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Genesys T-Server and UCMA Connector for Skype for Business

Known Issues and Recommendations

12/21/2025

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The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys T-Server and UCMA Connector for Skype for Business. 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](#).

T-Server fails to handle scenarios where initiated remote recording is acknowledged by the remote server after the call to be recorded is released.

ID: LYNC-3706	Found In: 9.0.000.06	Fixed In: 9.0.001.00
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If CPN Digits are used for a B2BUA call to a Response Group that contains DNs handled by Genesys components, the call cannot be answered by a Response Group member agent.

ID: LYNC-3483	Found In: 8.5.001.63	Fixed In:
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If CPN Digits are used for a B2BUA call to a Response Group that contains Skype for Business users not handled by Genesys components, the CPN Digits are displayed in the ringing toast, but the CPN Digits are replaced in the Skype for Business conversation window with the conference service portal name after the call is answered.

ID: LYNC-3484	Found In: 8.5.001.63	Fixed In:
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If a customer is on an IM or audio call with a federated agent and the federated agent performs an escalation to audio or to IM, the escalation might fail because of an error on the Skype for Business Edge Server.

ID: LYNC-3111	Found In: 8.5.001.44	Fixed In:
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Currently, a federated agent cannot perform supervision because of a limitation in Skype for Business. Only a premise agent can be a supervisor.

ID: LYNC-2980	Found In: 8.5.001.44	Fixed In:
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When the Connector is restarted during an active multimedia call (an IM call escalated to audio/video or vice versa), the multimedia call is not recovered properly and the participants cannot exchange instant messages.

ID: **LYNC-2849**

Found In: **8.5.001.12**

Fixed In:

In supervision scenarios where an observing supervisor executes a single-step transfer, T-Server sends EventPartyDeleted for the observer to the new destination after sending EventEstablished. The root cause of the limitation is the lack of a ringing notification from Skype for Business to T-Server.

ID: **LYNC-2612**

Found In: **8.5.001.11**

Fixed In:

When the Connector is restarted while video calls are active, the video calls are converted to audio calls during the recovery procedure.

ID: **LYNC-2456**

Found In: **8.5.001.10**

Fixed In:

If a user executes SingleStepConference from a Skype for Business client in regular (non-suppression) mode to a Routing Point, T-Server incorrectly reports the new leg as a new call.

ID: **LYNC-2290**

Found In: **8.5.001.02**

Fixed In:

Because of a vendor hardware limitation, a video call from a Skype for Business Client without a camera fails to recognize video from an agent with a camera.

ID: **LYNC-1897**

Found In: **8.5.000.87**

Fixed In:

During a T-Server switchover, an unfinished single-step transfer of an escalated IM-to-audio call can lose information about a transfer controller in T-Library messaging.

ID: **LYNC-1798**

Found In: **8.5.000.69**

Fixed In:

T-Server for Skype for Business supports only the configured DN number of Agent DNs and Route Points as internal dialing destinations. Agent DNs must correspond to endpoints controlled by the software Skype for Business client. Hard phones are not supported.

ID: **LYNC-1431**

Found In: **8.5.000.51**

Fixed In:

In HA scenarios, the supervisor might lose control of monitoring the next call.

ID: **LYNC-1082**

Found In: **8.5.000.51**

Fixed In: **9.0.0004**

Connector rejects TAlternateCall, TCompleteConference, TCompleteTransfer requests as Unsupported Operation when a consultation call is in alerted state.

ID: LYNC-981	Found In: 8.5.000.51	Fixed In:
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If T-Server is configured to publish the agent states to the user presence, the Skype for Business (Microsoft Lync) Server might override the presence information.

ID: LYNC-756	Found In: 8.5.000.51	Fixed In:
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.
