GENESYS™

E-mail Server

Release Notes 8.5.x

3/5/2025

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E-mail Server 8.5.x Release Note

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

For information about 8.1.x releases of E-mail Server, see the 8.1 Release Note (Cumulative).

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
8.5.215.01	03/05/25	Update			X		X
8.5.214.03	12/11/24	Update			X		X
8.5.212.01	07/05/24	Update			X		X
8.5.211.09	03/25/24	Update			X		X
8.5.210.02	10/30/23	Update			X		X
8.5.209.05	09/19/23	Update			X		X
8.5.208.02	06/09/23	Update			X		X
8.5.207.05	02/15/23	Update			X		X
8.5.206.01	11/29/22	Update			X		X
8.5.205.04	08/16/22	Update			X		X
8.5.205.03	06/15/22	Update			X		X
8.5.204.04	04/01/22	Update			X		X
8.5.204.03	03/09/22	Update			X		X
8.5.203.03	12/14/21	Update			X		X
8.5.203.01	09/30/21	Update			X		X
8.5.203.00	08/30/21	Update	Unavailable		X		X
8.5.202.02	06/23/21	Update			X		X
8.5.201.05	03/31/21	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.02	01/22/21	Update			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.108.00	07/02/20	Update		X	X	X	X
8.5.107.06	04/27/20	Update		X	X	X	X
8.5.106.01	12/23/19	Update		X	X	X	X
8.5.105.07	08/29/19	Update	Unavailable	X	X	X	X
8.5.104.30	06/28/19	Hot Fix		X	X	X	X
8.5.104.29	05/29/19	Hot Fix		X	X	X	X
8.5.104.25	02/19/19	Hot Fix		X	X	X	X
8.5.104.24	11/30/18	Hot Fix		X	X	X	X
8.5.104.23	06/05/18	Hot Fix		X	X	X	X
8.5.104.20	05/16/18	Hot Fix		X	X	X	X
8.5.104.19	04/25/18	Hot Fix		X	X	X	X
8.5.104.17	11/09/17	Hot Fix		X	X	X	X
8.5.104.14	10/12/17	Hot Fix		X	X	X	X
8.5.104.13	07/26/17	General		X	X	X	X
8.5.103.22	09/27/17	Hot Fix		X	X	X	X
8.5.103.21	05/25/17	Hot Fix		X	X	X	X
8.5.103.20	05/08/17	Hot Fix		X	X	X	X
8.5.103.19	03/23/17	Hot Fix		X	X	X	X
8.5.103.18	03/10/17	General		X	X	X	X
8.5.103.17	12/05/16	Hot Fix		X	X	X	X
8.5.103.16	10/20/16	Hot Fix		X	X	X	X
8.5.103.13	09/19/16	Hot Fix		X	X	X	X
8.5.103.11	08/17/16	General		X	X	X	X
8.5.102.07	12/15/16	Hot Fix		X	X	X	X
8.5.102.05	04/26/16	Hot Fix		X	X	X	X
8.5.102.02	12/23/15	General		X	X	X	X
8.5.101.10	01/08/16	Hot Fix		X	X	X	X
8.5.101.08	10/30/15	Hot Fix		X	X	X	X
8.5.101.07	10/14/15	Hot Fix		X	X	X	X
8.5.101.06	09/25/15	General		X	X	X	X
8.5.100.09	07/10/15	Hot Fix		X	X	X	X
8.5.100.08	05/14/15	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.000.08	12/19/14	Hot Fix		X			X	X	X
8.5.000.07	08/21/14	General		X			X	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 eServices page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

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*.

- AIX 7.1
- Linux 5 and 6
- Solaris 10
- Windows Server 2008

Discontinued as of	Date: **January 21, 2021**	Release: **8.5.200.02**

- Java 7

Discontinued as of	Date: **June 28, 2019**	Release: **8.5.104.30**

- AIX 6.1

Discontinued as of	Date: **August 17, 2016**	Release: **8.5.103.11**

- Use of MS Exchange 2007 with EWS connections
- Java 6

Discontinued as of	Date: **February 23, 2015**	Release: **8.5.102.02**

- Solaris/SPARC 9

Discontinued as of	Date: **August 21, 2014**	Release: **8.5.000.07**

Known Issues

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of E-mail Server, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Additional Information

For additional information about E-mail Server, see the following documentation:

- The documentation related to this software is available from the Genesys Engage Email product page.
- The *E-mail Server Administration Guide* describes recommendations for monitoring and adjusting your E-mail Server configuration.
- The *eServices Deployment Guide* describes deployment procedures for all eServices components, including information specific to E-mail Server.
- *eServices Options Reference* provides a reference listing of E-mail Server configuration options.
- The eServices 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 eServices components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

E-mail Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of E-mail 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.

In release 8.5.103.20 and later, embedded images are not supported in Thunderbird clients. They are displayed as attachments.

ESJ is reading the content of an interaction only once and occasionally when the content is not yet ready, ESJ fails to create the interaction.

| ID: **ESR-16778** | Found In: **8.5.207.05** | Fixed In: **8.5.215.01** |

The log file is not created when the log level is standard.

