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# Universal Contact Server

Release Notes 8.5.x

7/17/2025

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# Universal Contact Server 8.5.x Release Note

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

For information about 8.1.x releases of Universal Contact Server, see the [8.1 Release Note \(Cumulative\)](#).

## Available Releases

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.

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 [Universal Contact Server](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

You can find Release Notes for particular releases of Universal Contact Server at the following links:

### Release 8.5.4:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
<a href="#">8.5.401.02</a>	07/17/25	Update			X			X	
<a href="#">8.5.400.02</a>	10/22/24	General			X			X	

### Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
<a href="#">8.5.300.52</a>	06/27/24	General			X			X	
<a href="#">8.5.300.51</a>	01/25/24	General			X			X	
<a href="#">8.5.300.49</a>	10/20/23	General			X			X	

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
8.5.300.48	11/23/22	Hot Fix			X			X	
8.5.300.47	02/01/22	Hot Fix			X			X	
8.5.300.46	01/07/22	Hot Fix			X			X	
8.5.300.45	12/22/21	Hot Fix			X			X	
8.5.300.43	02/21/20	General		X	X		X	X	
8.5.300.41	12/23/19	General		X	X		X	X	
8.5.300.39	10/04/19	General		X	X		X	X	
8.5.300.36	09/05/19	General		X	X		X	X	
8.5.300.35	08/09/19	General	Unavailable	X	X		X	X	
8.5.300.32	07/01/19	General	Unavailable	X	X		X	X	
8.5.300.16	03/26/19	General		X	X		X	X	
8.5.300.12	10/31/18	General		X	X		X	X	
8.5.300.10	08/08/18	Hot Fix		X	X		X	X	
8.5.300.09	12/20/17	General		X	X		X	X	
8.5.300.05	10/16/17	General		X	X		X	X	

## Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.19	04/10/17	Hot Fix		X	X	X	X
8.5.200.17	12/07/16	General		X	X	X	X
8.5.200.09	03/30/16	Hot Fix		X	X	X	X
8.5.200.08	11/18/15	General		X	X	X	X

## Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.10	10/23/15	Hot Fix		X	X	X	X
8.5.100.07	09/03/15	Hot Fix		X	X	X	X
8.5.100.06	04/10/15	Hot Fix		X	X	X	X
8.5.100.04	01/20/15	General		X	X	X	X

## Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.14	04/10/15	Hot Fix			X		
8.5.000.12	08/21/14	General		X	X	X	X

## 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](#) page in the *Genesys Supported Operating Environment Reference Guide*.

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- All versions of IBM DB2 database

**Discontinued as of:** 8.5.300.12

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- Java 7
  - IBM DB2 9.7 database
  - Windows Server 2008 operating system
  - Red Hat Enterprise Linux 5 operating system
  - Oracle 11g database
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- MSSQL Server 2008 operating system

**Discontinued as of:** 8.5.300.05

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- Java 6. The minimum version of Java 7 for performance and memory purposes is Update 60.

**Discontinued as of:** 8.5.200.08

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- Oracle 10g and 10g RAC operating systems
- Solaris/SPARC v9 operating system
- Windows Server 2003 operating system

**Discontinued as of:** 8.5.000.12

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## Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

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

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the *Deployment Guide* first.

- The following are accessible directly from the [eServices product page](#) on the Genesys Documentation website:
    - *eServices Deployment Guide* describes deployment procedures for all eServices components. It also contains a high-level description of the eServices system, its architecture, and a list of new features in the current release.
    - *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your
-

eServices configuration, plus detailed explanations of procedures to use for selected special purposes.

- *eServices Reference Manual* provides a reference listing of all configuration options; see also the *eServices Options Reference* below.
- *eServices Social Media Solution Guide* describes deployment and use of the Genesys Social Messaging product.
- Configuration options for release 8.5.2 and later are described in the *eServices Options Reference*.
- The **Universal Contact Server** 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](#).



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# Known Issues and Recommendations

## Universal Contact Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Universal Contact 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](#).

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UCS will not allow RMI clients such as GAD, GIS, ISDK and Knowledge Manager to connect. Those clients will fail to connect to UCS with the following error:

ClassNotFoundException: com.genesyslab.icc.api.contacts... (no security manager: RMI class loader disabled)

ID: <b>ESR-14549</b>	Found In: <b>UCS-8.5.300.09</b>	Fixed In: <b>8.5.300.36</b>
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Versions of UCS including and prior to 8.5.300.09 contain a vulnerability in the **commons-fileupload.jar** 3rd-party library. As a workaround, Genesys recommends removing this library from the UCS installation **\lib\apache** folder and restarting UCS. No functionality is affected apart from Context Service profile import using CSV files sent over an HTTP request.

ID: <b>ESR-13893</b>	Found In: <b>UCS-8.5.200.19</b>	Fixed In: <b>8.5.300.10</b>
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Changes in MS SQL Server 2016 behavior mean that UCS databases must now have their compatibility statuses set to 120 in order for UCS to start correctly.

ID: <b>ESR-13622</b>	Found In: <b>UCS-8.5.300.09</b>	Fixed In:
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UCS cannot connect to the Configuration Server in autodetect port mode if the security FIPS mode is configured on the UCS host.

