Genesys Web Engagement Server

Release Notes 8.5.x

2/18/2022

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Genesys Web Engagement Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Web Engagement Server. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.10	02/17/22	Hot Fix			X		X
8.5.200.09	12/31/21	Hot Fix			X		X
8.5.200.07	12/31/21	General			X		X
8.5.200.06	04/15/21	Hot Fix			X		X
8.5.200.03	03/10/20	Hot Fix			X		X
8.5.200.02	10/31/19	General			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.22	02/17/22	Hot Fix			X		X
8.5.100.21	12/31/21	Hot Fix			X		X
8.5.100.19	12/31/21	General			X		X
8.5.100.17	04/15/21	Hot Fix			X		X
8.5.100.15	03/10/20	Hot Fix			X		X
8.5.100.14	01/31/20	Hot Fix			X		X
8.5.100.13	09/19/19	General			X		X
8.5.100.11	07/24/19	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.08	05/31/19	General			X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.43	12/18/18	Hot Fix			X		X
8.5.000.42	08/01/17	General			X		X
8.5.000.36	02/15/17	General			X		X
8.5.000.35	02/03/17	General	Unavailable		X		X
8.5.000.34	01/11/17	General			X		X
8.5.000.33	11/15/16	General			X		X
8.5.000.26	07/11/16	General			X		X
8.5.000.19	05/16/16	Hot Fix			X		X
8.5.000.17	05/11/16	Hot Fix			X		X
8.5.000.15	04/06/16	General			X		X
8.5.000.14	01/27/16	General			X		X
8.5.000.11	10/30/15	General			X		X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Genesys Web Engagement page in the Genesys Supported Operating Environment Reference Guide.

For information about 8.1.x releases of Genesys Web Engagement Server, see the 8.1 Release Note (Cumulative).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the Genesys Supported Operating Environment Reference Guide.

- The Thrift-based cassandra-gui tool is no longer included with Web Engagement Server.

Discontinued as of: 8.5.000.17

- Genesys Web Engagement 8.5 now uses a ZAP-based proxy, instead of the Paros-based proxy that was used in earlier releases.

Discontinued as of: 8.5.000.11

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Web Engagement Server, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Genesys Web Engagement Server, see the following documentation:

- The documentation related to this software is available from the product page.

- The Genesys Web Engagement page in the Genesys Supported Operating Environment Reference Guide provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Web Engagement components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Genesys Web Engagement Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Web Engagement Server. 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.

If your Load Balancer does not support WebSockets, the notification and engagement channels may not be switched automatically between the long-polling and callback-polling transports. To enable automatic transport switching, disable WebSockets on the client side. See Chat Application - disableWebSockets and Tracker Application - disableWebSockets for details.

ID: **WM-5501**	Found In: **8.1.200.36**	Fixed In: **8.5.000.11**

Starting with Web Engagement version 8.5.100.42, Web Engagement Server has implemented stricter validation criteria for input fields in incoming requests, including **engagementID**. However, some of these fields are not propagated to the default version of the web callback widget. You can work around this issue by following this procedure:

- Modify the invitation widget (by default **invite.html**) by adding the **engagementID** parameter to the **openWindow(page, title)** function, as shown here:

```
    function openWindow(page, title) {
        log('openWindow() title: ' + title);

        var url = page +
                '?visitID=' + window.encodeURIComponent(_trackerConfig.internal.visitID) +
                '&pageID=' + window.encodeURIComponent(_trackerConfig.internal.pageID) +
                '&serverUrl=' +
window.encodeURIComponent(_config.callbackOptions.callbackUrl) +
                '&locale=' + window.encodeURIComponent(_trackerConfig.languageCode) +
                '&debug=' + window.encodeURIComponent(_trackerConfig.debug) +
                'ŋagementID=' + window.encodeURIComponent(_config.engagementID);
...
```