Workaround: Use other recommended log levels such as trace.

| ID: **ESR-15845** | Found In: **8.5.204.03** | Fixed In: |

The option values logs are affected by the **log-filter/default-filter-type**. The value `skip`, skips the values of the option in the log; and the value `hide`, suppresses the values of the option in the log.

| ID: **ESR-15844** | Found In: **8.5.204.03** | Fixed In: **8.5.207.03** |

When E-mail Server is working with Exchange Web Services, to ensure that it correctly converts CP932 to MS932 in the Subject line, set the Locale to Japan: `Control Panel -> Region and Language -> Administrative -> Change system locale... -> Japanese (Japan)`.

Custom headers added in the routing strategy are not sent in outbound emails with the EWS protocol. Custom headers can be sent with the SMTP protocol.

| ID: **ESR-15476** | Found In: **8.5.108.00** | Fixed In: |

For **pop-client** and **smtp-client** sections, if the **type** or **server-type** option, respectively, is set to ews and the exchange version is Microsoft Exchange 2019, the **exchange-version** option value must be Exchange2016 or empty.

ID: **ESR-15459**	Found In: **8.5.202.02**	Fixed In:

When the feature of splitting the **To** and **CC** email recipient list is enabled (**copy-message-to-recipients** is set to t rue), if there is any invalid email address in the recipient list, E-mail Server does not create any interactions even for the valid recipients.

ID: **ESR-15034**	Found In: **8.5.108.00**	Fixed In:

E-mail Server does not send a chat transcript of the chat that is empty.

ID: **ESR-15224**	Found In: **8.5.104.17**	Fixed In:

The startup file **JavaEmailServerDriver.ini** of E-mail Server contains some Java arguments that cause E-mail Server to handle OutboundAcknowledgement emails incorrectly and reply to requests in Unicode instead of expected STG values.

ID: **ESR-15476**	Found In: **8.5.108.00**	Fixed In:

The Installation Wizard incorrectly allows you to pick Java 8 as a supported version. Java 7 is the only supported version.

ID: **ESR-11063**	Found In: **8.5.102.02**	Fixed In: **8.5.103.11**

When operating with Exchange 2007, there is the following issue when an email with an attachment is sent to multiple users: if one of the recipient email addresses is not valid, delivery fails for all recipients. As a workaround, upgrade to Exchange version 2010 or higher.

ID: **ESR-10974**	Found In: **8.5.101.08**	Fixed In:

The **exchange-version** option is missing from the **[smtp-client]** section of the E-mail Server template. This option specifies the version of the corporate Exchange Server that E-mail Server connects to.

   Default Value: No default value

   Valid Values: A valid exchange server version, such as Exchange2007_SP1, Exchange2010, Exchange2010_SP1, Exchange2010_SP2, Exchange2010_SP3, Exchange2013, Office365

   Changes Take Effect: At the next pop cycle

ID: **ESR-10859**	Found In: **8.5.101.07**	Fixed In: **8.5.102.02**

E-mail Server does not connect to the expected Configuration Server port in the following scenario:

1. Configuration Server has an 'autodetect' port configured in addition to a 'default' port.

2. At startup E-mail Server connects to the 'autodetect' port.

3. The primary Configuration Server is stopped.

4. E-mail Server reconnects to the 'default' port of Configuration Server backup instead of the 'autodetect' port.

As a workaround, in the E-mail Server Application configure a connection to the Configuration Server Application, selecting the 'autodetect' port.

ID: **ESR-10692**	Found In: **8.5.101.02**	Fixed In:

After disconnecting from Configuration Server, E-mail Server is unable to process both inbound and outbound emails until the connection is re-established.

ID: **ESR-9563**	Found In: **8.5.000.07**	Fixed In:

Configuring E-mail Server to use Java 1.6 does not enable IPv6. When E-mail Server is configured to use Java 1.6, it uses IPv4 to listen on its ESP port and connect to other servers. IPv6 is enabled with Java 1.7 only.

ID: **ESR-10327**	Found In: **8.1.400.10**	Fixed In:

For E-mail Server to use an Exchange Web Server connector, you must select JDK 1.7 (or higher when available) when installing E-mail Server.

ID: **ESR-7706**	Found In: **8.1.400.09**	Fixed In:

When using E-mail Server with an Exchange Web Services connector, in the rare case of an e-mail with an HTML part formatted as UTF-7 and containing a Byte Order Mark (BOM) character, an incorrect character may be displayed at the beginning of the text.

ID: **ESR-7645**	Found In: **8.1.400.06**	Fixed In:

In some Non-Delivery Reports (NDR), Exchange Server puts the wrong address in the 'to' field of the e-mail header.

ID: **ESR-7406**	Found In: **8.1.400.01**	Fixed In:

Under high loads on the database, to avoid inconsistencies such as duplicated inbound e-mails, E-mail Server should have the timeout of its connection to UCS set to a higher value than the sum of the two following values:

-The timeout of UCS's connection to its Database Access Point (DAP). Default value is 60s.

-The value of the UCS option third-party-max-queueing-time (in the 'settings' section). Default value

is 15,000 ms.

This means that the E-mail Server option `settings/ucs-reconnect-timeout` should be higher than 75,000 ms; for example, 80,000 ms.