ID: <b>ESR-13507</b>	Found In: <b>UCS-8.5.300.04</b>	Fixed In:
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The method POST /metadata/identification-keys fails with HTTP error 400 if the attribute name starts with \_ (an underscore character).

### Workaround:

1. Create a temporary contact attribute called `msg_ProfileUserId_ABC`. It can be removed after the procedure is completed.
2. Create the identification key without the leading underscore—for example `msg_ProfileUserId_ABC` instead of `_msg_ProfileUserId_ABC`.
3. In the UCS database, update the **LookupTableMetaData** table to change the `ColumnName` of the identification key to add the missing leading underscore—for example:  

```
update LookupTableMetaData set ColumnName = '_msg_ProfileUserId_ABC' where
ColumnName = 'msg_ProfileUserId_ABC';
```
4. Restart all UCS instances.

ID: **ESR-13483**Found In: **UCS-8.5.200.19**Fixed In: **8.5.300.36**

UCS internal event functionality can be unexpectedly disabled if the UCS DAPs contains a "role" option in any section of the DAP Annex. In this scenario, updates of search indexes and SRL no longer work. Once the option is removed UCS must be restarted and indexes must be rebuilt.

ID: **ESR-12766**Found In: **UCS-8.5.200.17**

Fixed In:

## UCS Database Upgrades

### 8.5.2 to 8.5.3

1. Make a backup copy of your UCS 8.5.2 database.
2. Make a backup copy of your index files, pointed to by the options **index.xxx\storage-path** (where xxx can be **srl**, **contact**, or **interaction**).
3. Install UCS 8.5.3.
4. Go to the directory containing your UCS 8.5.3. Normally this is something like **C:\GCTI\eServices 8.5\Universal ContactServer\<application\_object\_name>**.
5. In the **sql\_scripts** directory, open the directory named for your database management system.
6. The next step varies depending on the RDBMS:
  - For MSSQL, Oracle and PostgreSQL run the script **upgrade\_<dbms\_name>\_8.5.2\_to\_8.5.3.sql**.
  - For DB2, run the shell script **upgrade\_db2\_8.5.2\_to\_8.5.3.sh**. You must run this script from an environment properly configured for running the DB2 command-line processor.

### 8.5.1 to 8.5.2

1. Make a backup copy of your UCS 8.5.1 database.
2. Make a backup copy of your index files, pointed to by the options **index.xxx\storage-path** (where xxx can be **srl**, **contact**, or **interaction**).
3. Install UCS 8.5.2.
4. Go to the directory containing your UCS 8.5.2. Normally this is something like **C:\GCTI\eServices 8.5\Universal ContactServer\<application\_object\_name>**.

5. In the **sql\_scripts** directory, open the directory named for your database management system.
6. The next step varies depending on the RDBMS:
  - For MSSQL, Oracle and PostgreSQL run the script **upgrade\_<dbms\_name>\_8.5.1\_to\_8.5.2.sql**.
  - For DB2, run the shell script **upgrade\_db2\_8.5.1\_to\_8.5.2.sh**. You must run this script from an environment properly configured for running the DB2 command-line processor.

## 8.5.0 to 8.5.1

1. Make a backup copy of your UCS 8.5.0 database.
2. Make a backup copy of your index files, pointed to by the options **index.xxx\storage-path** (where xxx can be **srl**, **contact**, or **interaction**).
3. Install UCS 8.5.1.
4. Go to the directory containing your UCS 8.5.1. Normally this is something like **C:\GCTI\eServices 8.5\Universal ContactServer\<application\_object\_name>**.
5. In the **sql\_scripts** directory, open the directory named for your database management system.
6. The next step varies depending on the RDBMS:
  - For MSSQL and Oracle, run the script **upgrade\_<dbms\_name>\_8.5.0\_to\_8.5.1.sql**.
  - For DB2, run the shell script **upgrade\_db2\_8.5.0\_to\_8.5.1.sh**. You must run this script from an environment properly configured for running the DB2 command-line processor.

ID: **ESR-12339**Found In: **8.5**

Fixed In:

If Training Server 8.1 is operating with UCS while connected to a Postgres DB, some operations will fail with an Unsupported DataSource error message.

ID: **ESR-12339**Found In: **8.5**

Fixed In:

The Oracle driver uses a predictive buffer when loading LOB objects from the database. In some cases the driver may pre-allocate more memory than is needed. Genesys advises you to limit such pre-allocation in order to optimize UCS's memory usage.

This can be done by setting the following option in the **[settings]** section of UCS DAPs:

```
oracle.jdbc.maxCachedBufferSize=18
```

UCS must be restarted after setting this option.

ID: **ESR-11537**Found In: **8.1.000.10**Fixed In: **8.5.200.17**

To run UCS 8.5.1 on a Linux platform and connect to a Microsoft SQL server, JDK 1.7 is required.

ID: **ESR-10945**Found In: **8.5.100.07**Fixed In: **8.5.200.08**

UCS 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 UCS connects to the 'autodetect' port.
3. The primary Configuration Server is stopped.
4. UCS reconnects to the 'default' port of Configuration Server backup instead of the 'autodetect' port.

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

ID: <b>ESR-10693</b>	Found In: <b>8.5.200.08</b>	Fixed In:
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Configuring UCS to use Java 1.6 does not enable IPv6. When UCS 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: <b>ESR-10621</b>	Found In: <b>8.5.100.07</b>	Fixed In: <b>8.5.200.08</b>
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In the *eServices Reference Manual* description of the UCS DAP option max-connections, the following sentence is wrong: "With a value of 0, there is no limit to the number of connections." In fact if 0 is specified then the default value of 40 is used.

