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# Bot Gateway Server

## Known Issues and Recommendations

12/20/2025

# Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Bot Gateway 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.

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If High Availability (HA) mode is enabled for Bot Gateway Server (BGS), bot sessions can be lost if a backup BGS is started while the primary BGS processes bot sessions. **Note:** This scenario originated in DMS version **9.1.003.12** and was fixed in DMS version **9.1.005.04**.

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BGS logging does not work from the bot classes that use a logger provided through **org.slf4j.LoggerFactory**. In this instance, logging is not possible in the class that implements **ChatBotFactory**.

ID: <b>CBP-589</b>	Found In: <b>9.0.005.05</b>	Fixed In: <b>9.0.006.04</b>
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There can be discrepancies between the number of bot sessions depicted on the **Bot sessions** and **Media sessions** tabs because they (BGS and Chat Server, respectively) use different data sources. This happens because Chat Server does not count bot sessions when the visibility option is set to INT or VIP while BGS, on the other hand, does.

ID: <b>CBP-462</b>	Found In: <b>9.0.004.08</b>	Fixed In:
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## 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 Bot Gateway Server unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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