GENESYS

T-Server Common Part

Release Notes 8.5.x

9/26/2024

Table of Contents

T-Server Common Part 8.5.x Release Note

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

For information about 8.1.x releases of T-Server Common Part, see the 8.1 Release Note (Cumulative).

Available Releases

[+] Note about release order

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

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.38	09/27/24	Hot Fix			X		X
8.5.000.37	02/19/24	Hot Fix			X		X
8.5.000.35	06/13/23	Hot Fix			X		X
8.5.000.33	03/21/23	Hot Fix			X		X
8.5.000.32	01/31/23	General			X		X
8.5.000.30	03/03/22	Hot Fix			X		X
8.5.000.29	12/14/21	Hot Fix			X		X
8.5.000.28	08/23/21	Hot Fix			X		X
8.5.000.27	05/27/21	Hot Fix			X		X
8.5.000.26	04/23/21	Hot Fix			X		X
8.5.000.25	04/10/21	Hot Fix			X		X
8.5.000.23	02/01/21	Hot Fix			X		X
8.5.000.22	11/17/20	Hot Fix			X		X
8.5.000.19	08/04/20	Hot Fix			X		X
8.5.000.18	05/20/20	Hot Fix			X		X
8.5.000.16	03/05/20	Hot Fix			X		X
8.5.000.15	02/19/20	Hot Fix			X		X
8.5.000.10	12/19/19	Hot Fix			X		X
8.5.000.09	12/10/19	General		X	X		X
8.5.000.06	04/02/19	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.05	02/14/19	Update			X		X
8.5.000.04	12/20/18	Update			X		X

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

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

There are no discontinued items for this product.

Known Issues

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

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about T-Server Common Part, see the following documentation:

- The documentation related to this software is available from the T-Servers page.

- The *T-Server Deployment Guide* provides details about installing and configuring your type of T-Server.

- The *Genesys Events and Models Reference Manual* contains an extensive collection of events and call models describing core interaction processing in Genesys environments.

- The *Genesys Supported Operating Environment Reference Guide* provides detailed information about

product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

T-Server Common Part

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of T-Server Common Part. 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.

T-Server that is built with T-Server Common Part 8.5 requires FlexNet Publisher License Manager version 11.13+.

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of T-Server Common Part unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 8.5.0

T-Server Common Part Release Notes

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

8.5.000.38

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/27/24	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

After fix, the **ISCC::CALL_OBJECT** object will be deleted after the end of the call. (TS-12285)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.38.

Helpful Links

Releases Info

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

Product Documentation

T-Server Common Part

Genesys Products

List of Release Notes

8.5.000.37

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/19/24	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When the **tconf-enable-async-processing** option is configured, it is no longer marked as **unused** in the logs. (TS-12205)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.37.

Helpful Links

Releases Info

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

Product Documentation

T-Server Common Part

Genesys Products

List of Release Notes

8.5.000.35

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/13/23	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

T-Server Common Part (TSCP) now creates empty template file sections needed by the SIP Server template file. (TS-12188)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.35.

Helpful Links

Releases Info

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

Product Documentation

T-Server Common Part

Genesys Products

List of Release Notes

8.5.000.33

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/21/23	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

T-Server Common Part (TSCP) no longer allows the creation of options template files with duplicate section names or empty sections. (TS-12175)

Helpful Links

Releases Info

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

Product Documentation

T-Server Common Part

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.33.

8.5.000.32

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/31/23	General			X			X

What's New

This release includes the following new features:

- A new semi-hidden Boolean configuration option **x-iscc-msg-log-improved** in the **Log** section is now introduced. If this option is set to `true`, T-Server Common Part will prevent splitting ISCC messages between the two log files.

   Option name: **[Log].x-iscc-msg-log-improved**

   Default value: `false`

   Valid values: `true`, `false`

   Change take effect: After restrart

   Description: If option set to `false`, the default behavior is preserved. If the option set to `true`, T-Server Common Part will prevent ISCC messages from being split between the two log files.
   (TS-12129)

- A new semi-hidden Boolean configuration option **reasons-purge-improved** is now introduced in the **TServer** section. If this option is set to `false`, then the current T-Server behavior is preserved. If this option is set to `true`, then T-Server will clear persistent reasons if the next request contains no AttributeReasons.

   Option name: **[TServer].reasons-purge-improved**

   Default value: `false`

   Valid values: `true`, `false`

   Change take effect: Immediately

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Description: If this option is set to `false`, then the current T-Server behavior is preserved. T-Server will clear persistent reasons only if it receives a request with an empty AttributeReasons. If this option is set to `true`, T-Server will clear persistent reasons even if next request contains no AttributeReasons.
(TS-12130)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.32.