ID: <b>ESR-9335</b>	Found In: <b>8.5.100.04</b>	Fixed In: <b>8.5.200.19</b>
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To run the creation or drop script for PostgreSQL in a GUI tool such as PGAdmin, you must remove the last line of the scripts: `\echo Script execution terminated.`

ID: <b>ESR-8668</b>	Found In: <b>8.5.1</b>	Fixed In: <b>8.5.100.06</b>
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Frequent updates of Social Messaging Server with Twitter media can lead to inconsistent counts of followers on Oracle databases. This is because the date columns in the SNRelation table do not register milliseconds.

In such cases Genesys recommends that you change the column type to timestamp using the following procedure:

1. Stop Social Messaging Server.
2. Stop UCS.
3. Execute the following queries:
  - a. TRUNCATE TABLE SNRelation
  - b. ALTER TABLE SNRelation MODIFY UpdatedAt TIMESTAMP;
3. Start UCS.
4. Start Social Messaging Server.

Note that data in the SNRelation table will be lost. However, Social Messaging Server will recreate the deleted data in the next synchronization.

This procedure is necessary only when upgrading existing database schemas. Schemas created from

8.5.100 and later have the correct column type.

ID: <b>ESR-8575</b>	Found In: <b>8.1.400.11</b>	Fixed In:
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Shared and synchronized indexes are not supported in configurations where multiple UCSs are connected to the same database.

ID: <b>ESR-8342</b>	Found In: <b>8.5.000.12</b>	Fixed In:
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When UCS has Transport Layer Security (TLS) configured, either as a server on its ESP port, or as a client in its connection to Message Server, follow these steps to enable it as a Windows Service:

- Select the Windows service related to UCS.
- Select the **Log On** tab. The default setting is Log on as local system account.
- Select Log on as this account and provide the login/password of a local host user.

Alternatively;

- Import the certificate to the Local System Account using one of the two following commands:
  - `psexec.exe -i -s mmc.exe` and then import the certificate for the user which is local system account.
  - `psexec.exe -i -s certutil -f -user -p [password] -importpfx [path to the certificate]`

### Important

- `psexec.exe` with flag `-s` executes the specified program under the system account.
- `psexec` is part of the PStools which can be downloaded from <http://technet.microsoft.com/en-US/sysinternals>.

ID: <b>ESR-7802</b>	Found In: <b>8.1.300.12</b>	Fixed In:
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Particular languages (for example, Turkish) contain characters that do not have the same upper- or lower-case formatting as English (for example, the letter "i") which might cause UCS to fail table name/column verification at startup. To work around this limitation, force the locale to English by adding the following options to the startup command line:

`-Duser.language=en`

`-Duser.country=US`

ID: <b>ESR-7610</b>	Found In: <b>8.1.300.12</b>	Fixed In:
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## Internationalization Issues

Information in this section is included for international customers.

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There are no internationalization issues for this product.

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# Release 8.5.4

## Universal Contact Server Release Notes

You can find links to Release Notes for particular 8.5.4 releases of Universal Contact Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

# 8.5.400.02

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/22/24	General			X			X

### What's New

This release contains the following new features and enhancements:

- Universal Contact Server requires Java 17+ to run starting from 8.5.400.02.
- Starting from version 8.5.400.02, Universal Contact Server includes:
  - Support for Jetty 12.0.10 (ESR-16301)
  - Support for Spring 6.1.13 (ESR-16568)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

- Universal Contact Server requires Java 17+ to run starting from 8.5.400.02.
- Starting from version 8.5.400.02, support for RHEL 7 has been discontinued. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) page in the [Genesys Supported Operating Environment Reference Guide](#).



# Release 8.5.3

## Universal Contact Server Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Universal Contact Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

# 8.5.300.52

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/27/24	General			X			X

### What's New

This release contains the following new features and enhancements:

- Starting version 8.5.300.52, Universal Contact Server includes:
  - PostgreSQL 42.5.6 JDBC Driver (ESR-16506)
  - Spring 5.3.36 & PSDK 900.10.25 (ESR-16493)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.52.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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8.5.300.51

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/25/24	General			X			X

### What's New

This release contains the following new features and enhancements:

- Starting version 8.5.300.51, Universal Contact Server supports OpenJDK 17, as well as OpenJDK 11 and OpenJDK 8. (ESR-16339)

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

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The Log4j2 library was updated to version 2.22. (ESR-16304)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.51.

8.5.300.49

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/20/23	General			X			X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

The following 3rd party libraries were updated to address security vulnerabilities:

- Jetty: 9.4.51.v20230217
- Spring: 5.2.25.RELEASE
- FastJson: 1.2.83
- BouncyCastle: org.bouncycastle:bc-fips:1.0.2.3
- PSDK is upgraded to 900.7.6

(ESR-16190)

UCS now includes Oracle JDBC driver 21.4.0.0. (ESR-16195)

### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.49.

