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# Genesys Cloud API Driver for Twitter

Release Notes 9.0.x

11/11/2025

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# Genesys Cloud API Driver for Twitter 9.0.x Release Note

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

This Release Note applies to all 9.0.x releases of Genesys Cloud API Driver for Twitter. 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
9.0.021.04	11/11/25	Update			X		X
9.0.021.01	07/28/25	Update			X		X
9.0.020.02	06/12/25	Update			X		X
9.0.019.02	04/17/25	Update			X		X
9.0.018.02	12/11/24	Hot Fix			X		X
9.0.018.01	12/03/24	Update			X		X
9.0.017.06	10/17/24	Update			X		X
9.0.017.03	08/07/24	Update			X		X
9.0.016.07	05/08/24	Update			X		X
9.0.015.09	03/26/24	Update			X		X
9.0.012.47	11/17/23	Update			X		X
9.0.012.35	03/16/23	Hot Fix			X		X
9.0.012.33	11/28/22	Hot Fix			X		X
9.0.012.30	08/09/22	Hot Fix			X		X
9.0.012.26	06/24/22	Hot Fix			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.012.23	04/20/22	Update			X		X
9.0.012.12	02/07/22	Update			X		X
9.0.012.09	12/03/21	Update			X		X
9.0.012.02	10/15/21	Hot Fix			X		X
9.0.011.57	08/09/21	Hot Fix			X		X
9.0.011.51	06/11/21	Update			X		X
9.0.011.49	04/30/21	Hot Fix			X		X
9.0.011.40	03/17/21	Hot Fix			X		X
9.0.011.37	02/26/21	Hot Fix			X		X
9.0.011.31	01/22/21	Hot Fix			X		X
9.0.011.29	12/14/20	Hot Fix			X		X
9.0.011.28	12/01/20	Hot Fix			X		X
9.0.011.27	11/10/20	Hot Fix			X		X
9.0.011.26	10/13/20	Hot Fix			X		X
9.0.011.25	09/23/20	Hot Fix			X		X
9.0.011.22	08/27/20	Hot Fix			X		X
9.0.011.19	08/06/20	Hot Fix			X		X
9.0.011.15	07/10/20	Hot Fix			X		X
9.0.011.10	05/15/20	Hot Fix			X		X
9.0.011.09	04/22/20	Hot Fix			X		X
9.0.011.06	03/20/20	Hot Fix			X		X
9.0.011.04	02/27/20	Hot Fix			X		X
9.0.010.01	01/31/20	Hot Fix		X	X	X	X
9.0.009.07	12/26/19	Update		X	X	X	X
9.0.008.03	10/01/19	Update		X	X	X	X
9.0.007.09	08/07/19	Hot Fix		X	X	X	X
9.0.007.07	07/05/19	Update		X	X	X	X
9.0.006.07	04/12/19	Update		X	X	X	X
9.0.005.04	03/18/19	Hot Fix		X	X	X	X
9.0.005.01	12/18/18	General		X	X	X	X
9.0.004.04	09/27/18	General		X	X	X	X
9.0.003.10	07/10/18	General		X	X	X	X
9.0.002.01	03/27/18	General		X	X	X	X
9.0.001.02	12/22/17	General		X	X	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 [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference*.

For information about 8.5.x releases of Genesys Cloud API Driver for Twitter, 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*.

---

- Windows Server 2012.

**Discontinued as of:** 9.0.012.23

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- Red Hat Enterprise Linux 6.

**Discontinued as of:** 9.0.011.51

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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 Genesys Cloud API Driver for Twitter, 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 Genesys Cloud API Driver for Twitter, see the following documentation:

- The documentation related to this software is available from the [eServices product page](#).
    - The [eServices Social Media Solution Guide](#) describes deployment and use of the Genesys Social Messaging product.
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- The *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.
- *eServices Options Reference* provides a reference listing of Genesys Cloud API Driver for Twitter configuration options.
- The *Messaging Apps/Social Engagement* page in 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

## Genesys Cloud API Driver for Twitter

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Cloud API Driver for Twitter. 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](#).

