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# Message Server

Release Notes 8.5.x

11/28/2024

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# Message Server 8.5.x Release Note

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

This Release Note applies to all 8.5.x releases of Message Server. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## 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.

Release 8.5.1:

| Release                    | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|----------------------------|--------------|--------------|--------------|-----|-------|---------|---------|
| <a href="#">8.5.100.48</a> | 11/29/24     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.47</a> | 09/25/24     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.46</a> | 06/25/24     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.45</a> | 03/26/24     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.44</a> | 12/15/23     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.38</a> | 11/29/22     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.36</a> | 12/17/21     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.35</a> | 11/09/21     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.32</a> | 09/30/21     | General      |              |     | X     |         | X       |
| <a href="#">8.5.100.31</a> | 11/03/20     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.30</a> | 06/26/20     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.26</a> | 12/06/19     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.25</a> | 06/26/19     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.23</a> | 11/30/18     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.20</a> | 07/10/18     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.19</a> | 06/08/18     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.16</a> | 03/27/18     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.14</a> | 08/22/17     | General      |              | X   | X     | X       | X       |
| <a href="#">8.5.100.13</a> | 04/07/17     | General      |              | X   | X     | X       | X       |

| Release    | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 8.5.100.12 | 01/27/17     | General      |              | X   | X     | X       | X       |
| 8.5.100.11 | 11/04/16     | General      |              | X   | X     | X       | X       |
| 8.5.100.10 | 07/08/16     | General      |              | X   | X     | X       | X       |
| 8.5.100.09 | 06/03/16     | General      |              | X   | X     | X       | X       |
| 8.5.100.08 | 04/29/16     | General      |              | X   | X     | X       | X       |
| 8.5.100.04 | 12/22/15     | General      |              | X   | X     | X       | X       |
| 8.5.100.03 | 10/09/15     | General      |              | X   | X     | X       | X       |
| 8.5.100.02 | 04/10/15     | General      |              | X   | X     | X       | X       |
| 8.5.100.00 | 12/30/14     | General      |              | X   | X     | X       | X       |

## Release 8.5.0:

| Release    | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 8.5.000.17 | 07/01/14     | General      |              | X   | X     | X       | X       |
| 8.5.000.14 | 04/25/14     | 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 [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide*.

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

## 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*.

The following operating systems and database are no longer supported:

- AIX
- Solaris
- Windows 2008
- IBM DB2

**Discontinued As Of:** 8.5.100.32

The RHEL version 5 operating system is no longer supported.

**Discontinued As Of:** 8.5.100.14

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The following operating systems are no longer supported:

- HP-UX PA and HP-UX IPF – all versions
- AIX version 5.3
- RHEL version 4
- Solaris version 9
- Windows 2003

**Discontinued As Of:** 8.5.000.14

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The following Database Management Systems are no longer supported:

- IBM Informix – all versions
- Sybase – all versions

**Discontinued As Of:** 8.5.000.14

---

Management Framework-related configuration and deployment wizards are no longer supported.

**Discontinued As Of:** 8.5.000.14

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## Known Issues

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

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

## Related Resources

For additional information about Message Server, see the following documentation:

- The documentation related to this software is available from the [Management Framework](#) page.
  - The [Framework Deployment Guide](#) provides details about installing and configuring Message Server.
-

- The [Framework](#) 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 Framework components.

Release Notes for other Genesys components are available [here](#).

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# Known Issues and Recommendations

## Message Server

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

---

On Windows, PostgreSQL DB client may terminate unexpectedly or operate incorrectly if any of the environment variables used by PostgreSQL to locate files on the filesystem are provisioned without proper escaping of "\" character. Make sure you provision the Windows paths according to the PostgreSQL documentation. For more details, see [PostgreSQL Databases](#).

---

On Linux, Message server using Microsoft ODBC driver does not connect to the MS SQL database while using Data Source Name (DSN).

|                       |                             |                             |
|-----------------------|-----------------------------|-----------------------------|
| ID: <b>MFWK-21493</b> | Found In: <b>8.5.100.16</b> | Fixed In: <b>8.5.100.25</b> |
|-----------------------|-----------------------------|-----------------------------|

---

On Linux, Message Server is currently using Microsoft ODBC 13.X driver for direct connections to MS SQL database. This restricts the use of non-ASCII characters when working with databases that have non-Unicode native codepages. For more details on the restrictions, see the Microsoft documentation for the specified driver version.

|                       |                             |           |
|-----------------------|-----------------------------|-----------|
| ID: <b>MFWK-20771</b> | Found In: <b>8.5.100.16</b> | Fixed In: |
|-----------------------|-----------------------------|-----------|

---

Message Server might not work properly in environments with License Reporting Manager (LRM) 8.5 when a large entitlement file is used.

