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Chat Server

8.5.109.06

12/19/2025

8.5.109.06

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/17	General		X	X	X	X

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What's New

This release contains the following new features and enhancements:

- GMS CometD support improvements.
- Agent and supervisor participants can now be marked as automated chat bot participants, which implies a special handling during session closure and for reporting purposes.
- Chat Server can now associate an optional session password (a crypto-random security token) with the chat session ID. This feature prevents join attempts from unintended participants.
- If any PII rule is executed for a chat message, Chat Server now attaches information about what was changed/modified or detected in the message.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

eServices

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

Chat Server no longer terminates when agent is removing a flex user with push-notification subscription from the chat session. This applies only to push-flex notification functionality which is used by GMS for CometD support. (ESR-12995)

Chat Server now connects to Message Server via TLS using host-level or application-level configuration. Previously, when configuring Chat Server on Linux, the TLS connection to Message Server would not work using these configuration levels. (ESR-12958)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.109.06.