- Modify the callback widget (by default **callback.html**) by adding the **engagementID**, **WCB_NOTIFY_BY_EMAIL**, **WCB_TIMEM_SHIFT**, and **WCB_WME_DELAY** parameters to the **getFormData()** function, as shown here:

```
function getFormData() {
        var result      = $('#callbackForm').serializeObject();
        result.WCB_CMD  = 'submit';
        // utility.getUrlVars('visitId') and utility.getUrlVars('pageId') used to support
8.1.2 version
        result.visitID  = utility.getUrlVars('visitId') || utility.getUrlVars('visitID');
        result.pageID   = utility.getUrlVars('pageId') || utility.getUrlVars('pageID');
        result.engagementID   = utility.getUrlVars('engagementID');
        result.WCB_NOTIFY_BY_EMAIL = '0';
        result.WCB_TIME_SHIFT = '0';
        result.WCB_WME_DELAY = '0';

        log('getFormData(): ' + JSON.stringify(result));

        return result;
    }
```

ID: **WM-7442**	Found In: **8.5.100.42**	Fixed In:

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.2

Genesys Web Engagement Server Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys Web Engagement Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.200.10

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/17/22	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44832). In particular, the Apache Log4j version included with Genesys Web Engagement Server has been upgraded to 2.17.1. (WM-8461)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.10.

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8.5.200.09

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/31/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). In particular, the Log4j version included with Genesys Web Engagement Server has been upgraded to 2.17.0. (WM-8461)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.09.

8.5.200.07

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/31/21	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228). In particular, the Log4j version included with Genesys Web Engagement Server has been upgraded to 2.16.0. (WM-8461)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.07.

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8.5.200.06

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/15/21	Hot Fix			X			X

What's New

- A new configuration option, **disableIntegrationAgent**, is added to the Tracker Application instrumentation script. When set to **true**, communication between the TrackerJS script and other browser windows is disabled. This impacts the functionality of the InTools Chrome extension, as it will not be able to set and get the DSL. However, it will be able to continue monitoring events. The default value of this option is **false**, to maintain backward compatibility. (WM-8449)

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Resolved Issues

This release contains the following resolved issues:

Web Engagement Server no longer gets blocked when there are systematic errors in traffic redirection. (WM-8441, WM-8452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.06.

8.5.200.03

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/10/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Adding a **Timeout** trigger to a business event no longer causes other events defined in the Domain Specific Language (DSL) to fail. (WM-8419)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.03.

8.5.200.02

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/19	General			X		X

What's New

This release contains the following new features and enhancements:

- You can now add, remove, and modify Pacing Group configurations without being required to restart the Web Engagement service. (WM-8303)

- Starting with this release, Web Engagement reporting does not require Genesys Data Processing Server. To support Web Engagement reporting, Pulse 9.0.x is required. The minimum compliant Pulse version is 9.0.000.02. (WM-8305)

- The following are prerequisites for Web Engagement 8.5.2 and must be installed separately:

    - Elasticsearch 6.8, to provide search indexing. (WM-8307)

    - Kibana 6.8.1 (external), to provide reporting analytics and visualizations. (WM-8306)

    - Cassandra 3.11, to provide database storage. (WM-8308)

- Web Engagement now supports Windows Server 2016 and Hyper-V. See the Genesys Web Engagement page in the Genesys Supported Operating Environment Reference Guide for detailed information and a list of all supported operating systems. (WM-8317)

- Starting with this release, the Sample Reporting Templates are no longer provided as a separate package. The templates are now located in the **<GWE root>/tools/reporting_samples** folder. (WM-8353)

- Jetty is updated to version 9.4.18.v20190429. (WM-8313)

- The version of Genesys Widgets deployed with Web Engagement is updated to 9.0.014.04. (WM-8365)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.02.

Release 8.5.1

Genesys Web Engagement Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Web Engagement Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.100.22

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/17/22	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44832). In particular, the Apache Log4j version included with Genesys Web Engagement Server has been upgraded to 2.17.1. (WM-8461)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.22.

