6922)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.24.

8.5.102.23

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/22/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer leaks memory upon receiving the `EventDNDOff` event or upon receiving series of `EventDNDOn` events on the same DN without receiving the `EventDNDOff` event in between. (SS-6904)

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No special procedure is required to upgrade to release 8.5.102.23.

8.5.102.22

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly increments the following statistic in scenarios when there exist multiple instances of action type in MainMask and all those actions instances end:

Category=MaxTime
Subject=AgentStatus

(SS-6882)

Stat Server no longer terminates unexpectedly in scenarios associated with additions/removals of multiple Database Access Point (DAP) objects. (SS-6875)

Stat Server no longer generates the Integrity violation detected... message in the following VQ transfer scenario:

EventQueued

        Connid=CONNID1
        CallType=Inbound
        Extensions
                SIGNATURE=router

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```
                                   VERSION=(>= 7.5.000.00)
```

EventQueued

```
            Connid=CONNID2
            CallType=Inbound
            Extensions
                       SIGNATURE=router
                       VERSION=(>= 7.5.000.00)
```

EventPartyChanged

```
            Connid=CONNID2
            PreviousConnid=CONNID1
            CallType=Inbound
            Extensions
                       SIGNATURE=router
                       VERSION=(>= 7.5.000.00)
```

EventDiverted

