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# Interaction Server Proxy

Release Notes 9.0.x

9/13/2024

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# Interaction Server Proxy 9.0.x Release Note

**9.x** Interaction Server Proxy is part of 9.x starting in **9.0.000.02**.

This Release Note applies to all 9.0.x releases of Interaction Server Proxy. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## 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 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.016.05	09/13/24	Update			X		X
9.0.015.02	06/21/24	Update			X		X
9.0.014.07	03/26/24	Update			X		X
9.0.013.01	12/20/23	General			X		X
9.0.009.02	12/14/22	General			X		X
9.0.007.01	05/20/22	General			X		X
9.0.006.00	04/07/22	General			X		X
9.0.005.02	12/21/21	General			X		X
9.0.004.02	11/17/21	Update			X		X
9.0.004.01	09/29/21	General			X		X
9.0.003.00	06/30/21	General			X		X
9.0.002.01	06/30/21	General			X		X
9.0.001.02	12/17/20	General			X		X
9.0.000.02	06/18/20	General			X		X

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 [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of Interaction Server Proxy, see the [8.5 Release Note \(Cumulative\)](#).

## 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 [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

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#### Windows Server 2012

<b>Discontinued as of</b>	Date: <b>June 30, 2021</b>	Release: <b>9.0.003.00</b>
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#### Windows Server 2012 R2

<b>Discontinued as of</b>	Date: <b>June 30, 2021</b>	Release: <b>9.0.003.00</b>
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#### Red Hat Enterprise Linux 6

<b>Discontinued as of</b>	Date: <b>December 17, 2020</b>	Release: <b>9.0.001.02</b>
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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Interaction Server Proxy, 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 Interaction Server Proxy, see the following documentation:

- The documentation related to this software is available from the [Interaction Server product page](#).
- The *Interaction Server Deployment Guide* provides details about installing and configuring Interaction Server Proxy.
- The [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Interaction Server Proxy components.

Release Notes for other Genesys components are available [here](#).

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# Known Issues and Recommendations

## Interaction Server Proxy

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Interaction Server Proxy. 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](#).

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Windows installer does not contain a countersignature. This makes Windows treat this installer as not signed after Genesys certificate expiration date.

ID: <b>IXN-6735</b>	Found In: <b>9.0.003.00,</b> <b>9.0.004.01</b>	Fixed In: <b>9.0.004.02</b>
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Refer to the [Interaction Server Cluster](#) for information about Interaction Server Cluster limitations.

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In Interaction Server cluster environments with frequent disconnects or primary/backup switchovers, the agent application might receive error messages when it refreshes a snapshot that was taken previously.

**Workaround:** Log out of the agent application and log in again.

ID: <b>ESR-13217, IXN-3096</b>	Found In: <b>8.5.109.19</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 Interaction Server Proxy unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 9.0.0

## Interaction Server Proxy Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Interaction Server Proxy, if available, in the tree menu on the left or in the list of [Available Releases](#).



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# 9.0.016.05

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/13/24	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy now always forwards requests with the same `interaction_id` to Interaction Server in the correct order. Previously, in some very rare cases, Interaction Server Proxy could forward such requests from the same client for the same `interaction_id` to Interaction Server in an incorrect order. (IXN-7895)

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### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server Proxy](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.05.

9.0.015.02

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/21/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from version 9.0.015.02, Interaction Server Proxy supports RHEL 9. See the [eServices](#) page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (IXN-7831)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server Proxy](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy no longer forwards RequestChangeProperties to Interaction Server in the wrong order. Previously, in some very rare cases, Interaction Server Proxy could forward such requests from the same router for the same interaction to Interaction Server in an incorrect order. (IXN-7880, IXN-7870)

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Starting from version 9.0.015.02, Interaction Server Proxy supports client connections with TLS 1.3 on Windows Server 2022 and later. (IXN-7853)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.02.

9.0.014.07

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/26/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from this release, Interaction Server Proxy supports Windows Server 2022. See the [eServices](#) page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (IXN-7707)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

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Starting from this version, Interaction Server Proxy properly supports media types that contains space in their name. (IXN-7833)

---

Starting from this version, Interaction Server Proxy provides metrics in Prometheus format. Please

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find metric description along with export of sample Grafana dashboard(s) in metrics folder of the installation. Metrics other than documented are unsupported. Dashboard(s) are samples only and are unsupported. (IXN-7731)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.07.