ID: **ESR-8351**	Found In: **8.1.200.00**	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

E-mail Server Release Notes

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

8.5.214.03

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/11/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server Java (ESJ) now supports the native installation on Red Hat Enterprise Linux (RHEL) 8, 64-bit. Previously, the compatibility package for RHEL 8 required the installation of 32-bit libraries. (ESR-16712)

- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (ESR-16649)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.03.

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8.5.212.01

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/05/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Starting from version 8.5.212.01, ESJ supports Windows Server 2022. See the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (ESR-16475)

- E-mail Server Java now supports client credential grant type for Microsoft Authenticated IMAP. The new option pop-client/grant-type is added to support this. (ESR-16246)

- E-mail Server Java now supports client credential grant type for Microsoft Authenticated SMTP. The new option smtp-client/grant-type is added to support this. (ESR-16245)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.212.01.

8.5.211.09

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/25/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Email MIME header **Sender** has been added to the interaction's user data as a header **Header_Sender**. (ESR-16221)

- ESJ now allows to specify a destination folder to move read emails using the new option, processed-items-folder-name. The option is effective only for the following protocols: IMAP, GRAPH, and EWS. (ESR-16471)

- The maximum-msg-number option default value has changed to 100. When using the GRAPH protocol, the maximum number has a hard limit of 100 even if the option value is higher. (ESR-16232)

- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (ESR-16327)

- Starting from version 8.5.211.09, ESJ:

  - does not support Windows Server 2012

  - supports Red Hat Enterprise Linux 9

    See the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (ESR-16475)

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Resolved Issues

This release contains the following resolved issues:

E-mail Server Java now correctly initializes the connection to the Message Server if the network logger is configured. Previously, with the default configuration, ESJ was reconnected to the Message Server every hour. (ESR-16447)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.211.09.

8.5.210.02

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/30/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (ESR-16300)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.02.

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8.5.209.05

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/19/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server Java (ESJ) now supports OpenJDK 17. See the **Prerequisites** section on the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (ESR-16141)

- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (ESR-16151)

Resolved Issues

This release contains the following resolved issues:

ESJ now correctly processes the `CreateWebEmailIn` request (exposed via GMS public API) with more than one attachment with the same filename. Previously, ESJ discarded attachments with the same filename when creating an email interaction. (ESR-16160)

ESJ now correctly handles mail thread for outbound emails in customer reply scenarios for the GRAPH protocol (in the section, **smtp-client**). (ESR-16173)

Debug messages are no longer written to the logs if the verbose level is set to trace. (ESR-16154)

ESJ now correctly encodes filenames in attachments. A new option, **outbound-msg-encode-**

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attachment-filename, has been introduced. If the option value is `true`, attachment filenames in outbound messages are encoded into a mail-safe format that conforms to RFC 2047. (ESR-16128)

ESJ now supports the **service-account** option for EWS protocol. To configure a service account, use the option **service-account** in the **pop-client** section. (ESR-16012)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.05.

8.5.208.02

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/09/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An issue with E-mail Server Java (ESJ) that caused the exception **Unexpected error.java.util.ConcurrentModificationException** is now fixed. (ESR-15974)

Local Control Agent (LCA) no longer terminates ESJ unexpectedly if hang-up detection is enabled. (ESR-15912)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.208.02.

8.5.207.05

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/15/23	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

E-mail Server Java (ESJ) now sends the correct **AppType** value, that is, AppType = 64 in Log Messages passed to Message Server. Previously, an incorrect value for **AppType**, that is, AppType = 63 was passed to Message Server. (ESR-16029)

ESJ now processes outbound e-mails on the Backup application instance switched to the primary mode if the **OAuth2** authentication scheme is used for **smtp-client**. Previously, outbound e-mails were not processed in the given scenario. (ESR-15880, ESR-15999)

ESJ now efficiently executes requests to the Graph API and limits amount of queried data. Previously, a timeout occurred when mailboxes have a huge amount of data to process. Also, the **maximum-msg-number** option was not applied to some requests. (ESR-15987)

Emails deleted through the Graph API are now correctly moved to the **Deleted** folder. (ESR-15962)

The original email content in HTML format is now correctly included in automatic replies regardless of the presence of the <body> tag. (ESR-15927)

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Email's encoding transformation process (the email-encoding options section) now matches the full original encoding only. Previously, the encoding process substituted the matched substring of the original encoding name with a new value that resulted in an error. (ESR-15894)

The application options' values shown in the logs are no longer affected by the **log-filter/default-filter-type** option. Previously, if **log-filter/default-filter-type** was set to `hide` or `skip`, the option values were not printed in the logs. (ESR-15844)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.05.

8.5.206.01

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/29/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server Java (ESJ) now allows sending emails on behalf of a user that is different from the configured outbound mailbox account. This feature is enabled by using the new configuration option **allow-delegate** introduced in the **[smtp-client]** section. When this new option is set to true, the **From** field in an outgoing email is assigned with the value in the **From** key-value pair in an email interaction. **Note:** This feature is applicable only when the Graph API is used. (ESR-15865)

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Resolved Issues

This release contains the following resolved issues:

Email Server Java now does not consume excessive memory when the Microsoft Graph API is used. Previously, a memory leak leading to excessive memory usage was observed. (ESR-15859)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.01.