8.5.100.21

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/31/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). In particular, the Log4j version included with Genesys Web Engagement Server has been upgraded to 2.17.0. (WM-8461)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.21.

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8.5.100.19

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/31/21	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228). In particular, the Log4j version included with Genesys Web Engagement Server has been upgraded to 2.16.0. (WM-8461)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.19.

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8.5.100.17

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/15/21	Hot Fix			X			X

What's New

- A new configuration option, **disableIntegrationAgent**, is added to the Tracker Application instrumentation script. When set to **true**, communication between the TrackerJS script and other browser windows is disabled. This impacts the functionality of the InTools Chrome extension, as it will not be able to set and get the DSL. However, it will be able to continue monitoring events. The default value of this option is **false**, to maintain backward compatibility. (WM-8449)

Resolved Issues

This release contains the following resolved issues:

Web Engagement Server no longer gets blocked when there are systematic errors in traffic redirection. (WM-8441, WM-8452)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.17.

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8.5.100.15

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/10/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Adding a **Timeout** trigger to a business event no longer causes other events defined in the Domain Specific Language (DSL) to fail. (WM-8419)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.15.

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8.5.100.14

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Starting with this release of Genesys Web Engagement Server, multiple active chat sessions are now supported in Workspace Web Edition version 8.5.202.71 and later. (WM-8417)

Changes made to pacing-related parameters are now displayed in the user interface without requiring a GWE restart. However, you must still perform a GWE restart to apply the changes to the pacing configuration settings. (WM-8383)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.14.

8.5.100.13

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/19/19	General			X		X

What's New

- Genesys Web Engagement introduces a new timeout trigger called **notyping** to the Business Events DSL. This setting keeps track of when a customer is not actively providing input (i.e. typing), such as when filling in a form. As soon as the customer provides input by pressing a key, the timer is reset.

Resolved Issues

This release contains the following resolved issues:

Options that are related to user data (such as **keysToPropagate**, **eventType.ACTIONABLE**, and others) now permit the use of asterisks (*) when applying certain patterns to a comma-separated list of fields. This includes combinations with prefixes and suffixes, such as:

* – affects all keys
my_prefix* – affects only keys starting with "my_prefix"
***my_suffix** – affects only keys ending with "my_suffix"

(WM-8358)

Genesys Web Engagement deployment now includes CX Widgets version 9.0.014.06, which has the ability to carry forward user data from a chat invitation message to a newly created chat interaction. (WM-8339)

This release of Genesys Web Engagement Server includes an upgrade of Jetty to version 9.4.18.v20190429. (WM-8335)

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No special procedure is required to upgrade to release 8.5.100.13.

8.5.100.11

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/19	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

UserData is now propagated to chat interactions that are initiated from Genesys CX Widgets. Note that version 9.0.014.04 (or later) of CX Widgets is required for this functionality to work correctly. (WM-8325)

The GWE_Server_Cluster.xml and GWE_Client.xml metadata files are now provided in a format that is supported by Genesys Administrator. (WM-8319)

Rules published from the Genesys Rules Authoring Tool (GRAT) are now applied during run-time. Restarting the GWE service is no longer required. (WM-8318)

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No special procedure is required to upgrade to release 8.5.100.11.

8.5.100.08

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	General			X		X

What's New

This release contains the following new features and enhancements:

- New platform support:
    - Cent OS Linux 7
    - OpenJDK 8

- The new Genesys Web Engagement Management interface replaces the previous Plug-in for GAX and provides the ability to manage categories and pacing settings.

- New options added:
    - **staticResourcesCacheControl** is added to the web section options. You can use this option to apply caching of static resources for servers using HTTPS.

    - **config.cookieExpires** is added to Configuring the Instrumentation Script. You can use this option to customize the expiration time for cookies stored by the customer's browser.

- Web Engagement Server now sends category information to the customer's browser only once per visit, as long as the category-related configuration settings are unchanged. If the Tracker JS application sends a request for categories after receiving the initial category information, it will receive an HTTP 304 (Not Modified) response and retrieve the category information from the cache. However, Web Engagement will resend the category information to the browser if the category-related configuration settings are changed.

