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Genesys Cloud API Driver for Facebook

9.0.011.37

12/21/2025

9.0.011.37

Genesys Cloud API Driver for Facebook Release Notes

9.x Genesys Cloud API Driver for Facebook 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 the following resolved issues:

The driver now reads ID values of inbound interactions properly when parsing fetch results. (SMD-6778)

The driver now properly handles attachment downloading errors that are caused by restrictions from Facebook. (SMD-6777)

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Social Engagement](#)

Genesys Products

- [List of Release Notes](#)

The driver now fetches data based on the value set in the **x-sampling-period** option correctly. (SMD-6765)

An issue that caused significant delays in processing inbound Facebook Private Messages is fixed. The issue occurred when the submit procedure encountered errors related to huge XML packet size. (SMD-6776)

Upgrade Notes

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