8.5.205.04

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/16/22	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

E-mail Server no longer has a high memory usage when running the scheduled task controlled by the **params-reload-polling-period** option. (ESR-15832)

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No special procedure is required to upgrade to release 8.5.205.04.

8.5.205.03

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/15/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server now supports the Microsoft Graph API for Office 365 with OAuth 2.0 Client Credentials Flow. See Setting up mailboxes for OAuth 2.0 authorization for more details. (ESR-15701, ESR-15702)

Resolved Issues

This release contains the following resolved issues:

E-mail Server can now create logs with Apache Log4j 2 when there are options in the **log-filter-data** section. Previously, an issue prevented E-mail Server from creating the logs. (ESR-15744)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.03.

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8.5.204.04

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/01/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server can now send `<service-account>` as the username to request the OAuth 2.0 bearer token to access mailboxes under the specified service account.
  The following option is introduced to support this feature:

  - service-account

    (ESR-15724)

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> **Important**
>
> This service account feature overrides the functionality that was released in the version 8.5.203.03. The options, service-mailbox-delimiter and service-plus-mailbox-connect, have been discontinued.

Resolved Issues

This release contains the following resolved issues:

E-mail Server now supports configurable timeouts for HTTP requests used to retrieve OAuth 2.0 tokens. To configure the timeouts, use the following configuration options in the **pop-client** section and **smtp-client** section:

- connect-timeout
- protocol-timeout
  (ESR-15591)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.04.

8.5.204.03

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/09/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server is now upgraded to use Log4j 2 as the logging framework. In particular, the Log4j library included with E-mail Server has been upgraded to version 2.17.1. (ESR-15644)

Resolved Issues

This release contains the following resolved issues:

E-mail Server no longer encounters a deadlock due to the logging thread in Log4j 1. (ESR-15177)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.03.

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8.5.203.03

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server can now send only the `<service account>` part of the mailbox option as the username to request the OAuth 2.0 access token. You can use a delimiter in the mailbox option to separate the `<service account>` and `<mailbox name>` parts. For example, the value can be `<service account>/<mailbox name>`.
  The following options are introduced to support this feature:

  - service-mailbox-delimiter

  - service-plus-mailbox-connect

    (ESR-15536)

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Resolved Issues

This release contains the following resolved issues:

E-mail Server no longer goes into an infinite loop when receiving a recoverable error code in the last status update after sending an outbound email. (ESR-15573)

E-mail Server now retains the **ExternalId** parameter in the inbound email envelope to ensure that the email ID is always unique.

Previously, E-mail Server replaced **ExternalId** with the message ID from the email header when processing the email. As a result, some duplicate emails were created. (ESR-15557)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.03.

8.5.203.01

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/30/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server can now filter userdata key-value pairs (KVP) from the parent chat interaction when creating a new interaction to send the chat transcript. This new configuration option is added: block-parent-userdata-with-prefix. (ESR-15466)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.01.

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8.5.203.00

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/21	Update	Unavailable		X			X

What's New

This release contains the following new features and enhancements:

- **Note:** As of September 29, 2021, this release is no longer available. An issue was discovered. If you downloaded the software, do not install it. The identified issue will be addressed in the next release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.00.

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8.5.202.02

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/23/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- Extended OAuth 2.0 support for SMTP and POP3 protocols (Office 365 and Gmail). (ESR-15386, ESR-15287)

- Support for the following operating environments. See the eServices page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating environments.

    - VMWare ESXi, Citrix Virtual Apps (2020 Release, on-premises). (ESR-15410)

    - Microsoft Exchange 2019. See also Known Issue ESR-15459. (ESR-15385)

- See also the Discontinued Support section for discontinued operating systems starting with this release.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.02.

8.5.201.05

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- Support for the OAuth 2.0 authorization access to Gmail mailboxes with the IMAP and SMTP protocols. See Setting up Gmail mailboxes for OAuth 2.0 authorization for details. (ESR-15288)
  The following configuration options were modified or added to support this functionality:

    - **[pop-client]** section:

        - client-id

        - password

        - secret (new)

        - tenant-authority

    - **[smtp-client]** section:

        - client-id

        - password

        - secret (new)

        - tenant-authority

    - The new section, **[secret-<*secretName*>]**, is added with the password option.

- Support for Microsoft Exchange 2016. (ESR-15334)
  The following configuration options were modified to support this functionality:

    - **[pop-client]** section: exchange-version

    - **[smtp-client]** section: exchange-version

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Resolved Issues

This release contains the following resolved issues:

E-mail Server now correctly handles the logging keys. Previously, some logging keys were not handled correctly and caused E-mail Server to post a Null pointer exception when a connection to a mailbox failed. (ESR-15375, ESR-15370)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.05.

8.5.200.02

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/22/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- E-mail Server now provides a new web-proxy configuration section to allow an external Web server configuration to access OAuth 2.0 authentication services via an HTTP request; for example, the Microsoft authentication service: `https://login.microsoftonline.com`. Previously, E-mail Server supported only the **proxy** section (SOCKS 5), which cannot be used for HTTP requests.