8.5.300.48

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/23/22	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

This release includes an update to the Apache Commons Text third-party libraries to version 1.10.02, which covers the CVE-2022-42889 vulnerability. (ESR-15906)

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This release includes an update to the Spring third-party libraries to version 5.2.22, which covers the CVE-2022-22950 vulnerability. (ESR-15847)

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This release includes an update of the XStream third-party library to version 1.4.19, which covers the the list of previously discovered vulnerabilities in the [XStream library](#). (ESR-15795)

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#### Product Documentation

[Universal Contact Server](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.48.

8.5.300.47

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/01/22	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

This release includes important security fixes related to the Apache Log4j vulnerability (CVE-2021-44832). In particular, the Log4j version included with Universal Contact Server has been upgraded to 2.17.1. (ESR-15661)

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#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.47.



8.5.300.46

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/07/22	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known 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). (ESR-15645)

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### Product Documentation

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[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.46.

# 8.5.300.45

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/21	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

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This release includes important security fixes related to the log4j vulnerability (CVE-2021-44228.)

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#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.45.

8.5.300.43

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/21/20	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for the following operating environments. See the [UCS](#) page in the [Supported Operating Environment Guide](#) for more detailed information.
  - Red Hat Enterprise Linux 8 (ESR-15284)
  - Oracle 19c (ESR-15066)
  - Oracle Database 19c Real Application Cluster (RAC) / Transparent Application Failure (TAF). SCAN is not supported. (ESR-15075)
  - PostgreSQL 12 (ESR-15277)

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

UCS now always deletes interaction data from Lucene indexes while processing concurrent conflicting requests and delete operations for the same interaction. (ESR-14951)

---

UCS now uses the previous file format for access logs (UCServer\_Axxx-x.access.log.2019-12-01 instead of UCServer\_Axxx-x.access.2019-12-01.log). (ESR-14879)

---

## Important

To use the previous file format, follow these steps:

- Remove the **access-log-date-before-dot** Java variable from the **ContactServerDriver.ini** file for Windows or from the **contactServer.sh** for \*nix.
- Add the **access-log-rolling-period** configuration option with the value as yyyy-MM-dd to the **log** section.
- Restart UCS Server to apply the changes.

---

UCS no longer keeps contact information that has been deleted. Previously, the contact information was retained for a few minutes in the Lucene index. (ESR-14039)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.43.

8.5.300.41

## Universal Contact Server Release Notes

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

### What's New

This release includes only resolved issues.

- UCS now supports deleting interactions in the archive database by setting the option **settings/try-archive-delete** to true. This will instruct UCS to try to delete the interaction in the archive if the provided interaction ID did not match an interaction in the main database.

### Helpful Links

#### Releases Info

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

An upcoming version of PSDK will provide a source parameter to specify that the interaction to be deleted is in the archive.

- UCS supports MS SQL 2019 with AlwaysOn functionality. See the [UCS](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information.

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.41.

8.5.300.39

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/04/19	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for the following operating environments. See the [UCS](#) page in the [Supported Operating Environment Guide](#) for more detailed information.
  - OpenJDK 11. (ESR-14665)
  - Oracle 18c. (ESR-14631)
  - Oracle Database 18c Real Application Cluster (RAC) / Transparent Application Failure (TAF). (ESR-14630)
  - Microsoft Windows Server 2019 and Microsoft Hyper-V Server 2019. (ESR-14597)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
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#### Product Documentation

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### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.39.

8.5.300.36

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/05/19	General		X	X	X	X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
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#### Product Documentation

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### Important

Starting from version 8.5.300.36, UCS now provides the ucp.jar file as part of the installation package.

### Resolved Issues

This release contains the following resolved issues:

A memory leak detected in version 8.5.300.32 has been fixed in this release. (ESR-14603)



---

UCS support for RMI-based applications such as Knowledge Manager, GAD, ISDK and GIS is restored. Note that you still need to enable RMI support—option enable-rmi—in UCS options. (ESR-14549)

---

The **[ports]**/ucsapi option is no longer mandatory in this release. The application template has been updated. (ESR-14588)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.36.

8.5.300.35

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/09/19	General	Unavailable	X	X	X	X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

UCS now correctly handles social media interactions after a restart or switchover of Configuration Server. Previously in this scenario UCS returned the error Connection is not opened. (ESR-14571)

---

The default value for the option **shared** configuration option in the **[index]** section has been changed to false. Moreover, the template now has the explicit value false for this option. Previously, the default value was true and the template had the explicit value true. (ESR-14492)

---

UCS now correctly processes configuration updates after a Configuration Server restart or reconnection, without having to wait for session restoration. (ESR-14552)

---

### Helpful Links

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- [List of 8.5.x Releases](#)
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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.35.

8.5.300.32

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/19	General	Unavailable	X	X	X	X

### What's New

This release contains the following new features and enhancements:

- **Substantial security enhancements**—Improved verification of third-party components and open source software updates, including:
  - Jetty 9.4.18
  - Log4j 2.11
  - RestLet 2.4.1 (ESR-14207, ESR-13628)
- **Support for advanced secure connection to Postgres**—UCS now supports advanced secure configuration connection for PostgreSQL, including FIPS. (ESR-14196) [MORE DETAILS](#)
- The RMI API port is now disabled by default. It can be enabled using the enable-rmi option in the [settings] section. (ESR-14466)
- Context Service behavior in UCS has changed as follows:
  - If option **[cview]/tenant-id** is not present or empty and UCS has only one tenant, the Context Service API uses this tenant.
  - If option **[cview]/tenant-id** is not present or empty and UCS has multiple tenants, a configuration error is displayed in logs and UCS stops.
  - If option **[cview]/tenant-id** has a value not matching any of the UCS tenants, a configuration error is displayed in logs and UCS stops.(ESR-13459)

### Helpful Links

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- [8.5.x Known Issues](#)

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

UCS now handles the following scenario without becoming unresponsive:

- UCS connects to primary Message Server.
- Primary Message Server stops.
- UCS connects to backup Message Server.
- Primary Message Server restarts.
- Backup Message Server stops.

