Widgets

9.0.014.13

12/22/2025

Contents

9.0.014.13

Widgets Release Notes

9.x

Release Date	Release Type	Restrictions
09/27/19	Update	

Widgets is platform-independent software. You can deploy the installation package on any operating system that Widgets supports.

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Chat Deflection can now detect when a bot has been connected and then disable itself. Previously, it failed to turn off when a chat bot connected. (CXW-2547)

Any mouse or keyboard activity on WebChat now cancels an idle chat warning state. Previously, only a few select activities could cancel this state. Idle chat warning state is canceled by sending a custom notice to the server. For this to work, **[inactivity-control] include-notices=all** must be set in Chat Server configuration. (CXW-2545)

WebChat's character counter now correctly resets after clicking **Send** and the focus returns to the

Helpful Links

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text area. (CXW-2546)

WebChat now correctly re-establishes connection after going offline when using WebSockets in CometD mode. Previously, messages sent after a connection restore did not always appear in the WebChat widget. (CXW-2530)

SVG spinner animation now functions as expected on Safari browsers of iOS devices. Previously, on some Safari browsers, the spinner appeared as a static icon. (CXW-2524)

WebChat Widget now correctly sends emojis and text messages when using the **maxMessageLength** configuration property. Previously, if the last character in a message using the maximum character length was an emoji, the customer wouldn't receive the message. (CXW-2496)

SVG graphics now render properly in Safari browsers. Previously, in some cases, SVG graphics were improperly scaled. (CXW-2492)

WebChat no longer counts sent messages as new incoming messages when a chat window is minimized. Previously, in some cases, WebChat incorrectly counted a sent message as a new unread message if the client sent the message and minimized the chat window simultaneously. (CXW-2550)

Async WebChat now correctly shows End Chat and Close Window options. Previously, an Async WebChat session could not close or end with an Idle Alert message present. (CXW-2558)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.13.