   With this release, the **proxy** section continues working for EWS/IMAP/POP3 and SMTP traffic, but it will not work for the HTTP requests for OAuth 2.0 authentication services. The **web-proxy** section must be configured in order to support the OAuth 2.0 authentication service. (ESR-15238)

- E-mail Server now supports the UCS-X solution. See new configuration options in the ucs-x configuration section.

- Support for the following operating systems. See the eServices page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.

   - Windows Server 2019

   - Red Hat Enterprise Linux 8

- See also the Discontinued Support section for discontinued operating systems starting with this release.

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Resolved Issues

This release contains the following resolved issues:

E-mail Server now correctly creates an interaction for an email message only if it is not already in the database according to a configuration value of the **enable-message-id-check** option. Previously, E-mail Server created new interactions for the email messages that were processed but it failed to mark them as "read", which resulted in duplicate copies of the same email received by an agent. (ESR-15215, ESR-15166)

E-mail Server now includes the 4.1.51.Final version of the Netty-all jar of PSDK that corrects the CVE-2020-11612 vulnerabilities. Previously, E-mail Server included the 4.1.33.Final version of Netty-all jar that had ZlibDecoders to allow unbounded memory allocation while decoding a ZlibEncoded byte stream. An attacker could send a large ZlibEncoded byte stream to the Netty server, forcing the server to allocate all of its free memory to a single decoder. (ESR-15120)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.02.

Release 8.5.1

E-mail Server Release Notes

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

8.5.108.00

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/02/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- While processing an email message, E-mail Server can now split the **To** and **CC** email recipient list and generate an interaction (an individual email message) for each unique recipient in the list. When a POP client processes an email to the mailbox, E-mail Server copies the same email message into multiple copies based on the recipient list. As a result, one email can generate multiple interactions. All of the copied email messages will have the same message body and headers.

  This feature is enabled by setting a new copy-message-to-recipients configuration option to `true`. When this feature is disabled (**copy-message-to-recipients** is set to `false`, by default), E-mail Server creates only one interaction per email and submits that interaction. Additional configuration options are introduced for this feature: copy-message-with-header and inbound-msg-copy-limit.

    See also related known issue ESR-15034. (ESR-15034)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.00.

8.5.107.06

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/27/20	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- E-mail Server now supports the OAuth 2.0 authorization access to Microsoft Exchange Online API for Office 365 with the IMAP and EWS protocols. See Setting up mailboxes for OAuth 2.0 authorization for details. (ESR-14824)

Resolved Issues

This release contains the following resolved issues:

E-mail Server has added two new POP-client vectors, **scheduledClients** and **nowRunningClients**, to log additional information for tracking the status of POP-client threads. (ESR-14873)

E-mail Server now supports the use of case-insensitive paragraph tags (‹P› or ‹p›) in the Standard Response HTML of forwarded emails. Previously, the paragraph tags were case-sensitive, which caused paragraphs in the bodies of forwarded emails to not be rendered correctly. (ESR-14802)

E-mail Server now supports case-insensitive Chat transcript tags when defined in a Standard Response. This creates the Chat transcript emails with CSS styling applied. Previously, E-mail Server allowed only case-sensitive Chat transcript tags in Standard Responses, resulting in Chat transcript emails in plain text format without CSS styling applied. (ESR-14715)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.107.06.

8.5.106.01

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/19	Update		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for OpenJDK 11 on Windows, Solaris, AIX, and Linux operating systems. See the Prerequisites section on the eServices page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (ESR-14307)

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Resolved Issues

This release contains the following resolved issues:

E-mail Server configured with the SMTP protocol in the **smtp-client** section now displays embedded images properly in the Gmail client. Previously, the Gmail client displayed embedded images only with the EWS protocol in the **smtp-client** section. (ESR-14798)

For ChatTranscripts in the email message, E-mail Server no longer adds Notice texts. Previously, E-mail Server added Notice texts to the transcript with the TimeStamp containing `null` text. (ESR-14790)

The startup file **JavaEmailServerDriver.ini** of E-mail Server corrects two merged Java arguments, which in turn corrects the PSDK configuration argument. Previously, because of those argument issues, E-mail Server did not handle OutboundAcknowledgement emails correctly and replied to requests in Unicode instead of expected STG values. (ESR-14733)

Per compliance with RFC 822, E-mail Server now allows all date formats to parse the date field in the MIME Header_Date. Previously, the E-mail Server format was restricted to parse only the **EEE, d MMM yyyy HH:mm:ss** date format. (ESR-14675)

E-mail Server now maps the valid keys for `Invalid Recipients` and `Bad Mail` message items in the logging code. Previously, E-mail Server mapped invalid keys for those items in the logging code that caused a null pointer exception, resulting in email sending failure. (ESR-14659)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.106.01.

8.5.105.07

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/29/19	Update	Unavailable	X	X	X	X

What's New

Note: As of January 22, 2020, this release is no longer available. A critical issue was discovered. If you downloaded the software, do not install it. The identified issue will be addressed in the next release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.105.07.

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8.5.104.30

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A forward request to E-mail Server now correctly adds parent information to the content of the email in order to associate a reply with the parent information. Previously, this information was missing and a reply could not be associated with a forwarded email. (ESR-14428)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.30.