(ESR-14427, ESR-14282)

---

UCS now starts correctly with Oracle RAC when option **jdbc-debug** is enabled. Previously it failed to start and generated an "SQLException: Universal Connection Pool is not started" error. (ESR-14408)

---

The strictness of email address checking can now be controlled by using the following new option in the [settings] section:

- **email-strict-check**
  - Valid values—true, false
  - Default value—false
  - Changes take effect—Immediately
  - Description—With value true, the email address must be compliant with RFC 822. With value false, UCS performs no email address verification.

(ESR-14406)

---

Merging two customer profiles now works correctly when one or more contact attributes are of type date. Previously the merge failed. (ESR-14397)

---

When a Lucene index is shared between primary and backup UCSs (option **[index]\shared** has value true), the database table IndexEvent is no longer updated. This table is required when UCS primary and backup instances have separate indexes. But previously one useless record was added for each contact and interaction, and never deleted, resulting in the table growing constantly. (ESR-14375)

---

UCS no longer exits if a switchover is performed while the database is down. (ESR-13795)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.32.

8.5.300.16

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/19	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for the following operating systems and databases is introduced:
  - CentOS Linux 7.x (ESR-14190)
  - Oracle Linux 7.x with Unbreakable Enterprise Kernel (UEK) v4 (ESR-14252)
  - Oracle 11g database (ESR-14243)

See the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all operating systems and databases.
- The HikariCP connection pool has replaced the previously used BoneCP connection pool. This change fixes some scenarios where the **TotalLeased** and **TotalCreatedConnections** metrics were previously created with negative values. (ESR-14179)
- Support for TLS connection to Postgres—UCS now transparently supports a TLS connection to Postgres. If required, it is possible to provide specific SSL options to the Postgres driver (details at [the vendor site](#)) by adding them in the **[settings]** section of the DAP.

### Helpful Links

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

This release contains the following resolved issues:

The timer that is triggered when memory reaches the high threshold is now correctly reset when the associated timer has elapsed. Previously, a first memory spike started the timer, which was then never reset, so the occurrence of a second memory spike, even a long time later, wrongly displayed a memory overhead. (ESR-14315)

---

The following scenario is now fixed:

1. UCS was started for the first time and created the SRL index.
2. It was then killed, less than 1 minute after it started, instead of being stopped properly via SCS and the index was not properly flushed to the disk. (If this senario arose later than 1 minute after the startup, UCS would have auto-committed the index.)
3. When UCS was restarted, it failed to open the index due to index corruption.

(ESR-14253)

---

UCS now sets `LOAD_BALANCE` at the correct position in the Oracle RAC database connection URL, as in the following example:

```
jdbc:oracle:thin:@(DESCRIPTION=(FAILOVER=on) (ADDRESS_LIST=(LOAD_BALANCE=on) (ADDRESS=(PROTOCOL=tcp) (HOST=orahost (SERVICE_NAME=ORADB))))
```

(ESR-14186)

---

SQL migration scripts from 8.5.1 to 8.5.2 now correctly set the latest UCS 8.5.2 version. Previously, they inserted in error the latest UCS 8.5.3 version. (ESR-14158)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.16.

8.5.300.12

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/18	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- UCS now supports secure Transport Layer Security (TLS) on connections to Oracle databases. [MORE DETAILS](#)

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

UCS DAP configuration options have been updated in the [Configuration Options Reference Guide](#). (ESR-13833)

---

Multiple profile identification requests that are executed at the same time are now correctly handled. Previously in this scenario, some of them could fail due to a ConcurrentModification exception. A sample profile identification request is shown here:

```
http://<host>:<port>/context-services/  
profiles?include_profile=no&exclude_extensions=unique&NationalID=123456789
```

(ESR-14004)

---

This version of UCS fixes a problem in synchronizing standard responses in Configuration Server. The problem was experienced with Configuration Server version 8.5.101.19 and higher. (ESR-13881)

---

#### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.12.

8.5.300.10

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/08/18	Hot Fix		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- The following third-party libraries have been updated to avoid security issues:
  - Spring 4.3.10 updated to 4.3.18
  - Commons Collection 3.1.2 updated to 3.2.2
  - Commons fileupload 1.2.2 updated to 1.3.3

### Resolved Issues

This release contains the following resolved issues:

The default value stdout has been removed from the **[log]** section parameters in the Application template configuration because it was causing performance problems in production environments. (ESR-13869)

### Helpful Links

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.10.

8.5.300.09

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/17	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Oracle Updates—The Oracle JDBC driver has been updated to version 12.2.0.1. The correct Oracle Real Application Cluster .jar to use can be retrieved from [this Oracle website](#).
- The standard response MimeType parameter is now returned in the response of the GetCategory request.
- The MergedContact table is now correctly cleaned up after a contact is deleted.
- UCS now uses the NO LOCK hint on all tables during a Select request on an MS SQL database.
- The Chat.Create request now returns a new ContactCreated parameter with value true or false depending on whether an existing contact was found or a new one was created.

