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Social Media Plugin for Workspace Desktop Edition

Known Issues and Recommendations

12/13/2025

Known Issues and Recommendations

Social Media Plugin for Workspace Desktop Edition

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Social Media Plugin for Workspace Desktop Edition. 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](#).

The plugin does not show a preview of outbound Facebook comments with GIFs.

ID: SMD-7881	Found In: 9.0.019.04	Fixed In:
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Social Media Plugin for WDE cannot start properly with WDE versions starting from 8.5.159.05. Hot Keys are not working (no action happens on pressing hotkeys) and on mouse-over alt text is not displayed..

Workaround: Downgrade to WDE 8.5.158.07 or lower version.

ID: SMD-7645	Found In: 9.0.012.42	Fixed In: 9.0.015.03
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ClickOnce plugin deployment cannot be completed because the **Genesyslab.Desktop.Modules.facebooksession.en-US.xml** file is missing.

Workaround: Remove the following line from **InteractionWorkspace\Genesyslab.Desktop.Modules.SocialMedia.deployment-config** file before deploying the ClickOnce plugin:

```
<ApplicationFile FileName="Genesyslab.Desktop.Modules.facebooksession.en-US.xml"
RelativePath="Languages" DataFile="false" EntryPoint="false" IsMainConfigFile="false"
Optional="false" GroupName="SocialMediaPlugin" />
```

ID: SMD-7262	Found In: 9.0.012.30	Fixed In: 9.0.012.32
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Workspace Desktop Edition 8.5.148.04 and higher is not supported by Social Media Plug-in for Workspace Desktop Edition, because of backward incompatible changes introduced in WDE.

ID: SMD-7078	Found In: 9.0.012.07	Fixed In: 9.0.012.12
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The character count is incorrect when the text includes multi-byte characters during Twitter interactions. As a result, highlighting of the characters that exceed the maximum character limit for Twitter messages, do not work as expected.

ID: **SMD-7075**

Found In: **9.0.012.07**

Fixed In:

You must restart Workspace Desktop Edition after a ClickOnce installation or upgrade. Otherwise, agents cannot log in and they receive an error message.

Workaround: You can modify the **InteractionWorkspaceDeploymentManagerInteractionWorkspaceDeploymentManager.exe.config** file prior to preparing the ClickOnce package to avoid this issue. Refer to the table below:

Original	Modification
<ApplicationFile FileName="Genesyslab.Desktop.Modules.Contacts.dll" Optional="true" GroupName="Contacts" />	<ApplicationFile FileName="Genesyslab.Desktop.Modules.Contacts.dll" Optional="false" GroupName="Contacts" />
<ApplicationFile FileName="Genesyslab.Desktop.Modules.OpenMedia.dll" Optional="true" GroupName="OpenMedia" />	<ApplicationFile FileName="Genesyslab.Desktop.Modules.OpenMedia.dll" Optional="false" GroupName="OpenMedia" />

ID: **SMD-7058**

Found In: **9.0.011.81**

Fixed In:

The **Retweet** button in WDE stays enabled after an agent posts a Retweet using the button once. However, the subsequent use of the button does not result in additional Retweets as Twitter limits the Retweets count to one. The issue occurs because the plugin does not recognize that the Retweet is already posted.

ID: **SMD-6281**

Found In: **9.0.010.02**

Fixed In:

Agents may receive an attachment without filename and with incorrect file extension when a Facebook user sends the attachment in document formats such as PDF, HTML, DOC, and XLS through a private message.

ID: **SMD-6249**

Found In: **9.0.009.07**

Fixed In:

If an agent edits a comment that contains both text and attachment from the **My History** view, only the text remains on Facebook web and the attachment is removed.

ID: **SMD-6140**

Found In: **9.0.007.16**

Fixed In:

WDE displays the **Retweet** option twice in the **My History** view after an agent retweets.

ID: **SMD-6132**

Found In: **9.0.007.16**

Fixed In:

Agents cannot send a post update on Facebook if it includes an attachment without text.

ID: SMD-6142	Found In: 9.0.007.16	Fixed In:
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- Attachments are not supported in unsolicited Facebook private messages.
- Images above 10 MB are not displayed in the preview on the agent's chat transcript.
- If an agent adds an attachment first when replying to a Facebook private message, the reply box disappears as the agent cannot send text and attachments together.

ID: SMD-6249	Found In: 9.0.009.07	Fixed In:
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- An animated GIF file sent in the comment is displayed as a static image on Facebook.
- If an agent enters a multi-line comment in a Facebook post reply, the agent may not see attached media in the WDE UI and at times, the UI may not work as intended.
- If an agent opens a Facebook comment reply draft from Workbin, the agent cannot add attachments to the reply message.

ID: SMD-6104	Found In: 9.0.007.11	Fixed In: 9.0.007.16
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Attachments in Facebook session interactions are displayed as complete URLs when recovered through manual recovery. They must be displayed as links instead of entire URLs.

ID: SMD-6079	Found In: 9.0.007.11	Fixed In:
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- Agents can either send text or attachment as a reply to Facebook private messages. Both text and attachments cannot be sent together.
- Agents cannot send attachments without text as a reply to public posts and comments in Facebook.

ID: SMD-6022	Found In: 9.0.007.11	Fixed In: 9.0.007.16
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At times, Facebook private messages may be partially displayed or partially converted as a link in WDE. This issue occurs very rarely and it will be fixed in the upcoming releases.

ID: SMD-5896	Found In: 9.0.006.21	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 Social Media Plugin for Workspace Desktop Edition unless otherwise noted in the issue description.

There are no internationalization issues for this product.