---

There are no known issues or recommendations for this product.

---

## 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 Genesys Cloud API Driver for Twitter unless otherwise noted in the issue description.

---

There are no internationalization issues for this product.

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# Release 9.0.0

## Genesys Cloud API Driver for Twitter Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Genesys Cloud API Driver for Twitter, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.021.01

## Genesys Cloud API Driver for Twitter Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/28/25	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Inbound retweet messages are displayed with correct author and retweeter parties now (SMD-7897)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Cloud API Driver for Twitter](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.01.

9.0.020.02

## Genesys Cloud API Driver for Twitter Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/12/25	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Third-party libraries have been updated in this release in accordance with security policies and best practices. (SMD-7760)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Cloud API Driver for Twitter](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

Version of Twitter driver and Facebook driver must match, when both Drivers are in used within the same DMS instance.

9.0.019.02

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/17/25	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Now, the driver takes proxy information from `HttpClientContext` instead of system variables to log for each request. (SMD-7856)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.019.02, you must also upgrade Cloud API Driver for Facebook to 9.0.019.02.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Social Engagement](#)

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9.0.018.02

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/11/24	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An issue with proxy authentication has been fixed. (SMD-7835, SMD-7838)

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### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Social Engagement](#)

#### Genesys Products

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### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.018.02, you must also upgrade Cloud API Driver for Facebook to 9.0.018.02.

9.0.018.01

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/03/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2022. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported third-party components. (SMD-7817)
- A new option, confirm-failed-messages, is introduced to specify whether a message must be confirmed or not if the fetch request fails. (SMD-7816)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Social Engagement](#)

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### Resolved Issues

This release contains the following resolved issues:

When processing messages in multiple batches, if one of the batches contain an invalid message, the driver now processes all batches except the one containing the invalid message. Previously in this scenario, the driver did not process all the batches. (SMD-7814)

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.018.01, you must also upgrade Cloud API Driver for Facebook to 9.0.018.01.

9.0.017.06

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/17/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Administrators can now distinguish between rate limits occurred on Twitter and rate limits generated by Genesys Hub. (SMD-7748)

### Resolved Issues

This release contains the following resolved issues:

The options, gsa-account-name and gsa-channel-name have been discontinued. (SMD-6365)

### Helpful Links

#### Releases Info

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

#### Product Documentation

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## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.017.06, you must also upgrade Cloud API Driver for Facebook to 9.0.017.06.

9.0.017.03

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/07/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- A new option, group-by-channel, has been added. The option specifies if new incoming Tweets must be grouped together with any other Tweets of the same type from the same user via the same channel that are currently in the interaction queue. (SMD-7747)

### Resolved Issues

This release contains the following resolved issues:

---

The driver now uses the Jackson library for HTTP request and response serialization/deserialization. Previously, the Gson library was used. (SMD-7701)

---

Additional interactions are no longer created for attachments in UCS for *Page* mode. Previously, a separate interaction was created for any attachments and media in addition to the original interaction.

---

### Helpful Links

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- [List of 9.0.x Releases](#)
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This functionality is supported by DMS starting with 9.1.016.05. (SMD-7600)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.03.

9.0.016.07

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/08/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Support for RHEL9. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported third-party components. (SMD-7714)

### Helpful Links

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### Resolved Issues

This release contains the following resolved issues:

The parsing issue is now resolved and the exception should no longer be encountered. Previously, the exception occurred when parsing channel user information if the user's description contained any URLs. (SMD-7719, SMD-7720)

The driver no longer submit the fetched messages multiple times. Previously, the driver attempted to

---

submit the messages multiple times when they come together in the same batch, resulting in incorrect attachment processing. (SMD-7703, SMD-7705)

---

The driver no longer raise an exception during authentication response parsing. Previously, the exception was thrown if OS locale was configured with non US format and the driver was unable to parse the token expiration date. (SMD-7699, SMD-7707)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.07.