### Helpful Links

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- [8.5.x Known Issues](#)

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### Resolved Issues

This release contains the following resolved issues:

---

UCS now no longer modifies in error the permissions of some Persons in the configuration in race conditions when multiple UCS instances are used in the same tenant with option **auto-propagate-rights** set to true. Previously in this scenario, the permissions of Persons could be modified during the creation of a new category in Knowledge Management. (ESR-13571)

---

---

The OwnerID is now correctly updated during a StopProcessing request. (ESR-13197)

---

UCS no longer converts the contact merge history on each startup. Previously this would occur on each startup, regardless of whether the merge history was previously converted. This would lead to increased startup times, or out-of-memory issues in extreme cases. (ESR-12961)

---

The Oracle database script now completes correctly without the need for user input. (ESR-12348)

---

The Mergeld is now returned correctly during a Contact.GetAttributes request. (ESR-11679)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.09.

8.5.300.05

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/17	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for the following Supported Operating Environment scenarios is implemented in this release:
  - MS SQL Server 2014
  - MS SQL Server 2014 Cluster and AlwaysOn functionality
  - Windows Server 2016
  - MS SQL Server 2016 Cluster and AlwaysOn functionality
  - Java 1.8 is introduced and mandatory
  - Transport Layer Security (TLS) 1.2 for ESP and HTTP connections as well as connections to Configuration Server and Message Server
  - Red Hat Enterprise Linux 7
  - PostgreSQL 9.6
- Support for the following Supported Operating Environment scenarios is discontinued from this release:
  - IBM DB2 9.7
  - Windows Server 2008
  - Linux 5 / Red Hat Enterprise Linux 5
  - Oracle 11(g)
  - MS SQL Server 2008
  - Java 1.7

See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications and databases.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
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#### Product Documentation

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---

## Resolved Issues

This release contains the following resolved issues:

---

It is now possible to modify the logging level (none, standard, trace, all) after importing metadata in Genesys Administrator or Genesys Administrator Extension. (ESR-13503)

---

To connect to a backup server, UCS now uses the client-side port defined in the standard connection option **backup-port** (documented in the [Framework Configuration Options Reference Manual](#)). Previously UCS used the same client-side port to connect to either primary or backup server. (ESR-13460)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.05.

# Release 8.5.2

## Universal Contact Server Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Universal Contact Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

# 8.5.200.19

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/10/17	Hot Fix		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- Support for MS SQL Server 2014 is implemented in this release.
- Support for MS SQL Server 2014 Cluster and AlwaysOn functionality is implemented in this release.
- The GetScreeningRules method now returns all screening rules, even if there are more than 2000. Previously, only the first 2000 were returned.
- UCS now uses the custom field code default value in scenarios where OMFieldCodes.RenderFieldCodes has no value with which to substitute a custom field code (for example: CompanyName). Previously in such a scenario, UCS would produce the following error: <\$Error: No value provided or unknown identifier (CompanyName)\$>.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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#### [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

Scheduled archiving or pruning now works correctly in scenarios where UCS executes multiple switchovers (from backup to primary to backup to primary, or primary to backup to primary). Previously, the archiving and pruning jobs might not execute in this scenario, unless there was a manual modification of the schedule with no occurrence of switchover within one minute. (ESR-12472)



---

The AssignInteractionToContact function now returns an error if InteractionId is empty or null. Previously, if InteractionId was empty or null, this might result in a corruption of the Lucene index. (ESR-12452)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.19.

8.5.200.17

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/16	General		X	X	X	X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

The event to update a chat with status 3 in the Lucene index is now correctly captured and processed. Previously, in rare scenarios a race condition could cause it to be missed. (ESR-12084)

---

UCS in backup mode now correctly creates only a single record for a single interaction in the Lucene index. Previously, several records might be created in error. (ESR-12080)

---

UCS now supports Training Server 8.1 when connected to a PostgreSQL database. Previously in this scenario, some operations would fail with an Unsupported DataSource error message. (ESR-12003)

---

UCS now correctly releases the database connection when InteractionListGet is provided with an invalid value for an attribute (such as OwnerId) that is expected to be an integer. (ESR-11718)

---

Standard Response Library (SRL) synchronization is now correctly handled in all scenarios involving changes to the case of an object's name. Previously, changes to the case of an object's name might cause synchronization to fail. In addition, the handling of case sensitivity depended on a database setting. (ESR-11710)

---

#### Product Documentation

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---

The index is now correctly updated after a `StopProcessing` request on an outbound e-mail. Previously, in some race conditions, the index retrieved the wrong status information for an outbound e-mail. (ESR-11540)

---

A memory pre-allocation problem with the Oracle driver has been corrected.

The Oracle driver uses a predictive buffer when loading LOB objects from the database. Previously, in some cases the driver might pre-allocate more memory than was needed. See [Known Issues](#). (ESR-11537)

---

A memory leak caused by a `log4j` and RMI thread (used with the 8.1 UCS client) has been corrected. Memory is now periodically cleaned. (ESR-10664, ESR-11901)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.17.