- Web Engagement is now built using a Jetty 9.4 stream, which improves the security and overall stability of the Web Engagement cluster. **Note:** During the implementation of this improvement, changes were made to the following:
    - The file system structure of the GWE Server directory.
    - The manner in which HTTPS support is configured (see Configuring Launcher).

- Discontinued features and functionality:
    - Embedded Cassandra support

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- Java 7 support

- Plug-in for GAX (**Note:** The functionality of this plug-in was replaced by the new Web Engagement Management interface, which provides support for category and pacing settings management, but does not provide support for instrumentation script generation.)

- Reporting Dashboard Proxy

- Integration script for bundling with Co-browse

- The sample application provided on the Genesys documentation site.

- The Genesys Generic Server type is no longer supported for Genesys Web Engagement server applications. The related template has been removed from the list of templates.

Resolved Issues

This release contains the following resolved issues:

Genesys Web Engagement now redirects History REST requests to the node that is storing the events cache for that specific visit. This allows Web Engagement to provide more accurate details about the visit and prevents excessive read operations from being performed on the database. (WM-8068)

The timers for timeout events now reset correctly. (WM-8062)

Web Engagement now requires Genesys Rules Authoring Tool (GRAT) version 8.5.303.16 or higher. (WM-8103)

Genesys Web Engagement no longer needs to read information from the database each time that pacing results are recalculated. Instead, the required information is now accumulated on each node and shared between nodes in real-time. This provides a performance boost for both the database layer and the overall Web Engagement cluster. (WM-8093)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.08.

Release 8.5.0

Genesys Web Engagement Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Web Engagement Server, if available, in the tree menu on the left or in the list of Available Releases.

8.5.000.43

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/18	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Genesys Web Engagement Server now provides the ability to cache static HTTPS resources through the new **staticResourcesCacheControlPattern** configuration option. For more information, see staticResourcesCacheControlPattern.

- Support for OpenJDK 8. See the Prerequisites section of the Genesys Web Engagement page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.43.

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8.5.000.42

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/01/17	General			X		X

What's New

This release contains the following new features and enhancements:

- The Web Engagement Application templates now include the threadID in log files by default.

- Web Engagement no longer executes redundant database read operations while gathering input for its pacing calculations.

- The Web Engagement provisioning tool can now install the default list of Alarm objects in the Genesys Configuration Layer.

- Web Engagement Server now attaches all String and Integer data keys received with disposition results to the appropriate webengagement OM interaction. Previously, only dispositionCode was attached.

- You can now use the maxFormContentSize and maxFormKeys parameters to specify a size limit for HTTP requests that are sent to Web Engagement Server. These parameters are now available in ./server/webapps/server.xml, as shown in this example:

```
<!-- Limit POST request body size -->
<Set name="maxFormContentSize">64000</Set>
<Set name="maxFormKeys">200</Set>
```

- Web Engagement Server now validates all mandatory fields in incoming events, verifying that:
  - The event is correctly formed JSON
  - Mandatory fields are not null
  - Mandatory fields are not empty
  - Integer fields (such as timestamps) are integers
  - GUID fields (such as visitID and globalVisitID) contain valid GUIDs

  The following fields are treated as mandatory:
  - eventID

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- visitID

- globalVisitID

- pageID

- eventName

- eventType

- timestamp

- url

- Web Engagement Server now supports a connection to the Interaction Server Proxy as an alternative to a direct connection to Interaction Server.

- Web Engagement Server now uses a white list of the URLs that are allowed for JSONP requests. This list is contained in the jsonp.whiteList option in the web configuration options section.