9.0.015.09

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

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:

- Support for OpenJDK 17. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported third-party components. (SMD-7663)

### Resolved Issues

This release contains the following resolved issues:

An issue that caused an outbound interaction to get stuck in Twitter TR Error Processing Queue when an agent sent a Tweet with a large attachment, is now fixed. The issue occurred due to a change in the attachment upload method in a previous release. The upload method has been reverted to an older implementation. (SMD-7662)

DMS no longer starts with incorrect parameters. Previously, DMS remained in suspended mode due to an incorrect handling of the authentication error. DMS retried the authentication request with

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---

incorrect parameters every time and it resulted in the fetch thread blocking. Now, this issue is fixed. (SMD-7593, SMD-7607)

---

The ESP requests `GetUserInfo` and `GetFollowState` have been removed. Additionally, the parameter `_twitterUserIsFriend` has been removed from ESP request `GetChannelsDescription`. (SMD-7678)

---

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.015.09, you must also upgrade Cloud API Driver for Facebook to 9.0.015.09.

9.0.012.47

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/17/23	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Updates to third-party libraries. (DMS-888)

### Resolved Issues

This release contains the following resolved issues:

Any change in the x-sampling-period option value now takes effect immediately as specified in documentation. The deprecated option sampling-period has been removed from the application code and templates. (SMD-7322)

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## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.47, you must also upgrade Cloud API Driver for Facebook to 9.0.012.47.

9.0.012.35

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/16/23	Hot Fix			X			X

### What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux (RHEL) 8. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (SMD-7342)

### Helpful Links

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- [9.0.x Known Issues](#)

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### Resolved Issues

This release contains the following resolved issues:

Now, the Twitter driver confirms that messages have been deleted even when UCS does not contain the related interactions. Previously, the deleted message could not be confirmed if UCS did not contain the related interactions. The initial problem related to the Twitter compliance policy's issue with a high number of repeatable deletion requests for Twitter messages is now fixed. (SMD-7256)

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.35, you must also upgrade Cloud API Driver for Facebook to 9.0.012.35.

9.0.012.33

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/28/22	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Fixed an issue in the process that sends Twitter outbound replies. (SMD-7230)

---

The driver now handles connections from the Apache client connection pool in an optimized way. The driver now fetches interactions from Genesys Hub without any issues. (SMD-7198)

---

### Helpful Links

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- [List of 9.0.x Releases](#)
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#### Product Documentation

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## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.33, you must also upgrade Cloud API Driver for Facebook to 9.0.012.33.

9.0.012.30

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/09/22	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The driver now handles connections from the Apache client connection pool in an optimized way. The driver now fetches interactions from Genesys Hub without any issues. (SMD-7198)

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## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.30, you must also upgrade Cloud API Driver for Facebook to 9.0.012.30.

9.0.012.26

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/24/22	Hot Fix			X			X

### What's New

The driver is now fully compliant with Twitter when processing user deletion events and handling deletion of Tweets. (SMD-7062)

### Resolved Issues

This release contains the following resolved issues:

The driver no longer displays sensitive information after users delete their Twitter accounts. Previously, the driver displayed the username in the conversation history even after the user deleted their account. (SMD-7194)

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#### Product Documentation

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## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.26, you must also upgrade Cloud API Driver for Facebook to 9.0.012.26.

9.0.012.23

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/20/22	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The driver now fetches Tweets in an optimized way to reduce delays during high load situations. (SMD-7123)

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### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Social Engagement](#)

#### Genesys Products

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### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.23, you must also upgrade Cloud API Driver for Facebook to 9.0.012.23.

9.0.012.12

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/07/22	Update			X			X

### What's New

This release contains the following new features and enhancements:

- The driver is now compliant with Twitter when processing:
  - User deletion events
  - Outbound interactions created by agents
  - Retweet events(SMD-7086, SMD-7097, SMD-7105)
- The maximum size for Twitter inbound attachments is now 50 MB. You can configure this value using the **max-attachment-size** option. (SMD-7112)

### Helpful Links

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

#### Product Documentation

- [Genesys Social Engagement](#)

#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

An issue that prevented the driver from processing compliance events is fixed. The issue occurred when the **ComplianceId** attribute was not configured. (SMD-7122)

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.12, you must also upgrade Cloud API Driver for Facebook to 9.0.012.12.