8.5.200.09

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/30/16	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- UCS no longer generates a `LogPrintStream err:Argument 'key' cannot be null or empty` exception in console output for RMI connection logs.
- Interactions are correctly threaded when you engage a non-voice media from the Desktop.

This is because UCS now generates a `ThreadId` when using `findOrCreatePhoneCall`, if none was provided.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

---

When UCS has no backup configured, concurrent updates on the same interaction no longer fail with a `Cannot update non-existing entity` error. (ESR-11302)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.09.

8.5.200.08

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/18/15	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- The default memory setting for JVM was increased to 2 GB, in order to avoid the system running out of memory or freezing while loading.
- The option **time-format** with the default value ISO8601 has been added to the [log] section. This sets the format of timestamps in log messages; the default was previously HH:MM:SS.sss.
- Masking of sensitive data is now enabled by default in the UCS template. You can modify this behavior using the **default-filter-type** option in the [log-filter] section.

### Helpful Links

#### Releases Info

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

This release contains the following resolved issue:

---

Synchronization of screening rules now correctly triggers synchronization of standard responses. Previously, standard responses were not synchronized, and this caused screening rules and category structures to be out of sync. (ESR-10557)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.08.

# Release 8.5.1

## Universal Contact Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Universal Contact Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

## 8.5.100.10

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/23/15	Hot Fix		X	X	X	X

## What's New

This release contains the following new features and enhancements:

- Adding the option **index/debug=true** now activates Lucene debug logs in UCS logs. This can be used to troubleshoot index performance. The option takes effect upon restarting UCS.
- UCS now provides three log messages to monitor its performance:

**63-21409**

Level: STANDARD

Name: SYSTEM\_FREEZE

Text: "Detected system freeze of '%d' ms"

Attributes: [int] - time in ms

Description: UCS JVM was frozen for more than 2s

Action: Check if UCS host has enough CPU resource available.

**63-21410**

Level: STANDARD

Name: MEM\_USAGE\_REACHED

Text: "Memory usage limit of '%s' reached with '%s', for '%s' seconds"

## Helpful Links

## Releases Info

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

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Attributes: [str] - limit (double)

[str] - current usage (double)

[str] - time in s

Description: UCS heap memory usage exceeded the limit for more than xx seconds

Action: Ensure UCS has enough memory configured in XMX setting

---

### **63-21411**

Level: STANDARD

Name: MEM\_USAGE\_NORMAL

Text: "Memory usage is now back to normal ('%s')"

Attributes: [str] - current usage (double)

Description: UCS memory usage is now back to normal

Action: None

## Resolved Issues

This release contains the following resolved issues:

---

Previously, when a contact/profile was created or updated using the UCS Context Services REST API, and then updated using the eServices API (PSDK/IWS/URS,...), the Lucene index was not properly updated and data provided by REST calls was lost.

Now, in such cases, UCS forces a refresh of the contact data before applying the update.

Note that UCS applies REST API operations to the index every three minutes unless a contact is updated using the eServices API, in which case the index is updated instantly. (ESR-10914)

---

UCS now allows you to update screening rules. Previously, attempting to do so would fail with an error message "ScreeningRule with name 'NewRuleName' already exists in database". (ESR-10757)

---

UCS now prevents the creation of a screening rule if an existing one has the same name. The

---

---

verification of existing rule names is case-insensitive. (ESR-10756)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.10.

8.5.100.07

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/03/15	Hot Fix		X	X	X	X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

UCS now correctly returns FieldValues to eServices Manager Plug-in for Administrator. (ESR-8805)

---

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.07.

# 8.5.100.06

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/10/15	Hot Fix		X	X	X	X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

For archiving and pruning tasks, long-query-timeout is now taken into account. (ESR-9849)

---

Interactions whose ThreadID is empty are now treated as having no ThreadID for purposes of archiving and pruning. Previously an empty ThreadID was treated as a specific thread. (ESR-9848)

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It is no longer necessary to remove the last line (`\echo Script execution terminated`) when running creation or drop scripts for PostgreSQL in a GUI tool such as PGAdmin. (ESR-8668)

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### Product Documentation

[eServices](#)

[Genesys Products](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.06.

# 8.5.100.04

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/20/15	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 Universal Contact Server.

- Oracle Driver is updated to version 11.2.0.4.0.
- PostgreSQL 9.3 is supported with the following limitations:
  - No clustering: Although PostgreSQL supports clustering and replication streams, this release of UCS does not support those features.
  - High availability and load balancing are not supported.
- When connected to an Oracle database, UCS now sets `oracle.net.CONNECT_TIMEOUT` to 3000 (nine seconds). Previously, the database might accept the connection but never respond, in which case UCS's database connections remained stuck.
- When the `max-connections` option has a value of 0 (zero), the number of connections that Universal Contact Server can open simultaneously to this database is internally set to the default value of 40. Previously, UCS interpreted a value of 0 as meaning no connections and did not start.
- When connected to an Oracle database, UCS now sets `oracle.jdbc.ReadTimeout` to 5 minutes, so that a timeout occurs if no network packet is received within that period. Previously, network packets might be lost, which caused UCS's database connections to be permanently stuck. Note that in normal situations the DAP timeout is still taken into account.