**Workaround:** To ensure that Message Server works properly in this scenario, do not deploy LRM and install Framework with no dependency on LRM, as recommended in the Known Issues section of the [Configuration Server Release Note](#).

|                       |                             |           |
|-----------------------|-----------------------------|-----------|
| ID: <b>MFWK-21493</b> | Found In: <b>8.5.100.16</b> | Fixed In: |
|-----------------------|-----------------------------|-----------|

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Message Server might not work properly if it is being used in multi-threaded mode.

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**Workaround:** For Message Server 8.5.100.02, do not enable multi-threaded mode. For previous versions of Message Server 8.5, disable multi-threaded mode by setting the environment variable **GCTI\_MS\_CONN\_STARTUP\_DEFAULT** to 1 (one) before starting Message Server.

ID: **MFWK-16648**Found In: **8.5.100.02**

Fixed In:

When Message Server loses its connection with the Log Database, it tries to reconnect a few times. If these attempts are unsuccessful, it stops trying. Likewise, if the connection recovers another way, Message Server does not connect to the database.

ID: **MFWK-16523**Found In: **8.5.100.00**Fixed In: **8.5.100.02**

When Message Server is running on UNIX and is configured to connect directly to the DBMS (the default behavior), if it experiences connectivity issues with the DBMS, it might generate zombie (defunct) dbclient processes when trying to reconnect. The longer the Message Server is unable to reconnect to the DBMS, the more zombie (defunct) processes are created and consuming memory.

**Workaround:** To remove the zombie (defunct) processes, stop the main Message Server process.

**Recommendation:** Genesys strongly recommends that you restart Message Server if it is unable to connect to the DBMS for a long period of time. This avoids the creation of a large number of zombie (defunct) processes consuming memory.

ID: **MFWK-16271**Found In: **8.5.000.14**Fixed In: **8.5.100.00**

The logs of the backup Message Server might contain one or more error messages similar to this:

```
FDEPollQueue.cpp:50 FDEPollQueue::OnEventMaskSet epoll_ctl returned error - badf, 9.
```

You can safely ignore these messages; they do not affect the functionality of the backup or primary Message Server.

ID: **MFWK-15771**Found In: **8.5.000.14**Fixed In: **8.5.100.10**

The Application metadata for Management Framework Application Templates contains an incorrect spelling of the **message\_format** option. The correct spelling is **message-format**. The option will not take effect for Application objects created from one of these templates unless the spelling is changed.

**Workaround:** Manually update the name of the application option, either in the Application Template object itself, or in the Application objects created from the template.

ID: **MFWK-15683**Found In: **8.5.000.14**Fixed In: **8.5.000.17**

If Message Server is used with an MS SQL Log Database, and UTF8 is enabled, binding mode must be disabled. Otherwise, log messages might not be written to the Log Database properly.

ID: **MFWK-15679**Found In: **8.5.000.14**Fixed In: **8.5.000.17**



If both servers of an HA pair are located on a single host, and if you configure Client-side Port settings (the **port** and **backup-port** options) for the connection to Message Server from the primary server, these options are automatically propagated to the corresponding backup server. As a result, after switchover, the backup server cannot connect to Message Server. In the case of Configuration Server or Solution Control Server, the connection is established, but only after 5 to 10 minutes.

**Workaround:** Locate the backup server on a different host than the primary server, or manually change the Client-side Port settings for the backup server.

|                       |                             |           |
|-----------------------|-----------------------------|-----------|
| ID: <b>MFWK-13789</b> | Found In: <b>8.1.200.06</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 8.5.1

## Message Server Release Notes

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

8.5.100.48

## Message Server Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 11/29/24     | General      |              |     | X     |     |         | X       |

### What's New

This release contains the following new features and enhancements:

- Message Server now supports PostgreSQL 16. For more details, refer [Framework Supported Database/DB Clusters Table](#) in the **Genesys Supported Operating Environment Reference Manual**. (MFWK-25062)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.48.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Message Server](#)

[Genesys Products](#)

[List of Release Notes](#)

8.5.100.47

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 09/25/24     | 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:

On the Windows and Linux platform, the MS SQL dbclient (dbclient\_msql\_64) that is located in the Message Server's **dbclient\_next** folder can load the ODBC driver version 18 to connect to MS SQL Server 2022 or later. For more details, refer [Framework Supported Database/DB Clusters Table](#) in the **Genesys Supported Operating Environment Reference** Manual. (MFWK-24944)

### Product Documentation

[Message Server](#)

[Genesys Products](#)

[List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.47.

