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# Universal Contact Server

## Known Issues and Recommendations

12/19/2025

# 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**

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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:

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## 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>**.
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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: <b>ESR-12339</b>	Found In: <b>8.5</b>	Fixed In:
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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: <b>ESR-12339</b>	Found In: <b>8.5</b>	Fixed In:
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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: <b>ESR-11537</b>	Found In: <b>8.1.000.10</b>	Fixed In: <b>8.5.200.17</b>
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To run UCS 8.5.1 on a Linux platform and connect to a Microsoft SQL server, JDK 1.7 is required.

ID: <b>ESR-10945</b>	Found In: <b>8.5.100.07</b>	Fixed In: <b>8.5.200.08</b>
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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: **ESR-8575**

Found In: **8.1.400.11**

Fixed In:

Shared and synchronized indexes are not supported in configurations where multiple UCSs are connected to the same database.

ID: **ESR-8342**

Found In: **8.5.000.12**

Fixed In:

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: **ESR-7802**

Found In: **8.1.300.12**

Fixed In:

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: **ESR-7610**

Found In: **8.1.300.12**

Fixed In:

## 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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