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# 9.0.013.01

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/23	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy 9.0.013.01 includes updated third party dependencies. (IXN-7635)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.01.



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9.0.009.02

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/22	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy no longer transfers messages from Interaction Servers to already unregistered clients. Previously, Interaction Server Proxy transferred messages to wrong clients in rare cases when competing messages from different Interaction Servers registered to the same client were received and the first message caused the client to unregister. (IXN-7300)

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### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.02.

9.0.007.01

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy now correctly cleans up the memory on finishing internal threads. Previously, there were some memory leaks with internal threads. (IXN-5698)

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### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.01.

9.0.006.00

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/07/22	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy now correctly handles error responses from Interaction Server. Previously, in very rare cases, Interaction Server Proxy could shut down unexpectedly on handling such responses. (IXN-6835)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.00.

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# 9.0.005.02

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/21	General			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from this release, Interaction Server Proxy supports Genesys Security Pack 8.5.100.27. (IXN-6734)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.02.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

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# 9.0.004.02

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/17/21	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy installer for Windows is now properly signed. The previous versions (9.0.003.00 and 9.0.004.01) did not contain a countersignature. (IXN-6735)

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### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.02.

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9.0.004.01

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/29/21	General			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from this release of Interaction Server Proxy, support for Windows Server 2012 is reintroduced. See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications, and databases. (IXN-6481)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy now consistently specifies the event time in reporting events forwarded from multiple Interaction Servers. Previously, the event time could be non-monotonic. (IXN-6306)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.01.



9.0.003.00

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/30/21	General			X			X

### What's New

This release contains the following new features and enhancements:

- Interaction Server Proxy no longer supports Windows Server 2012 and Windows Server 2012 R2. See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications, and databases. (IXN-6403)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

A few errors found by automatic tools were fixed. Previously, in very rare cases, Interaction Server Proxy could shut down unexpectedly. (IXN-6302)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.00.

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# 9.0.002.01

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/21	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy no longer shuts down unexpectedly when the EventPlaceAgentState or EventAgentLogin event with an empty agent ID is received. Previously, Interaction Server Proxy shut down unexpectedly when these events were sent by Interaction Server, version 7.6.x, and an agent logged in anonymously. (IXN-6157)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.01.

9.0.001.02

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/20	General			X		X

### What's New

This release contains the following new features and enhancements:

- Interaction Server Proxy does not support Red Hat Enterprise Linux 6 any longer. See the [eServices](#) page in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems, browsers, web server applications, and databases. (IXN-5822)
- A new option, **submit-prefer-parent-server**, is introduced. This option allows to specify how Interaction Server Proxy should submit a child interaction of a media type not supported by Interaction Server where the parent interaction resides. (IXN-5157)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

Interaction Server Proxy now prints properly the used locale in the startup log on Linux. Previously, random symbols were printed. (IXN-5957)

---

---

Interaction Server Proxy now forwards ESP requests properly. Previously, Interaction Server Proxy re-targeted an ESP request to Interaction Server when the ESP request contained the InteractionId attribute. (IXN-5503)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.02.

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# 9.0.000.03

## Interaction Server Proxy Release Notes

**9.x Interaction Server Proxy** is part of 9.x starting in **9.0.000.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/25/20	General			X		

### What's New

This release contains the following new features and enhancements:

- Interaction Server Proxy now supports Red Hat Enterprise Linux 8. See the [eServices](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (IXN-5540)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.03.



9.0.000.02

## Interaction Server Proxy Release Notes

**9.x** This is the first 9.x release of **Interaction Server Proxy**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/18/20	General			X		X

### What's New

This release of Interaction Server Proxy v9.0.000.02 is compatible with Interaction Server release 9.0.000.05. Some features of this version of Interaction Server Proxy may not work properly with earlier versions of Interaction Server. (IXN-5399)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.02.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Interaction Server](#)

#### Genesys Products

- [List of Release Notes](#)