```
            Connid=CONNID2
            CallType=Inbound
            Extensions
                       SIGNATURE=router
                       VERSION=(>= 7.5.000.00)
```

(SS-6874)

Stat Server no longer terminates unexpectedly upon receiving an event from Interaction Server in scenarios related to corresponding place removal in configuration. (SS-6844)

Stat Server no longer computes an incorrect status for multimedia agents after reconnecting to Interaction Server. (SS-6796)

Stat Server no longer intermittently terminates unexpectedly in the following scenario:

1. An agent-login is removed from the configuration, so that no more notifications come for the agent X, associated with that agent-login. This might happen, for example, when the permissions are changed to No Access on the agent-login object.

2. One or many agents X_1, ..., X_N log in into DNs.

3. Agent X is removed from the configuration.

4. Call activity takes place on agents X_1, ..., X_N.

(SS-6697, SS-6694)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.22.

8.5.102.20

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/10/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly associates the tenant's capacity rule with a place/agent at startup, if that place/agent does not have any capacity rule assigned. (SS-6779)

Stat Server no longer resets statistics to zero after re-reading configuration, in case when backup file is enabled, available, contains serialized aggregates, and [statserver]\backup-file-aggregates-store=yes. (SS-6768)

Stat Server no longer terminates unexpectedly when a place, which has an agent logged into multimedia, is deleted from the configuration and the EventAgentLogout event arrives after the place is deleted. (SS-6763)

Stat Server no longer removes capacity rule from the agent/place after unrelated configuration changes to this agent/place (for example, adding or removing skills). (SS-6755, SS-7483)

Stat Server no longer terminates unexpectedly in the following scenario:

- VAG TestVAG has script SkillExists("TestSkill") and Origination DN VQTest (VQ).

- Agent X has the `TestSkill` skill and enters `TestVAG`.

- Agent X logs into media (for example, email).

- The `TestSkill` skill is deleted from Agent X (agent leaves the `TestVAG`).

- The `VQTest` VQ is deleted from the configuration.

- Email is distributed and accepted by Agent X.

- Agent X marked email done or placed this email in an Interaction Queue.

(SS-6754)

Fixed backward compatibility issue for the `CallAbandonedFromRinging` action on virtual queues. Now there is no correlation between the `CallAbandonedFromRinging` action and the `InteractionAbandonedDuringOffering` action. (SS-6740)

Stat Server no longer terminates unexpectedly in the following (or similar) scenario:

- Start Stat Server with the `TENANT` tenant assigned.

- Add `Mediatype(name=N,DBID=X)` to the `TENANT` tenant.

- Remove the `TENANT` tenant from Stat Server tenants.

- Add the `TENANT` tenant back to Stat Server tenants.

- Remove `MediaType(name=N,DBID=X)` from the `TENANT` tenant.

- Add `DispositionCode(name=N,DBID=Y)` to the `TENANT` tenant.

(SS-6739, SS-6582)

Stat Server now correctly ends all relevant `CallConsultReceived` actions upon the `EventReleased` event. (SS-6734)

Stat Server, running on Linux, no longer ignores valid filters at startup after attempting to parse a filter containing a syntax error. (SS-6732)

Stat Server no longer terminates unexpectedly after the following multimedia events sequence:

- `EventInvited` with `visibility_mode = [COACH]` (Agent1 was invited for consultation by Agent3)

- `EventPartyAdded` with `visibility_mode = [COACH]` (Agent2 accepted the invitation for the consultation from Agent3)

- `EventRevoked` or `EventRejected` (Agent1 did not accept the invitation for the consultation)

- `EventMediaRemoved` or `EventLogout` (Agent1 logged out)

- `EventPartyRemoved` (Agent2 stopped the consultation)

(SS-6731)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.20.

8.5.102.17

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/07/16	Hot Fix	Unavailable	X	X		X

What's New

As of April 21, 2016 this hot fix is no longer available as it did not function as expected. Release 8.5.102.20 corrects the issue that required the removal of 8.5.102.17. All resolved issues from the 8.5.102.17 release are included in the 8.5.102.20 release.

Resolved Issues

This release contains the following resolved issues:

Fixed backward compatibility issue for the `CallAbandonedFromRinging` action on virtual queues. (SS-6740)

Stat Server no longer terminates unexpectedly in the following (or similar) scenario:

- Start Stat Server with the TENANT tenant assigned.
- Add `Mediatype(name=N,DBID=X)` to the TENANT tenant.
- Remove the TENANT tenant from Stat Server tenants.
- Add the TENANT tenant back to Stat Server tenants.
- Remove `MediaType(name=N,DBID=X)` from the TENANT tenant.
- Add `DispositionCode(name=N,DBID=Y)` to the TENANT tenant.

(SS-6739, SS-6582)

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Stat Server now correctly ends all relevant `CallConsultReceived` actions upon the `EventReleased` event. (SS-6734)

Stat Server, running on Linux, no longer ignores valid filters at startup after attempting to parse a filter containing a syntax error. (SS-6732)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.17.

8.5.102.16

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/14/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly in the following scenario:

1. An agent belongs to a virtual agent group, defined with the following script:
   `LoggedIn( "Q1@Switch" ) and OriginationDN=[ "Q2@Switch" ]`

2. The agent logs into a DN and queue Q1, so that the DN becomes associated with queues Q1 and Q2.

3. The agent logs out from the DN (and Q1).

4. T-Server does not send `EventQueueLogout` at agent logout.

5. The tenant associated with the DN is removed from the list of Stat Server–monitored tenants in the configuration.

Stat Server release 8.5.102.12 and higher could terminate unexpectedly as a result of the above scenario. (SS-6699)

