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Widgets

Known Issues and Recommendations

12/19/2025

Known Issues and Recommendations

Widgets

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

When running the same chat session across multiple browser tabs, the unread message counter may show improper values.

ID: CXW-100	Found In: 9.0.017.01	Fixed In:
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When activating WebChat's close button with the spacebar in FireFox, it may trigger twice, causing it to accept the successive confirmation dialog unexpectedly. This is caused by a known issue in FireFox: https://bugzilla.mozilla.org/show_bug.cgi?id=816437.

ID: CXW-101	Found In: 9.0.017.01	Fixed In:
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When opening the WebChat Widget for the first time, the configured custom form is not displaying correctly in the Lazy Load mode.

ID: CXW-1947	Found In: 9.0.006.02	Fixed In: 9.0.007.07
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GMS supports only one CometD connection to a chat session. If you use WebChat to connect to the same chat session across multiple browser tabs, it causes unstable behavior in WebChat.

Workaround: This is a limitation; disable CometD and fallback to REST mode polling mechanism to have WebChat active on multiple tabs simultaneously.

ID: CXW-1956	Found In: 9.0.006.02	Fixed In:
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When opening the WebChat Widget for the first time, the configured custom form is not displaying correctly in the Lazy Load mode.

ID: CXW-1947	Found In: 9.0.006.02	Fixed In: 9.0.007.07
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When the **Authorization** header is configured and **WebChat** is in **CometD** mode, the commands

App.**updateAJAXHeader** and **App.removeAJAXHeader** might not update the **CometD Request** headers at runtime.

ID: CXW-1824	Found In: 9.0.004.03	Fixed In: 9.0.005.00
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When an error occurs in the **SendMessage** widget, an error message appears on screen with a button that displays the text **EmailOk**. This text should read as **OK** in the default English language definition.

Workaround: **EmailOk** is the name of the lookup key in the Internationalization language pack. When Genesys Widgets cannot find the key in the language pack, it displays the key name to identify which string is missing. To resolve this issue with **SendMessage**, define the **EmailOk** key in your language pack. Language packs are defined directly in your configuration or in a separate **i18n.json** file. Configuration Example: `_genesys.widgets.main.i18n: {en: {sendMessage: {"EmailOk": "OK"}}}`

If you have already defined **main.i18n**, merge this new key into it. If you define your language pack in a separate JSON file, merge this key into that file.

ID: CXW-1735	Found In: 9.0.001.04	Fixed In: 9.0.000.03
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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 Widgets unless otherwise noted in the issue description.

Fixed an issue where localization override was not happening as expected. Previously, the default localization strings were absent for Webchat, Callback, and KnowledgeCenterService resulting in an `App.setLanguage` error in the browser console.

ID: CXW-1394	Found In: 9.0.000.11	Fixed In: 9.0.001.04
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