9.0.012.09

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/03/21	Update			X			X

### What's New

This release contains the following new features and enhancements:

- The following user data keys have been added for Twitter interactions:
  - `_twitterHubRequestId` – Contains source information for Hub requests
  - `_twitterNetworkTraceId` – Contains source information for network requests(SMD-7053)
- A separate internal queue is added to improve the processing speed of the **MergeltxData** ESP requests. (SMD-7035)
- The configuration option, `sampling-period`, is renamed to `x-sampling-period` to be consistent with other Social Engagement components.

#### Important

Genesys recommends that you start using `x-sampling-period` instead of `sampling-period` from this release. To ensure backward compatibility, the `sampling-period` option is also supported.

(SMD-7026)

- The driver now complies with Twitter's requirement of processing the Tweet delete updates as they

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arrive from the Twitter API. Additional configuration is required to enable this feature. For more information, see [Enable compliance with Twitter](#).  
(SMD-7063)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.09, you must also upgrade Cloud API Driver for Facebook to 9.0.012.09.

9.0.012.02

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

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

### What's New

This release contains the following new features and enhancements:

- The following options are introduced to manage HTTP client connections:
  - **use-http-keep-alive** – Indicates whether the driver uses the keep-alive flag to maintain connection or not. The default value is true. If you set the value to false, the driver sends the Connection: close request in the header and does not use keep-alive during communication via HTTP(S). Possible values are true and false.
  - **default-http-keep-alive-timeout** – Specifies the default timeout, in seconds, for maintaining connection if nothing is specified about keep-alive in the HTTP(S) response header. The default value is 5. Possible values are integers from 1 to 60.
  - **http-network-route-pool-size** – Specifies the maximum number of connections by HTTP(S) that the driver can use per route. The default value is 64. Possible values are integers from 2 to 1024.
  - **http-network-total-pool-size** – Specifies the maximum number of connections by HTTP(S) in total. The default value is 256. Possible values are integers from 2 to 1024. (SMD-7025)

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## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.012.02, you must also upgrade Cloud API Driver for Facebook to 9.0.012.02.



9.0.011.57

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/09/21	Hot Fix			X			X

### What's New

This release contains the following new features and enhancements:

- Inbound Twitter interaction user data now includes the **\_twitterDriverVersion** field. This field indicates the version of the Twitter driver that created the current interaction. (SMD-6965)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.57, you must also upgrade Cloud API Driver for Facebook to 9.0.011.57.

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9.0.011.51

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

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

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2019. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (SMD-6932)
- A new runtime caching mechanism is added to improve the processing speed of inbound attachments. (SMD-6925)

### Resolved Issues

This release contains the following resolved issues:

The driver now correctly handles errors related to metadata when processing inbound Twitter attachments. (SMD-6890)

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## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.51, you must also upgrade Cloud API Driver for Facebook to 9.0.011.51.

9.0.011.49

## Genesys Cloud API Driver for Twitter Release Notes

**9.x Genesys Cloud API Driver for Twitter** is part of 9.x starting in **9.0.001.02**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/30/21	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The **\_twitterToAddr** attribute is now updated with the correct values. (SMD-6878)

---

The outbound Direct Messages with attachments that are sent from different Twitter handles are now delivered correctly. (SMD-6867)

---

An issue that prevented agents from deleting Twitter public interactions is fixed. The issue occurred during Hub API calls when the channel configuration contained multiple handles. (SMD-6861)

---

The driver now handles the 401 and 403 HTTP codes properly during Hub API calls related to Twitter. (SMD-6856)

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### Helpful Links

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The driver now sends the reply channel ID to Hub API when the channel configuration contains multiple handles. (SMD-6833)

---

The driver now attempts to upload the outbound attachments again when an upload fails. (SMD-6832)

---

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.49, you must also upgrade Cloud API Driver for Facebook to 9.0.011.49. Additionally, this version of the driver requires Digital Messaging Server 9.1.006.15 or later.