8.5.100.46

## Message Server Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 06/25/24     | 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:

---

On the Linux platform, the MS SQL dbclient (dbclient\_msqli\_64), located in the Message Server's **dbclient\_next** folder can load the ODBC driver version 18 to connect to MS SQL Server 2019 or later. (MFWK-24971)

---

#### Product Documentation

[Message Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.46.

8.5.100.45

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 03/26/24     | General      |              |     | X     |     |         | X       |

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

TLS 1.3 is now supported in Management Layer (ML) components running on Windows 11 and Windows Server 2022. (MFWK-24775)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Message Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.45.

8.5.100.44

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

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

### What's New

This release contains the following new features and enhancements:

- Supports Red Hat Enterprise Linux 9. (MFWK-24658)
- Support for PostgreSQL 13 client software on Linux and Windows.
  - This version of **dbclient\_postgre** file is provided in the **dbclient\_next** subfolder. During installation, take a backup of the default version (PostgreSQL 12 client) of the **dbclient\_postgre** file from the default installation folder and replace it with the **dbclient\_postgre** file from the **dbclient\_next** folder, and then restart the application.

See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems and databases.

(MFWK-24657)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Message Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.



## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.44.

8.5.100.38

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 12/14/22     | General      |              |     | X     |     |         | X       |

### What's New

This release contains the following new features and enhancements:

- Message Server binary images and installation package have been digitally code signed.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Management Framework](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

The thread related options “thread\_mode” and “thread\_pool\_size” have been removed from the message server application template. As they were already removed from the configuration guide. (MFWK-24043)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.38.

8.5.100.36

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 12/17/21     | General      |              |     | X     |     |         | X       |

### What's New

This release includes the following new features and enhancements:

- Support for Oracle Database 19c Client. See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (MFWK-23855)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.36.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Management Framework](#)

[Genesys Products](#)

[List of Release Notes](#)

8.5.100.35

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 11/09/21     | General      |              |     | X     |     |         | X       |

### What's New

This release includes the following new features and enhancements:

- Support for PostgreSQL 13. See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-23438)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.35.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Management Framework](#)

[Genesys Products](#)

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8.5.100.32

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 09/30/21     | General      |              |     | X     |     |         | X       |

### What's New

- Support for Oracle Database 18c Client. See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-23720)
- Message Server no longer supports IBM DB2. See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (MFWK-23473)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.32.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Management Framework](#)

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8.5.100.31

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/03/20     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- From August 11, 2021, Message Server supports PostgreSQL 12. See the [Framework](#) 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. (MFWK-23537)

### Resolved Issues

This release contains the following resolved issues:

When processing a string during UTF8 to UCS2 conversion, mssql dbclient no longer adds an extra byte. (MFWK-23202)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Management Framework](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.31.



8.5.100.30

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/26/20     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- Message Server supports:
  - Oracle 19c database with Oracle client 12.x. You can choose to use the alternative version of Oracle client as described in the [Database Connectivity Guide](#).
  - Oracle 19c RAC database. See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.  
(MFWK-22454)
- Support for the Red Hat Enterprise Linux AP 8 and virtualization (KVM) in Red Hat 8 operating system. See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (MFWK-22397)
- Support for MS SQL Server 2019 on Windows and Linux, and with optional use of ODBC 13 client on Windows. See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (MFWK-21777)

### Helpful Links

#### Releases Info

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

#### Product Documentation

#### [Management Framework](#)

#### Genesys Products

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## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.30.

8.5.100.26

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/06/19     | General      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

When working with large data sets, MS SQL dbclient now reallocates memory properly during the data binding process if the data buffer size is within a valid range (non-negative integer). In addition, the Required size of memory log message prints a correct value. Previously in this scenario, the memory reallocation process failed and the log message printed a larger value than the original memory size. (MFWK-22307)

---

### Helpful Links

#### Releases Info

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.26.