### Helpful Links

#### Releases Info

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

#### Product Documentation

#### eServices

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### Corrections and Modifications

This release also includes the following corrections or modifications:

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The configuration of archiving and purging now affects UCS dynamically, even when the application configured as backup is running as primary. (ESR-8613)

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When screening rules are deleted, the caching mechanism is properly cleared. Previously, the mechanism was not properly cleared, which could lead to high memory usage if a large number of rules were deleted. (ESR-8503)

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The DataCorrection jobs launched by UCS Manager no longer removes attributes with DateValue not null (also known as LastCalledAgent\_TimeStamp). Previously, these attributes were considered to be fixed. (ESR-8361)

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# Release 8.5.0

## Universal Contact Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Universal Contact Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.000.14

## Universal Contact Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/10/15	Hot Fix			X		

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issue:

---

Previously, when a contact/profile was created or updated using the UCS Context Services REST API, and then updated using the eServices API (PSDK/IWS/URS,...), the Lucene index was not properly updated and data provided by REST calls was lost.

Now, in such cases, UCS forces a refresh of the contact data before applying the update.

Note that UCS applies REST API operations to the index every three minutes unless a contact is updated using eServices API, in which case the index is updated instantly. (ESR-9945)

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### Product Documentation

[eServices](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.14.



8.5.000.12

## Universal Contact 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 Universal Contact Server.

- UCS now uses the NOLOCK select hint to improve performance when connected to a MSSQL database. (ESR-8149)
- UCS now allows HTML content in field codes while rendering a Standard Response. To enable this feature, start UCS with the `-Dsrl-field-code-allow-html=true` option. When enabled, agent's signatures that contain carriage returns will no longer be automatically replaced by HTML tag. (ESR-8045)
- UCS initialization scripts are now provided in two separate files:
  - `ucs_drop_<db>.sql`—drop all tables
  - `ucs_<db>.sql`—create all tables (ESR-7958)
- When creating, updating or deleting a Context Service profile, the core attributes are now automatically updated in the UCS Full Text Search index. This, for example, allows updating profiles with the Context Services API, and searching corresponding contacts using the Interaction Workspace quick search function. Previously, a complete index rebuild was necessary for such contact/profiles to be searchable in Full Text Search. Note that these updates are automatically applied every two minutes. (ESR-7913)
- UCS now uses the index update recovery functionality. If full text search index files are unavailable or UCS is stopped while index updates are still to be processed, those updates will be resumed as soon as files are available or UCS is restarted. (ESR-7782)
- UCS can now manage Full Text Search files locally on Primary and Backup applications. Index files no longer need to be shared on the network when the Primary and Backup are not on the same host. For more information, see [Collocated and Distributed Deployment](#) section of eService Administrator's Guide. (ESR-7256)
- The UCS queue is now long enough to handle a burst of ESP requests and respond to all of them. (ESR-7744)
- UCS now reports the `INITIALIZING` status instead of the `START_TRANSITION` status to Solution Control Server (SCS) when starting. Previously, when the `START_TRANSITION` status was reported, Solution

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
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#### Product Documentation

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Control Interface would allow sending a switchover request while the server was initializing, and could prevent UCS from starting successfully. (ESR-7740)

- UCS no longer silently discards requests when receiving bursts of more than 300 requests per second under a high load. Requests are now displayed in logs as soon as they are received instead of being buffered (ESR-7711)
- This release supports MS SQL Server 2012. (ESR-7682)
- This release supports Oracle 12c. (ESR-7680)
- This release supports Oracle 12c RAC. (ESR-7679)
- This release supports Windows 2012 Server. (ESR-7673)
- This release supports Windows Server 2012 64-bit native. (ESR-7672)

## Corrections and Modifications

This release also includes the following corrections or modifications:

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

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When using PSDK requests `ContactListGet` or `GetContacts` with the `restricted` option set to `false`, UCS will return the correct number of contacts. Previously, the PSDK requests would return twice the number of matching contacts. (ESR-7748)

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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-7797, ESR-8168)

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UCS no longer displays password fields that are defined in the options of applications in debug logs when those fields are created or updated in Configuration Server. (ESR-8144)

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UCS now correctly registers for configuration notifications when the connection to the Configuration Server is lost. Previously, UCS would fail to receive subsequent configuration updates. (ESR-8118)

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When the Configuration Server reconnects, and the `isSessionRestored()` method is set to `true`, UCS now waits for `EventHistoryLogSent` before considering that the session is fully restored. If `EventError2` is received instead, the cache is marked for reloading. (ESR-8091)

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To receive the best performance when using Context Services extensions and IDKeys with a MSSQL

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database, the Latin1\_General\_CI\_AS collation should be used. Note that existing tables should be converted to this collation manually. (ESR-8028)

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UCS can now connect to a Configuration Server that has no defined host in its application. (ESR-7940)

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The Server no longer enters a deadlock situation when a new log file is created. (ESR-7790)

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A NullPointerException is no longer displayed in logs when creating the first Person of a new AccessGroup in Configuration Server. (ESR-7868)

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UCS can now connect to Configuration Server version 7.6 (ESR-7818)

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UCS now properly archives interactions when more than 2000 non-archivable root interaction threads are older than the newer archivable interactions. (ESR-7805)

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The UCS archiving-nb-records-per-task option now takes into account values higher than 500. Previously, the archiving-nb-records-per-task option did not work as expected. (ESR-7804)

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

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

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