8.5.104.29

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The EventAttributes of each message are now ignored when E-mail Server generates a chat transcript. Previously, these EventAttributes were incorrectly shown in the transcript. (ESR-14338)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.29.

8.5.104.25

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/19/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

E-mail Server now creates an interaction *only* after filling the UserData for the **Forward** method, thus preventing OutboundSubmitter from submitting an outbound email interaction to Interaction Server without UserData. Previously, E-mail Server created the interaction and then updated that interaction with UserData. (ESR-14172)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.25.

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8.5.104.24

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/18	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

E-mail Server now reconnects to Configuration Server after each time the connection is lost due to Configuration Server going offline then online. Previously, E-mail Server reconnected to Configuration Server only after the first time the connection was lost. (ESR-14101)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.24.

8.5.104.23

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/05/18	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

HTML-formatted chat transcripts now only display messages and notifications that were shown to customers in the original transcript. Previously, if there was a chat consultation or chat coaching, messages exchanged during consultation or coaching between agents also appeared in the emailed transcript. This issue only affected HTML-formatted transcripts; it did not affect text-formatted transcripts. (ESR-13922)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.23.

8.5.104.20

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/16/18	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

The EWS (Exchange Web Services) protocol now works with IBM Java 8. (ESR-13883)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.20.

8.5.104.19

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/25/18	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The timeout specified in **settings > ucs-reconnect-timeout** is now taken into account when making requests to Universal Contact Server. Also, timeout requests to Universal Contact Server no longer display `NullPointerException` when attempting to print the timeout message in the log. (ESR-13781)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.19.

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8.5.104.17

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/17	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- E-mail Server now uses JavaMail 1.6.0 (javax.mail.jar). This version includes support for internationalized email addresses (RFC 6530/RFC 6531/RFC 6532).
  Note: New options that were introduced with JavaMail 1.6.0 are not currently supported by E-mail Server.

  (ESR-13578)

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Resolved Issues

This release contains the following resolved issues:

OutboundReply emails now have the header **In-Reply-To** in their message source. (ESR-13555)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.17.

8.5.104.14

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/12/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

E-mail Server now generates chat transcript emails even if there are unexpected elements in the transcript. Previously, these elements caused an exception and the email was not generated. (ESR-13501)

E-mail Server now correctly processes inbound emails that only specify BCC recipients. (ESR-13457)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.14.

8.5.104.13

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/26/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Starting with this release, E-mail Server Java supports UCS 9.1.

- As of 12/18/17, E-Mail Server Java supports Windows Server 2016.

- Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  - Microsoft Hyper-V Server 2016
  - Red Hat Enterprise Linux 7
  - CentOS Linux 7

- The JavaMail used in this release is upgraded to version 1.5.6 (javax.mail.jar). As a result, the format used for email addresses now strictly follows RFC 3696 Section 3.

- E-mail Server Java now supports TLS 1.2.

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Resolved Issues

This release contains the following resolved issues:

In the HTML version of Standard Responses, the CSS tag `<style type="text/css">` can now be placed anywhere. Previously, this tag was required to follow the transcript delimiters `<Genesys_Chat_Transcript> </Genesys_Chat_Transcript>`. (ESR-12732)

E-mail Server now correctly handles the situation in which Microsoft Exchange sends details of messages before it has notified the client that those messages exist. Previously, this situation caused E-mail Server to post an exception. (ESR-12243)

When the MIME message of the email structure contains more than one `text/html` content type MIME part, E-mail Server concatenates the parts and returns them as the complete email body. Previously, it returned only the first MIME part and omitted the other parts of the email body. (ESR-12647)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.104.13.

8.5.103.22

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/17	Hot Fix		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- This release improves logging to show when a POP client is picked up and scheduled.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.22.

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8.5.103.21

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The CSS style of the table that displays the start time, duration, and subject of the chat session is now specified as `inline`, so that the style applies to this table only. Previously, the style was specified as `internal`, which made the style apply globally to all tables in the HTML Standard Response. (ESR-12796)

In the HTML version of Standard Responses, the CSS tag <style type="text/css"> can now be placed anywhere. Previously, this tag was required to follow the transcript delimiters `<Genesys_Chat_Transcript> </Genesys_Chat_Transcript>`. (ESR-12732)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.21.

8.5.103.20

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The Content-Type of MIME messages with embedded images is now set to `multipart/mixed`. Previously, the Content-Type was `multipart/related`, which prevented some email clients from properly receiving attachments sent by Genesys agents. (ESR-12432)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.20.

8.5.103.19

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/23/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When using the POP3 protocol, messages are now processed sequentially. This prevents the java.mail library from undergoing deadlocks in the event of connection problems. (ESR-12621, 12612, 12322)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.19.

8.5.103.18

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/10/17	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

For E-mail Server's `ChatTranscript` method, user data key-value pairs that start with an underscore (_) are no longer inheritable, and are not passed to any child interactions. In other words, E-mail Server no longer saves these key-value pairs from the parent interaction. (ESR-12566)

E-mail Server now deletes the SMTP connection when there is a connection failure with a `java.lang.IllegalStateException: Not Connected` error. (ESR-12525)

When an email without a "From" address is received from EWS, a NullPointerException is no longer thrown.