9.0.011.40

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/17/21	Hot Fix			X			X

### What's New

This release contains the following new features and enhancements:

- The driver is updated to ensure compatibility with Genesys Cloud API Driver for Facebook 9.0.011.40.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.40, you must also upgrade Cloud API Driver for Facebook to 9.0.011.40.

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9.0.011.37

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/26/21	Hot Fix			X			X

### What's New

This release contains the following new features and enhancements:

- Added support for the following proxy server options:
  - Dhttp.proxyHost – Definition for host name
  - Dhttps.proxyHost – Definition for host name
  - Dhttp.proxyPort – Definition for host port
  - Dhttps.proxyPort – Definition for host port(SMD-6781)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.37, you must also upgrade Cloud API Driver for Facebook to 9.0.011.37.

### Helpful Links

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9.0.011.31

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/22/21	Hot Fix			X			X

### What's New

This release contains the following new features and enhancements:

- The driver now parses and saves timestamps such as when a Tweet is created in Twitter and the interaction is received in Genesys Hub. The following key-value pairs have been added to Twitter interaction attributes to support this feature:
    - `_twitterReceivedAt` - The date and time (timestamp) when an interaction is fetched in Genesys Hub
    - `_twitterHubId` - An internal ID for each inbound message in Genesys Hub
- (SMD-6736)

### Helpful Links

#### Releases Info

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### Resolved Issues

This release contains the following resolved issues:

---

The driver now properly downloads inbound attachments when using HTTP proxy. (SMD-6743)

---

The issue in fetching batch items in Twitter interactions with attachments is fixed. (SMD-6742)

---



---

The issue that prevented the driver from functioning properly when DMS switched between primary and backup modes in High Availability implementation is fixed. (SMD-6741)

---

## Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.31, you must also upgrade Cloud API Driver for Facebook to 9.0.011.31 and Social Media Plugin for Workspace Desktop Edition to 9.0.011.60.

9.0.011.29

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/14/20	Hot Fix			X		X

### What's New

This release contains the following new features and enhancements:

- The driver is updated to ensure compatibility with Genesys Cloud API Driver for Facebook 9.0.011.29.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.29, you must also upgrade Cloud API Driver for Facebook to 9.0.011.29.

### Helpful Links

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9.0.011.28

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/01/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The interaction size of Twitter and TwitterDirect interactions is optimized by removing binary data from the interaction user data and storing attachments in UCS. (SMD-6595)

---

### Helpful Links

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### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.28, you must also upgrade Cloud API Driver for Facebook to 9.0.011.28.

9.0.011.27

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/10/20	Hot Fix			X		X

### What's New

This release contains the following new features and enhancements:

- The driver is updated to ensure compatibility with Genesys Cloud API Driver for Facebook 9.0.011.27.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.27, you must also upgrade Cloud API Driver for Facebook to 9.0.011.27.

### Helpful Links

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9.0.011.26

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/13/20	Hot Fix			X		X

### What's New

This release contains the following new features and enhancements:

- The driver is updated to ensure compatibility with Genesys Cloud API Driver for Facebook 9.0.011.26.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.26, you must upgrade Cloud API Driver for Facebook to 9.0.011.26.

### Helpful Links

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9.0.011.25

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/23/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The driver is now more robust when handling various network parsing errors that may occur during communication with Genesys Hub. For example, if a parsing error occurs on a confirm request, the request is sent again during the next fetch cycle. (SMD-6539)

### Helpful Links

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### Upgrade Notes

If you are upgrading Cloud API Driver for Twitter to 9.0.011.25, you must upgrade Cloud API Driver for Facebook to 9.0.011.25.

9.0.011.22

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/27/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An internal logic that is used to set timeouts for fetching interactions from Genesys Hub is improved to prevent deadlocks. (SMD-6612)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.22.