Stat Server no longer terminates unexpectedly in the following scenario:

1. An agent belongs to a virtual agent group, defined with the following script:
   `LoggedIn( "Q1@Switch" ) and OriginationDN=[ "Q2@Switch" ]`

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2. The agent logs into a DN and queue Q1, so that the DN becomes associated with queues Q1 and Q2.

3. The agent logs out from the DN (and Q1).

4. T-Server does not send `EventQueueLogout` at agent logout.

5. The DN is deleted from the configuration.

6. A DN with the same number is created again in the configuration.

7. The agent logs into the DN and queue Q1 again.

Stat Server release 8.5.102.12 and higher could terminate unexpectedly as a result of the above scenario. (SS-6698)

This release improves Stat Server robustness in certain deployments.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.16.

8.5.102.15

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/18/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer fails to reconnect to CS Proxy upon having failed to restore a session in the situation when a Java Extension is loaded and there has previously been a failed attempt to open data-stream to that Extension. (SS-6657)

Stat Server now correctly calculates the CurrentNumber statistic, requested with Formula=DCID and a filter. Previously, the value of this statistic for mode=NoNotification and mode=ChangesBasedNotification might not have been correct. (SS-6656, SS-6632)

Stat Server no longer terminates unexpectedly when handling a Configuration Server session restoration failure while Java statistics with static filters are open. (SS-6617)

Stat Server now converts Service related keys of the System key-value list into integer. Previously, non-integer types of Service related keys were ignored. (SS-6611)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.15.

8.5.102.13

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly when writing into a backup log and closing of unused statistics occurs simultaneously. (SS-6607, SS-6606)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.13.

8.5.102.12

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/10/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Serialization of Statistical Aggregates to/from Backup File.
- Enhanced `ExpectedWaitTime2` statistic – better precision, no limitation for use with Voice media.
- Support for System attributes in filters and formulas.
- Support for Tenant as a native statistical object.
- Stat Server supports the following new multimedia actions for Tenants:
  - `InteractionCreated`
  - `InteractionAbandonedDuringOffering` (see also known issue)
  - `InteractionAccepted1`
  - `InteractionDeleted`
  - `InteractionPastAcceptServiceLevel`
  - `InteractionPastCompletionServiceLevel`
- Stat Server calculates regular statistics on StagingArea for the following new multimedia actions:
  - `InteractionPastAcceptServiceLevel`
  - `InteractionPastCompletionServiceLevel`
- Support for RONA (Revoke On No Answer) on associated Virtual Queues controlled by the multimedia switch.
- Two new options may be configured in the [`statserver`] configuration section:
  - `backup-file-aggregates-store`
  - `disconnect-from-lca-on-history-log-expired`
- New `GetList` function and `IsNull` predicate in filters and formulas.

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- The following scripting enhancements are introduced:

  - Added `true` and `false` keywords.

  - Inline `if` is now supported: `<boolean expression> ? <result1> : <result2>`.
    If boolean expression is true then `result1` is returned, else `result2` is returned.

  - `DNIS` and `ThisQueue` now can be compared to a variable string expression, in addition to a literal string.

  - `GetAver`, `GetSum`, `GetMin`, `GetMax`, `GetNumber`, `GetString` are now applicable not only to `UserData` but to any key-value list attributes: `UserData/Reasons/Extensions/System`.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly following removal of a backup of the primary Configuration Server in Stat Server configuration. (SS-6568)

Stat Server now correctly updates time-based statistics after a disconnection from Configuration Server/Configuration Server Proxy that caused re-reading of the configuration and subsequent re-connection. (SS-6556, SS-6553, SS-6524)

Stat Server no longer terminates unexpectedly upon an agent logout after a skill was removed from this agent. Previously, Stat Server terminated unexpectedly in that scenario on the following conditions:

- An agent has the SKILL1 skill.
- Virtual Agent Group has the `SkillExists(SKILL1) | LoggedIn(queue1)` script.
- Virtual Agent Group has origination DNs in this order: `queue2, queue1`.
- T-Server does not send the `EventQueueLogout` event.

(SS-6554, SS-6472)

Stat Server no longer terminates unexpectedly on Solaris and AIX in the following scenarios:

- Current statistic is opened for the statistical object A by the client C (but not any other clients).
- Object A is renamed to B.
- Object B is removed from the configuration.
- Client C is disconnected from Stat Server.

(SS-6521)

ADDP tracing (adding or removing) changes take effect after Stat Server restart. Timeout settings are dynamic. (SS-6489)

Stat Server now supports TLS connections to Message Server. (SS-6435, SS-6231)

Now the IsNull(Reason) filter works properly for media channels. Genesys recommends to use the IsNull(Reason) & ~(PairExist(Reasons, "", "")) filter to exclude all reasons, including voice DN reason codes. (SS-6397)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.12.

8.5.101.13

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/21/15	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server improvements in the backup file handling:

    - Buffering is turned off.

    - Optimizations are introduced to reduce backup file size.

    - Additional error-checking is introduced.

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer overwrites the internal static buffer if the statistic is opened with a one minute (and, possibly, two minute) growing time-profile:

```
[TimeProfiles]
OneMinute,Growing=0:00+0:01
```

Previously in such scenarios, Stat Server could terminate unexpectedly. (SS-6513)

Stat Server no longer terminates unexpectedly when unloading a Java extension, and while there are open statistics. (SS-6501, SS-6500)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.13.

8.5.101.10

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/24/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer experiences memory corruption while writing into the backup file. Previously, in some cases, Stat Server could terminate unexpectedly while writing into the backup file. (SS-6470, SS-6453, SS-6450)

Stat Server now correctly reports its running mode and live status to LCA after Stat Server disconnected and connected again to Configuration Server or CS proxy. (SS-6454)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.

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8.5.101.07

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Stat Server supports the following new actions for a regular DN:

  - CallObserving...

  - CallOutboundOriginated

  - CallOutboundReceived

- Stat Server calculates regular statistics on StagingArea for the following new actions:

  - InteractionAbandonedDuringOffering

  - InteractionAccepted

  - InteractionAnswered

  - InteractionReleased

- Absolute paths are now mandatory for the [java-config]/jvm-path option. The JVM will not be initialized if the option is set to a relative path.

- Stat Server supports JDK 1.8.

- Stat Server includes functionality for the prevention of database update losses due to commit failures or loss of database server connection.
  Two new database-related options may be configured in the [statserver] configuration section:

  - db-timeout

  - db-txn-max-retries

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly in some scenarios when updating or deleting a mediation DN during an active call. Previously, in some cases (for example, a disconnect of URS or changing DN alias after applying a strategy), Stat Server would terminate unexpectedly if a mediation DN is deleted during an active call. (SS-6407)

This release addresses the issue with intermittent inability of URS to reconnect to Stat Server, running on Windows, after Stat Server switchover. Previously, in such scenarios, URS could fail to connect to Stat Server. (SS-6405)

Stat Server no longer terminates unexpectedly while writing to the backup file. Previously, in some cases, Stat Server version 8.5.100.10 could terminate unexpectedly while writing into the backup file. (SS-6369, SS-6356)

If a media channel has one or more active interactions, this media channel is reflected in a capacity snapshot in `NotReady` state after `EventMediaRemoved`. The media is completely removed from capacity snapshot when the last interaction on the media ends.

Previously, if a media channel was removed while an interaction was still alive, the media could be left in Ready state, which allowed Router to route another interaction; and after the completion of the last interaction, the media was left in `NotReady` state instead of removing it completely. (SS-6352)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.07.

8.5.100.10

Stat Server Release Notes

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

What's New

This release contains the following new features and enhancements:

- Stat Server now reads the configuration in asynchronous mode.

- Stat Server now supports the `StagingArea` statistical object natively. Previously, statistics for the `StagingArea` were only available through Java extensions.

- The following new actions are now supported for the `StagingArea` statistical object:

  - `InteractionCreated`

  - `InteractionEntered`

  - `InteractionDistributed`

  - `InteractionCleared`

  - `InteractionDistributedToQueue`

  - `InteractionDeleted`

- The static integer option `[statserver]\reconnect-timeout` now is also regulate the timeout of the reconnection to Configuration Server, in addition to that of T-Server and DB Server.

- New standard log message 10067 `Application failed to restore session with Configuration Server` is introduced. It is logged when Stat Server fails to restore the session with Configuration Server.

- The default value of the dynamic BBoolean option `[statserver]\show-queued-interactions` is changed to `false`.

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Resolved Issues

This release contains the following resolved issues:

Stat Server no longer leaks memory upon receiving `EventAgentNotReady` with `WorkMode=AfterCallWork` in the absence of calls on a DN. (SS-6326)

Stat Server now performs security-related checks upon opening connections to its internal ports that are used for inter-thread communication. On those ports, Stat Server now only allows connections through the loopback interface and only from remote ports, to which the connecting threads previously bound. Previously, Stat Server could terminate unexpectedly upon processing random packets. (SS-6277)