When receiving email from EWS, E-mail Server now ignores the counter variable returned from EWS. Instead, it uses the actual number of email messages as a counter. Previously, there was a discrepancy between the variable and the actual number of email messages, which resulted in a failed cycle run. (ESR-12035)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.18.

8.5.103.17

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/05/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If a customer replies to an email chain that was started via web form, the reply is now processed as specified in the **pop-client** section for the mailbox that the chain was sent to. Previously, these replies were processed as web email. (ESR-12326)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.17.

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8.5.103.16

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/16	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- When sending IdentifyContact requests to UCS, E-mail Server now passes the **MediaType** parameter with a default value of `email`.

Resolved Issues

This release contains the following resolved issues:

E-mail Server now consistently processes MIME header fields (**To**, **Cc**, **Bcc**) using case-insensitivity, and no longer generates explicit **HEADER_** fields for any of these. Previously, there were cases in which E-mail Server considered case when processing the MIME header fields, which could cause the generation of explicit **HEADER_** fields. (ESR-12034)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.16.

8.5.103.13

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/19/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

E-mail Server now gives Content-Disposition precedence over Content-ID in parsing MIME headers. This allows the Desktop to correctly display emails with attachments when they are forwarded by clients. (ESR-12042)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.13.

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8.5.103.11

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/17/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- The configuration options quote-to and quote-cc are added.

- Emailed chat transcripts can now show:

  - The end user's local timestamp.

  - The chat start time, duration, and subject.

  - The name and size of any files transmitted by chat.

  In HTML emails, the transcript can also use CSS styling.

- E-mail Server now supports Java 8 for Windows, Solaris, AIX, and Linux.

- Emails that are forwarded to an external resource now include **To** and **Cc** lines in the section under `[---------Original Message------------]`.

- If no Content-Disposition header is found, E-mail Server uses Content-Type to determine if an attachment is present. This means that all Content-Type values, except for text/plain and text/html, are considered to be attachments. Previously, anything that started with text was *not* considered to be an attachment.

- The following error codes are added:

  - `30001|STANDARD|CHAT_DATE_FORMAT_PARSE_ERROR|%sInvalid Timestamp format provided in the Chat Transcript.%s`
    If the timestamp specified in the transcript email is invalid, the default timestamp format used is `yyyy-MM-dd'T'HH:mm:ss`.

  - `30002|STANDARD|CHAT_UNMARSHALL_ERROR|%sFailed to unmarshall the chat transcript XML.%s`.
    When this error occurs, the chat transcript is not sent.

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Resolved Issues

This release contains the following resolved issues:

Emails are now sent properly when the userData attribute `_AttachmentsInfo` contains a documentId and the interaction has no attachments. Previously in this scenario, sending failed with a NullPointerException. (ESR-11881)

E-mail Server is now able to parse embedded images coming from a Windows Live Mail client. (ESR-11527)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.11.

8.5.102.07

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/16	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- E-mail Server logs can now display raw input and output for the EWS protocol. To enable this feature, add the following option to the **pop-client** section:

  Option name:

  org.sourceforge.net.javamail4ews.util.Util.EnableServiceTrace
  Default value: false
  Valid values: true, false
  Changes take effect: at the next POP cycle

  Specifies whether E-mail Server does (`true`) or does not (`false`) display raw input and output for the EWS protocol in its logs.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.07.

8.5.102.05

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/26/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

E-mail Server no longer ignores attachments that don't have angle brackets around the Content-ID header, and no longer generates a `String index out of range` exception when such an attachment is encountered. (ESR-11610)

E-mail Server now allows you to change the Java property `mail.mime.decodefilename` from its default value `false`. (ESR-11531)

Inbound emails now become the child of an outbound email only if that outbound email has already been sent.

Specifically, in Subject threading, E-mail Server now threads the outbound interaction as a parent to an inbound interaction only if that outbound interaction has been sent and is in a completed state. (ESR-11407)

The template now allows non-English character values for the **[email-processing]/subject-threading-substrings** option. (ESR-11294)

E-mail Server now saves user data key-value pairs starting with the underscore (_) character in the attached data in UCS for the original outbound interaction. These key-value pairs are non-inheritable by design and will not be saved in UCS for child interactions. (ESR-11108)

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E-mail Server now handles exceptions properly while parsing MIME messages. Previously, improper handling sometimes caused messages to loop endlessly. (ESR-10940)

E-mail Server no longer changes the MIME header Content-Transfer-Encoding to lower case. That header is case-insensitive. (ESR-10480)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.05.

8.5.102.02

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- E-mail Server is now able to use the following proxy servers:

  - HTTP proxy (with EWS only)

  - SOCKS proxy

- E-mail Server's default memory allocation has been increased to 1 GB.

- E-mail Server now supports inline/embedded images in emails. Images that are inlined within the email body are now sent as part of the email body and they are displayed at the position intended by the sender. Previously, these inline images were sent as attachments to the email. This functionality requires UCS version 8.5.200.08 or higher and Workspace Desktop Edition 8.5.113.11 or higher.