### Helpful Links

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9.0.011.19

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/06/20	Hot Fix			X		X

### What's New

This release includes only resolved issues

### Resolved Issues

This release contains the following resolved issues:

---

An issue that resulted in multiple interactions, with status 0, being created in the **interaction** table of the UCS database is fixed. (SMD-6574)

---

An issue that caused incorrect caching of the channel description is fixed. (SMD-6567)

---

### Helpful Links

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.19.



9.0.011.15

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The driver is now more robust when handling various network parsing errors that may occur during communication with Genesys Hub. (SMD-6539)

---

### Helpful Links

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.15.

9.0.011.10

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/15/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An issue that resulted in redundant relationship verification between different Twitter accounts is fixed. (SMD-6459)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.10.

### Helpful Links

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9.0.011.09

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/22/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Workspace Desktop Edition (WDE) can now display a preview of inbound attachments during Twitter and Twitter direct interactions. (SMD-6423)

The number of API calls made to Genesys Hub when processing each inbound Twitter interaction has been optimized. As a result, Digital Messaging Server processes the Twitter interactions without any delay. (SMD-6422)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.09.

### Helpful Links

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9.0.011.06

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The issue that prevented re-submission of interactions by the driver to Interaction Server is fixed. The issue occurred when the connection between the driver and Interaction Server was disrupted. (SMD-6248)

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.06.

9.0.011.04

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/27/20	Hot Fix			X		X

### What's New

This release contains the following new features and enhancements:

- The driver now has an improved logging feature. Logs now include the following additional data:
  - Network requests and responses
  - Inbound and outbound interaction data dump
  - Various critical driver related details

(SMD-6339)

### Helpful Links

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### Resolved Issues

This release contains the following resolved issues:

If there is an error with verification of the following (friendship) status in Twitter, the driver now sends the default status of following as *true* to Social Media Plugin for Workspace Desktop Edition during ESP requests. As a result, the plugin and driver continue to function during Twitter direct message interactions. (SMD-6332)

An issue in the driver that prevented Digital Messaging Server from submitting interactions to

---

Interaction Server when Interaction Server was loaded heavily, is fixed. (SMD-6271)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.04.

9.0.010.01

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/20	Hot Fix		X	X	X	X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An issue that prevented agents from sending unsolicited Twitter direct messages at times, is fixed. (SMD-6106)

---

The driver now saves attachments to the UCS database. (SMD-6269)

---

### Helpful Links

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## Upgrade Notes

This release of Cloud API Driver for Twitter 9.0.010.01 is compatible only with Cloud API Driver for Facebook 9.0.010.03 and Social Media Plugin for Workspace Desktop Edition 9.0.010.02. This driver version is not compatible with previous versions of Cloud API Driver for Facebook and Social Media Plugin for Workspace Desktop Edition.

If you are upgrading Cloud API Driver for Twitter to 9.0.010.01, you must upgrade Cloud API Driver for Facebook to 9.0.010.03 and Social Media Plugin for Workspace Desktop Edition to 9.0.010.02.

9.0.009.07

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/26/19	Update		X	X	X	X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The driver now has an improved logic to detect failures such as an interaction that is not submitted to Interaction Server. (SMD-6130)

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.07.

9.0.008.03

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/19	Update		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for OpenJDK 11. See the **Prerequisites** section on the [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (SMD-6136, SMD-6125)

### Helpful Links

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### Resolved Issues

This release contains the following resolved issues:

An issue that caused the driver to sometimes skip a brand's own Tweets is now fixed. The issue occurred when the **x-submit-own-all** option was set to True. (SMD-6135)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.03.

9.0.007.09

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/07/19	Hot Fix		X	X	X	X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

When an agent retweets, it is sent via the Twitter handle that is currently selected. Previously in this scenario, the retweet was always sent via the default Twitter handle. (SMD-6131)

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## Upgrade Notes

This release of Cloud API Driver for Twitter 9.0.007.09 is compatible only with Cloud API Driver for Facebook 9.0.007.10 and not compatible with previous versions of Cloud API Driver for Facebook.