Stat Server no longer terminates unexpectedly in the following SIP-Server related scenario:

- DN is out of service.
- Stat Server is started.
- Stat Server connects to SIP-Server (for out-of-service DN, the `EventRegistered` event is received with the `status=128` in Extensions).
- Connection between Stat Server and SIP-Server is lost.
- Stat Server reconnects to SIP-Server.
- `EventDNDOn` is received for out-of-service DN.

(SS-6154)

Stat Server, operating in regular mode, now correctly returns 0 for the following statistic requested on a Virtual Queue in the case of disconnection from the associated T-Server:

- `Category=CurrentNumber`
- `MainMask=Monitored`
- `Subject=DNStatus`

(SS-6114)

In cases when Stat Server fails to restore a session with Configuration Server (indicated by the `HistoryLogExpired` event), Stat Server now performs a clean initialization, during which it becomes unavailable. This re-initialization is needed to ensure that changes to configuration, which happened during the disconnect period, are not lost. (SS-5763)

Stat Server now uses asynchronous connection to Configuration Server during the initialization. Object-type registrations are done before retrieving the objects. Previously, Stat Server could overlook changes to configuration that happened during the initialization. (SS-3968)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.10.

Release 8.5.0

Stat Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Stat Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.000.36

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/11/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

This release corrects the issue with intermittent inability of URS to reconnect to Stat Server, running on Windows, after Stat Server switchover. Previously, in such scenarios, URS could fail to connect to Stat Server. (SS-6444)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.36.

8.5.000.35

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/23/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Stat Server no longer leaks memory upon receiving EventAgentNotReady with WorkMode=AfterCallWork in the absence of calls on a DN. (SS-6305)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.35.

8.5.000.34

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/27/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server now correctly ignores DNs of the `Access Resource` type. Previously, Stat Server did not register the DN that was configured with the same number as the `Access Resource`. (SS-6278)

Stat Server now correctly ignores the origination DN from the `Environment` tenant (assigned to an agent group or a place group on another tenant) if the type of that DN is different from the `Virtual Queue`. (SS-6273)

Stat Server no longer experiences memory corruption due to incorrect handling of some events from Interaction Server. Previously, in such cases, Stat Server would terminate unexpectedly. (SS-6266, SS-6194, SS-6146)

Stat Server now promptly exits upon LCA request to shutdown if the request occurs during the initialization. Previously in this scenario on Unix platforms, Stat Server exited only after the initialization was finished. (SS-6251)

In scenarios when the `AfterCallWork` action is to be generated with a different call-type than that of

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the `AfterCallWork` action already in progress, Stat Server now correctly ends the existing action and then starts the new one. Previously, Stat Server only updated the existing action data which lead to actions like `AfterCallWorkOutbound` not ending correctly. (SS-6134)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.34.

8.5.000.33

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/04/15	Hot Fix		X	X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Stat Server no longer terminates unexpectedly while attempting to bind to an occupied HTTP port. (SS-6232)

Stat Server no longer fails to load Java Extensions on the AIX platform. Previously, under some conditions (for example, number of connected clients to a single Stat Server), Stat Server could fail to load Java Extensions on the AIX platform. (SS-6192)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.33.

8.5.000.32

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/15	Hot Fix		X	X		X

What's New

This release contains the following new feature and enhancement:

- Stat Server now supports configurable association between position and extension on the switch level. A new static boolean option can be configured for any switch on the switch Annex in the `statserver` section:

  - `position-extension-linked`