Resolved Issues

This release contains the following resolved issues:

The gdps-config-tool now converts keyspace names into lowercase characters, which ensures they are compatible with Web Engagement Server. (WM-7335)

Web Engagement Server no longer reads visit-related content in scenarios involving expired visits. (WM-7317)

Web Engagement Server was hardened so that throughput of static requests no longer degrades over time. (WM-7302)

The value displayed for the Top 5 Visited Pages metric is no longer twice as large as the actual value. (WM-7269)

The value for the Top 5 visited domains metric is now reported correctly. (WM-7267)

The value displayed for the Top 5 Rules metric is no longer twice as large as the actual value. (WM-7235)

Web Engagement's default Engagement Logic and Chat Routing SCXML strategies are now created with Composer 8.1.430.03. (WM-7126)

Web Engagement Server now prevents temporary blocking of processing threads due to extremely large numbers of unexpected engagement attempts. (WM-7080)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.42.

8.5.000.36

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/15/17	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Web Engagement Server resources are no longer deleted in situations where you:

1. Deploy some rules

2. Wait 24 hours or longer

3. Deploy more rules

Web Engagement Server version 8.5.000.35 could delete resources under circumstances like these. (WM-7112)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.36.

8.5.000.35

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/03/17	General	Unavailable		X		X

What's New

As of February 8, 2017, this release is no longer available. A critical issue was discovered during testing. If you have already downloaded the software, do not install it.

This release contains the following new features and enhancements:

- The Web Engagement Reporting Dashboards have been reorganized:
    - The Mobile vs. Desktop widget was moved from the Basic Views to the Web Traffic Today Extended View.
    - The Average Visit Duration and Average Page Views widgets were moved from the Web Traffic Today Extended View into the new GWE - Visit Metrics Basic View widget. This widget contains the following metrics:
        - Total Pages
        - Total Visit Duration, sec
        - Average Visit Duration, sec
        - Average Page Views
        - Total Visitors

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Resolved Issues

This release contains the following resolved issues:

You no longer need to restart Web Engagement Server in order to pick up complex, newly deployed rules. Previously, you needed to restart Web Engagement Server in some cases, in order to pick-up newly deployed rules, such as custom rules, for example. (WM-7061)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.35.

8.5.000.34

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/11/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Web Engagement Server now indexes domain information for use in the Engagement Summary Today and Web Traffic Today Extended View reporting dashboards, which now include a Top 5 Domains widget.

- Genesys Web Engagement can now read StatServer statistics from password-protected tenants.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.34.

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Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/15/16	General			X		X

What's New

This release contains the following new features and enhancements:

- Deployed rule resources are now stored in Cassandra until they are explicitly deleted. Previously, the standard time to live (TTL) value was applied to these resources.

- Web Engagement now allows you to use Agent Group objects as the primary way to configure pacing settings. You can still configure these settings in the Web Engagement Cluster or Web Engagement Server application objects, but settings configured in the Agent Group objects have a higher priority.

- The [pacing] section is no longer required in the Web Engagement Cluster application template, because the pacing algorithm is now primarily configured by Agent Group. You can still configure these options in the Web Engagement Cluster or Web Engagement Server application objects, but options configured in the Agent Group objects have a higher priority.

- A new configuration option, skipCategories, was added to the Tracker Application instrumentation script. When this option is set to true, category information will not be transmitted with the XML issued in response to **Web Engagement Server/server/data/category/info** requests, thereby reducing network load.

Note: This version was first released as a Hot Fix on 10/31/16.

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Resolved Issues

This release contains the following resolved issues:

Tracking scripts now work correctly, even if the instrumentation does not include a path to a DSL

resource. (WM-6874)

Web Engagement now allows you to pass complex JSON objects as field values inside the data property of any event, including both system and business events. Previously, fields inside the data property could only contain string values. (WM-6782)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.33.