If you are upgrading Cloud API Driver for Twitter to 9.0.007.09, you must upgrade Cloud API Driver for Facebook to 9.0.007.10.

9.0.007.07

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/19	Update		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- HUB account password is now masked in Configuration Manager, Genesys Administration Extension (GAX) and DMS log. To implement the password masking, **gsa-user-password** field in channel configuration is renamed to **password** for every media channel used. (SMD-6009)
- Support for the CentOS Linux 7 operating system. See the [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SMD-6006)

### Helpful Links

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#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:



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HUB error processing logic is improved. Messages with bad request error code (400) are logged to the DMS log file and reported as errors to the caller. (SMD-5999)

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## Upgrade Notes

- The Cloud API Driver for Twitter 9.0.007.07 is compatible only with Social Media Plugin for WDE 9.0.007.11 and Cloud API Driver for Facebook 9.0.007.08. The plugin and drivers must be upgraded together.
- You must rename the **gsa-user-password** configuration option to **password** to ensure that the driver initializes and functions properly. This upgrade step is required in relation to the password masking feature. See [What's New](#).

9.0.006.07

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/12/19	Update		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Inbound media attachments in Twitter direct messages and public Tweets are now saved in the Universal Contact Server (UCS) database. (SMD-5907, SMD-5906)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

### Important

Configure the Twitter driver Configuration Options **ucs-in-use** to true and **fetch-image** to true to view the images and other media attachments successfully on WDE.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

- The current release of Cloud API Driver for Twitter (9.0.006.07) is compatible only with Social Media Plugin for WDE release 9.0.006.21 or higher and DMS release 9.0.002.06 or higher.
- If you plan to upgrade both Cloud API Driver for Twitter and Social Media Plugin for WDE, ensure the following upgrade order:
  1. Upgrade Social Media Plugin for WDE on all agent workstations.
  2. Upgrade Cloud API Driver for Twitter in DMS.

9.0.005.04

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/18/19	Hot Fix		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- The driver now supports OpenJDK 1.8 and higher versions. See the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

An issue that caused an authorization exception in the driver is now fixed. The issue occurred after the driver was running for 24 hours. (SMD-5905)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.04.

9.0.005.01

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

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

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2016. See the [Messaging Apps/Social Engagement](#) 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 issues:

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An issue that caused the exception, *TokenInvalidException: This token no longer valid. Renew it*, in the DMS log is fixed. Previously, the exception occurred when switching between primary and backup DMS instances. (SMD-5381)

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An issue that caused the outbound Twitter messages to fail sometimes is now fixed. The issue occurred when there was an invalid connection with Genesys Hub. (SMD-5367)

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### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.01.

9.0.004.04

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/18	General		X	X	X	X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

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An issue that prevented agents from merging Twitter interactions is now fixed. (SMD-4081)

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### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.04.

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9.0.003.10

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/18	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Genesys Cloud API Driver for Twitter is updated to use an improved logging system.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.10.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.002.01

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** Genesys Cloud API Driver for Twitter is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/18	General		X	X	X	X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

### Important

The latest version of the driver supports TLS 1.2 and Java 7. However, it is recommended to upgrade to Java 8.

## Resolved Issues

This release contains the following resolved issues:

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The driver is now more stable and resilient in preventing situations when the driver unexpectedly stops working and fails to fetch interactions from cloud. (SMD-4838)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.01.

9.0.001.02

## Genesys Cloud API Driver for Twitter Release Notes

**9.x** This is the first 9.x release of **Genesys Cloud API Driver for Twitter**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Genesys Cloud API Driver for Twitter has been rebuilt with 9.0-compatible libraries.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [eServices](#)

#### Genesys Products

- [List of Release Notes](#)

### Important

- The latest version of Cloud API Driver for Twitter is compatible with Social Message Server 8.5.1 version and also Digital Messaging Server 9.0.x versions. You can choose the appropriate Messaging Server during the installation process.
- The Driver also includes new templates based on DMS.
- The Driver requires Java 8.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.02.