If this option is taken into account and is set to yes (or is yes by default), then the corresponding switch is treated as the Meridian-like switch (position and extension DNs on the same place are considered linked if no more than one position/extension pair is configured on a place and agent is logged into a position DN only).

Please note that for some switches this new option is ignored (see table below).

Switch type	Default value	Comments
NortelMeridian	n/a	option is ignored
NortelMeridianCallCenter	n/a	option is ignored
NortelCommunicationServer2000/2100	n/a	option is ignored
CiscoCallManager	no	
IntecomIBX80	yes	
EricssonMD110	yes	
AastraMX1	yes	
NEC	no	NEC switch is treated as the Meridian-like switch if any (or both) of the following options are set to `true`:

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Switch type	Default value	Comments
		nec-position-extension-linked, configured on the Stat Server application, position-extension-linked, configured on the switch Annex.
NECSV7000	no	NECSV7000 switch is treated as the Meridian-like switch if any (or both) of the following options are set to `true`: nec-position-extension-linked, configured on the Stat Server application, position-extension-linked, configured on the switch Annex.
All other types	no	

Note 1: The Stat Server option `position-extension-linked` is used completely independently.

Note 2: An attempt to log in an agent on an extension DN for the Meridian-like switch causes incorrect Stat Server behavior due to pending NotReady state of this extension.

Resolved Issues

This release contains the following resolved issue:

Stat Server no longer terminates unexpectedly on agent logins by some Stat Server clients. Previously, Stat Server terminated unexpectedly on the EventAgentLogin with empty event attributes. (SS-6204, SS-6201)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.32.

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

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.

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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)

8.5.000.24

Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
10/31/14	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 the initial 8.5 release of Stat Server.

- Support of multiple Interaction Servers that handle the same Tenant.

- Support of the EventHint panic signal from Interaction Server. Refer to the *eServices Reference Manual* for more information about this feature.

- Support of Interaction Server Proxy.

- Support of direct connection to the database.

- Stat Server features more robust DND model implementation for voice.

- Stat Server processes network messages (client and server) in a separate thread.

- Support of higher number of concurrent client connections (on most platforms).

- Stat Server no longer supports the Genesys suite-wide deployment wizards. All deployment wizards are now included in Genesys Administrator Extension (GAX):

  - Resource Capacity Editor of GAX covers all the functionality that was covered by the Recourse Capacity Wizard.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Stat Server now prevents a duplicate information under Oracle RAC for STATUS and LOGIN tables. Make sure to recreate database using new `login_oracle.sql` script and set the `identity-in-login-table` option to on (`[statserver]` section). (SS-5963)

Stat Server now runs with the `-nco` command line parameter defaulting to 0. It is no longer necessary to specify the `-nco  0` on the command line. This can be overwritten with the `-nco` option or the `NCO_XCOUNT` environment variable. Previously the default for the `-nco` parameter was 6. (SS-5903)

Stat Server may send empty `LoginID` attribute of the `CurrentState` statistic value in scenarios when an agent logs into multiple DNs and subsequently logs out from one of them. (SS-5897)

Stat Server now correctly generates the `CallAnswered` action on a Virtual Queue for the multi-media switch in interaction scenarios, associated with multiple Virtual Queues. (SS-5769)

Stat Server no longer consumes 100% of CPU when the number of open client connections on Linux reaches 1528. (SS-5767)

Stat Server now correctly calculates the DN status in scenarios associated with an implicit NAT completion when the `EventNetworkCallStatus` T-Event is not generated. (SS-5737)

Stat Server no longer generates the `AfterCallWork` action on a regular DN during DND. Also, if DND start any existing `AfterCallWork` action on a regular DN is ended. (SS-5261)

Stat Server connected to backup CS Proxy may not reconnect to primary CS Proxy in case when CS Proxy switchover is caused by changing `backlog` option. The `disconnect-switchover-timeout` option in SCS can be used to prevent CS Proxy switchover when port-related options like `backlog` are changed for that application. (SS-4959)

Stat Server no longer disconnects under the heavy call-volume, if a large number of time-based statistics is opened. (SS-137)