8.5.000.26

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/11/16	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Web Engagement History API now works correctly with the **age** parameter. (WM-6830)

The **ipXForwarded** field is now collected correctly in situations where the server is accessed through a proxy. (WM-6815)

By default, Web Engagement Server now specifies the JVM virtual memory size as 4 GB on startup. (WM-6810)

Web Engagement Server can now handle scenarios in which more than one sequential proactive chat (based on Genesys Widgets version 8.5.002.05 and higher or other media integrations) is initiated during the same visit. Note that Genesys Widgets is currently available only through an early adopter program. Contact your Genesys representative for more information about Genesys Widgets. (WM-6809)

The Notify by Visit ID method of the Web Engagement Notification API is now generally available. (WM-6796)

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In order to prevent a critical Java deserialization vulnerability, we have updated the following third party libraries to the indicated release levels:

- Apache Commons Collection 4.1
- Groovy 2.4.6
- Spring Framework 4.2.5

We have also added an article on Security Tips for Third-Party Components. Please read it! (WM-6519)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.26.

8.5.000.19

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/16/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Web Engagement Server no longer has problems working with a Local Control Agent (LCA). (WM-6767)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.19.

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8.5.000.17

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/11/16	Hot Fix			X		X

What's New

This release contains the following new feature and enhancement:

- Web Engagement Server now uses JSON3 for its JavaScript code.

Resolved Issues

This release contains the following resolved issues:

Web Engagement Server now reopens statistics on a Stat Server instance that was restored after shutting down. (WM-6743)

Web Engagement Server no longer writes events into the Cassandra database when their globalVisitId is null. (WM-6739)

Web Engagement Server now processes all global_visitid-based History REST requests correctly. (WM-6732)

The EvictionCount statistics are now correctly named. (WM-6727)

The [log] section has been moved from the Web Engagement Server templates to the Web Engagement Cluster template. (WM-6726)

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Web Engagement Server now successfully provisions statistics into Stat Server when array-based values are used. (WM-6690)

The password information in the Web Engagement Server logs is now masked. (WM-6676)

The SSL settings for Web Engagement Server are now configured only in server/etc/jetty-ssl.xml. (WM-6664)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.17.

8.5.000.15

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/16	General			X		X

What's New

This release contains the following new features and enhancements:

- Web Engagement now uses the ***Web Engagement Root directory*/server/work** directory as a temporary directory for the Jetty server.

- The Web Engagement provisioning tool now installs the **Interactions_Processed** and **Interactions_Processing_Time** statistics if they are not available on the Stat Server connected to the Web Engagement Cluster.

- Web Engagement Server now includes a file you can use to configure Elasticsearch index properties for embedded Cassandra. This file can also be used as a resource when you are configuring external Cassandra. The file is called **es-index.properties** and is located in the ***Web Engagement root*/server/resources** directory.

- The default time to live (TTL) for all Cassandra database entities in the Web Engagement Cluster application template is now 1 day.

- The Web Engagement provisioning tool now allows you to skip verification of IP addresses for your Web Engagement hosts. This means that you can run the provisioning tool before all of your hosts—for example, your load balancers—have been set up.

- The monitoring.event.timer.slidingWindowSize option was added to the **[metrics]** configuration options section. You can use it to control the Event Duration of your alarms.

- The Web Engagement provisioning tool now accepts both primary and backup Configuration Servers as input parameters.

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Resolved Issues

This release contains the following resolved issues:

Web Engagement Server now correctly processes disposition messages containing explicitly specified media. (WM-6563)

The expiration time for the invite messages cache has been corrected. Previously, an incorrect value would sometimes cause Web Engagement Server to send fake notification events, which were then filtered on the browser side. (WM-6545)

The MaxMind database file (**GeoLite2-City.mmdb**) is no longer corrupted when the **create.sh** script creates a new Web Engagement application. (WM-6540)

Web Engagement Server can now be started—and works properly—even if the MaxMind database file (**GeoLite2-City.mmdb**) is corrupted. (WM-6537)

Web Engagement Server no longer throws an exception when a disposition message's **engagementID** attribute is empty. This attribute can be legitimately empty under some circumstances, such as if you use Web Engagement 8.1.2 widgets. (WM-6510)

Time to live (TTL) values are now correctly applied for visit data. Previously, if these values were cached, they could not be removed from the Cassandra database. (WM-6357)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.15.