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Resolved Issues

This release contains the following resolved issues:

The **exchange-version** option is no longer missing from the **[smtp-client]** section of the E-mail Server template. (ESR-10859)

When creating a child interaction (forward, redirect, notification, and so on) E-mail Server no longer copies attached data keys for CC and BCC attributes. (ESR-10548)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.02.

8.5.101.10

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/08/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Server now responds correctly to the XMLStreamException by moving the item in question to the "failed" folder (if the **move-failed-ews-item** option is set to `true`). Previously it simply ignored the exception. (ESR-11213)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.10.

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E-mail Server Release Notes

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Now CC and BCC addresses are kept separate from the addresses in the To field in outbound e-mails. Previously the CC and BCC addresses were copied into the To field. (ESR-10806)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.08.

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E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/14/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

E-mail Server is now able to send e-mails with attachments through Exchange 2007. (ESR-10706)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.07.

8.5.101.06

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/25/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Web-based emails can now be submitted to an endpoint specified in the request.

- This release supports Exchange for Office 365 in addition to previous versions of Exchange.

- This release supports Exchange 2013 in addition to previous versions of Exchange.

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Resolved Issues

This release contains the following resolved issue:

E-mail Server now correctly converts CP932 to MS932 in the Subject line when operating with the POP and IMAP protocols. (ESR-10253)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.06.

8.5.100.09

E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

E-mail Server 8.5.1 supports Java 1.6. (ESR-10196)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.09.

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E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/14/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- E-mail Server can now connect to a SOCKS proxy server.

- This release supports Exchange Server 2010 SP3. This means that Exchange2010_SP3 is added as a possible value of the **exchange-version** option.

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Resolved Issues

This release contains the following resolved issues:

Now E-mail Server properly inserts an inbound email in the database if an outbound email has the same message ID. Previously, E-mail Server treated the inbound email as a duplicate and did not insert it. This situation could arise with Non-Delivery Report emails. (ESR-8637)

If an **OutOfMemory** error occurs while retrieving multiple large emails from an IMAP mailbox, E-Mail Server now processes all emails, and reprocesses those with the flag **SEEN**. (ESR-8467)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.08.

Release 8.5.0

E-mail Server Release Notes

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

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E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/19/14	Hot Fix		X			X	X	X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following correction or modification:

Now E-mail Server properly inserts an inbound e-mail in the database if an outbound e-mail has the same message ID. Previously, E-mail Server treated the inbound e-mail as a duplicate and did not insert it. This situation could arise with Non-Delivery Report e-mails. (ESR-8857)

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E-mail Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/21/14	General		X			X	X	X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of E-mail Server Java.

- Previously, E-mail Server was unable to create an e-mail if the subject was longer than 512 characters. Now if the subject exceeds that limit, it is trimmed to 512 characters. (ESR-8265)

- E-mail Server no longer tries to endlessly submit the same request to UCS if it receives an error code that is not of retry type (7xx). (ESR-7780)

- The Server now reports INITIALIZING status instead of START_TRANSITION to Solution Control Server (SCS) when starting. Previously, when START_TRANSITION status was reported, Solution Control Interface would allow a switchover request to be sent while the Server was initializing, and could prevent the Server from starting successfully. (ESR-7740)

- This release supports Windows Server 2012 Hyper-V. (ESR-7673)

- This release supports Windows Server 2012 64-bit native. (ESR-7672)

- When saving an attachment that has no name, E-mail Server now automatically assigns the name "attachment.EXT," where EXT is an extension that is defined according to the attachment's MIME type. If the attachment has no MIME type, the extension is "ukn" for unknown. Previously, E-mail Server would only use the name "attachment," with no extension. (ESR-7570)

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Corrections and Modifications

This release also includes the following corrections or modifications:

The UCS installer (which is also used by E-mail Server) is now compatible with UTF8. (ESR-8346)

The Server no longer enters a deadlock situation when the Message Server connection is using TLS and the network, or when the Message Server is slow to establish a connection. Previously, the Server would become deadlocked when connecting to a Message Server that was on a slow network. (ESR-8306)

Sensitive information is no longer displayed in advanced logs from Configuration Server when an application is updated. Previously, sensitive data was displayed in the logs if the log/log4j.logger.com.genesyslab.platform option was set to ALL. (ESR-8168)

Password fields that are defined in configuration options are no longer displayed in debug logs when those fields are created or updated in Configuration Server. (ESR-8144)

If E-mail Server changes its status from primary to backup, then to primary again, there is no longer an issue with retrieving e-mail for the pop-client account. Previously, this issue required E-mail Server to be restarted. (ESR-7914)

When both adding and updating configuration options, all changes take effect. Previously, only the added option(s) took effect. (ESR-7815)

There is no longer a deadlock situation when the Server is connected to Message Server with a TLS connection and a custom PSDK logger is set to "all" (log/log4j.logger.com.genesyslab.platform=all). (ESR-7797)

The Server no longer enters a deadlock situation when a new log file is created. (ESR-7786)

The Server no longer fails to load a large configuration (30k persons) over a slow network if using a low ADDP timeout value (such as 8 seconds) to connect to Configuration Server. (ESR-7700)

When reconnecting to another server, the "Reconnecting" warm standby log now always displays the correct application name. (ESR-7634)