8.5.000.30

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/03/22	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

T-Server now correctly specifies a positive integer or a null value for the **sdn-licenses-in-use** counter. Previously, in some rare cases, T-Server distributed a negative value causing an incorrect increase in the number of available SDN licenses. (TS-12112)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.30.

8.5.000.29

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

While reconnecting to Configuration Server, T-Server/SIP Server now correctly repeats attempts to re-read connection parameters of the remote T-Server/SIP Server from Configuration Server until success. Previously, after reconnection to Configuration Server, if the attempt to re-read the configuration resulted in an error, the connection between SIP Servers (through ISCC) might not be restored. (TS-12101)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.29.

8.5.000.28

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/23/21	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- For SIP Server in SIP Cluster mode, this release adds support for voice call rebalancing. (TS-12075)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.28.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

8.5.000.27

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/27/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

T-Server/SIP Server can now process postponed configuration events asynchronously while reconnecting to Configuration Server. To enable asynchronous processing of postponed configuration events, set the **tconf-enable-async-processing** option to `true` in the **TServer** section.

tconf-enable-async-processing
Default Value: false
Valid Values: `true, false`
Change Takes Effect: Immediatelly

The option defines how T-Server/SIP Server processes postponed configuration events from Configuration Server. If the option is set to `true`, T-Server/SIP Server processes postponed events asynchronously while reconnecting to Configuration Server. If the option is set to `false`, T-Server/SIP Server processes postponed configuration events in synchronous manner. This option does not affect the T-Server/SIP Server startup procedure. (TS-12049)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.27.

8.5.000.26

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	
02/09/22	Hot Fix			X			X	
04/23/21	Hot Fix			X			X	

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

T-Server now uses the timeout functionality to establish connection with the backup T-Server. Previously, the connection between the primary and backup T-Server was not established and the state was retained as 'connecting'. (TS-12032)

T-Server now uses the correct name of the Configuration Server instance in alarm and log messages. Previously, T-Server printed the default Configuration Server name **confserv** in alarm and log messages. (TS-12025)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.26.

8.5.000.25

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/10/21	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- This version of TSCP is built with the latest 8.5.1 Framework libraries to support the Red Hat Enterprise Linux 7 operating system. (TS-12033)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.25.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

8.5.000.23

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/01/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

SIP Server operating in backup mode no longer terminates unexpectedly while processing stuck-call synchronization from the primary SIP Server. (TS-11987)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.23.

8.5.000.22

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/17/20	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- This version of TSCP is built with the latest 8.5.1 Framework libraries to support TLS 1.3.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.22.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

8.5.000.19

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/04/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In complex multisite scenarios, involving more than two sites, where a call returns to the original site, T-Server no longer duplicates AttributeFirstTransfer and AttributeLastTransfer attributes in corresponding events. (TS-11943)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.19.

8.5.000.18

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/20/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If, in a multisite scenario, call routing from a local site to a destination site fails, T-Server now reports an ISCC (multisite) transaction as terminated. Previously, T-Server incorrectly reported this transaction as completed. (TS-11928)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.18.

8.5.000.16

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/05/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In a multisite deployment, T-Server no longer distributes duplicate EventCallDataChanged messages while a consultation call is being established, which negatively impacted historical reporting of data. (TS-11896)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.16.

8.5.000.15

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/19/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

TSCP corrects an issue that caused SIP Server to terminate unexpectedly while completing an ISCC transfer scenario. (TS-11917)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.15.

8.5.000.10

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If a connection to Configuration Server is lost during configuration load at T-Server startup, T-Server now processes postponed configuration objects after the connection is restored. Previously, T-Server did not process postponed configuration objects. (TS-11796)

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.10.

8.5.000.09

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/10/19	General		X	X		X

What's New

This release contains the following new features and enhancements:

- This version of TSCP is built with the latest 8.5.1 Framework libraries to support the AIX operating system.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.09.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

8.5.000.06

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/02/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- This version of TSCP is built with the latest 8.5.1 Framework libraries.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.06.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

8.5.000.05

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/14/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- This version of TSCP is built with the latest 8.5.1 Framework libraries.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.05.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes

8.5.000.04

T-Server Common Part Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/18	Update			X		X

What's New

This release contains the following new features and enhancements:

- This version of TSCP is built with 8.5.1 Framework libraries.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.04.

Helpful Links

Releases Info

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

Product Documentation

T-Servers

Genesys Products

List of Release Notes