8.5.000.14

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/27/16	General			X		X

What's New

This release contains the following new features and enhancements:

- All Web Engagement–specific libraries required for tuning an external Cassandra cluster are now located in a dedicated folder at **Web Engagement installation directory\tools\pulse\lib\es-index**.

- Each newly created Web Engagement application now includes the default Geo-IP database, **GeoLite2-City.mmdb**. The database is located in **Web Engagement installation directory\apps\your application\resources\geo**. The Web Engagement sample applications, **playground** and **docs.genesys.com**, also contain this database. If you need to update the database to the latest version, follow these instructions.

- Starting with Web Engagement 8.5.000.14, you do not have to have a Chat Server connection in order to use the provisioning tool.

- Starting with version 8.5.000.14, Web Engagement provides access to metrics and other key performance indicators (KPIs). It also includes the ability to configure Message Server alarms when a KPI passes its threshold value.

- Starting with version 8.5.000.14, Web Engagement supports the optional **mediaServerURL** parameter in the **Webengagement_Qualified.Routing** script. If this URL is specified, Web Engagement uses it to process calls to the Web Engagement Chat Server API. If absent, Web Engagement uses the URL specified in the **serverURL** parameter for those calls. The **serverURL** parameter is also used for accessing the Web Engagement SCXML strategies.

- Starting with Web Engagement 8.5.000.14, the file containing the default GRDT templates is located at **Web Engagement installation dir/apps/your application/resources_composer-projects/WebEngagement_CEPRule_Templates/import/gwe_default_grat_template.xml**.

- Starting with version 8.5.000.14 of Web Engagement, you can configure Elasticsearch indexing in the same way for both external and embedded Cassandra clusters. In most cases, you can use the default configuration options, which means that you probably don't need to configure these parameters explicitly.

- Web Engagement now protects personally identifiable information (PII) in direct HTTP requests to

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Elasticsearch.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.14.

8.5.000.11

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/15	General			X		X

What's New

This release contains the following new features and enhancements:

- **Simplified Architecture**—Web Engagement 8.5 replaces the former Frontend and Backend Servers with a consolidated Web Engagement server that simplifies deployment and enhances performance.

- **External Cassandra Support**—Genesys Web Engagement 8.5 can store data in an external Cassandra cluster.

- **Multiple Simultaneous Engagements**—Previous releases of Web Engagement allowed one engagement offer for a visitor at a time. For example, if a chat was ongoing, enterprises would not be able to send another offer—such as an ad, a reminder, or a notification—to that visitor until the existing chat offer ended. Web Engagement 8.5 now supports multiple offers.

- **Monitoring API Enhancements:**

  - **Single Page App Support**—Monitoring API (**_gt.push**) is enhanced to mimic page transitions within a Single Page Application.

  - **Dynamic Categories**—Web developers can now programmatically pass category information to dynamically categorize their website rather than relying on static categories.

- **Business Calendar Support**—A business calendar is a set of rules that define working days and hours, and holidays. It can be used in rules to perform date and time calculations, taking into account the working schedule of the business.

- **Advanced Reporting Dashboards**— Web Engagement Server 8.5 comes with set of Pulse-based templates that allow you to build a report on top of the data collected by Web Engagement, including geolocation, so that you can better understand web user behavior and the engagement summary. Mentioned templates are supposed to be used in conjunction with Web Engagement Reporting Server.

- **Other Features:**

  - Keyboard Events—In version 8.5, you can configure the monitoring agents to trigger inactivity based on mouse events only, or based on a combination of keyboard and mouse events.

  - Mutual TLS with other Genesys servers is now supported.

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- Workspace Web Edition has been enhanced with a Web History view to support cloud customers once Web Engagement is supported in Genesys Engage cloud.

- A new Missed Opportunities interaction queue has been added to track those web users who qualified for an assisted service engagement like Chat, but could not be served due to lack of agent availability.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

If you are upgrading from an earlier release, contact your Genesys Customer Care representative.