8.5.100.25

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/26/19     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- As of 07/30/2019, Message Server supports the Microsoft Hyper-V Server 2019 virtualization platform. (MFWK-21881)
- Support for the Windows Server 2019 operating system. (MFWK-21880)  
See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported virtualization platforms and operating systems.
- On Linux and Windows, Message Server now supports SQL Server Authentication to connect to an MS SQL Database by using Data Source Name (DSN). See the [Microsoft SQL Server Databases](#) page in the *Framework Database Connectivity Reference Guide* for more detailed information about SQL Server Authentication. (MFWK-21493)

### Helpful Links

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.25.

8.5.100.23

## Message Server Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/30/18     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new feature or enhancement:

- Support for the following operating systems. See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
  - Oracle Linux 7 with Unbreakable Enterprise Kernel (UEK) 4.x
  - SUSE Linux Enterprise 12
- As of 04/26/19, Message Server supports Oracle 18c database with Oracle client 12.x. You can choose to use the alternative version of Oracle client as described in the [Database Connectivity Guide](#).
- As of 05/28/2019, Message Server supports Oracle 18c RAC database.  
See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.23.



8.5.100.20

## Message Server 8.5.x Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/10/18     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features or enhancements:

- Starting with this release, there are no Visual Studio redistributable packages associated with Visual Studio 2005 (or prior Visual Studio releases) for 64-bit executables.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.20.

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8.5.100.19

## Message Server 8.5.x Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/08/18     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features or enhancements:

- Support of MS SQL Always On with MultiSubnet Listener for disaster recovery and business continuity scenarios involving the Centralized Log Database. This support is enabled using the following configuration option, set in the Annex of the Log Database Access Point:

**[default]**

**mssql-multisubnet**

Default Value: No

Valid Values: Yes, No

Changes Take Effect: At restart of Message Server

Enables multisubnet failover using MS SQL Server 2016 and later for disaster recovery and business continuity scenarios involving the Centralized Log Database. When set to Yes, subnet failover is supported; when set to No, subnet failover is not supported.

For more information about this feature and the new option, refer to **MS SQL Always On with MultiSubnet Listener** in the *Framework Database Connectivity Reference Guide*.

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- To support MS SQL Server Native Client 11.0 on Windows, an alternate version of the **dbclient\_mysql** file is provided in the **dbclient\_next** subfolder. During installation, you must take a backup of the default version of the **dbclient\_mysql** file from the default installation folder and replace it with the **dbclient\_mysql** file from the **dbclient\_next** folder, and then restart the application.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.19.

8.5.100.16

## Message Server 8.5.x Release Notes

**9.x Message Server** is part of 9.x starting in **8.5.100.14**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 03/27/18     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features or enhancements:

- Support for the following new DBMS vendor clients. See the [Framework](#) page of the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.
  - Microsoft SQL client software on Linux and Windows with support for MS SQL Server 2017
  - Oracle 12.1 client software on Linux and Windows
  - Oracle 12c R2 and Oracle 12c R2 RAC databases on Linux and Windows
  - PostgreSQL 10.1 client software on Linux and Windows

Refer to the DBMS-specific topic in the [Environment Settings](#) section of the [Framework Database Connectivity Reference Guide](#) to use the alternate dbclient.

### Helpful Links

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.16.

8.5.100.14

## Message Server 8.5.x Release Notes

**9.x** This is the first 9.x release of **Message Server**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/22/17     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features or enhancements:

- Support for the Windows 2016 64-bit operating system.
- As of 9/26/17, Message Server supports the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the [Virtualization](#) page of the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported virtualization platforms.
- On 12/22/17, Build 2 was released that supports the CentOS Linux 7 operating system. Customers who obtained this software release prior to this December date and need support for CentOS Linux 7 must download Build 2 from the Genesys Software Download website.

See the Framework page of the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information.

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### Resolved Issues

This release contains the following resolved issues:

---

If a port is changed from secured to unsecured, or from unsecured to secured, Message Server now starts the new port automatically. Previously in this scenario, Message Server did not restart the port automatically, and Message Server had to be restarted manually to start the port. (MFWK-18406)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.14.

8.5.100.13

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/07/17     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- **Bootstrap logging:** You can now specify an initial logging configuration when starting Message Server from the command line. This provides logs to assist you in troubleshooting startup and connectivity issues that occur before Message Server loads its log configuration from the Configuration Database.
- **Secure Connections to PostgreSQL Databases:** You can now configure secure connections between Message Server and PostgreSQL databases. Refer to the [Environment Settings](#) section of the Framework Database Connectivity Reference Guide.
- Support for MS SQL Server 2016 database. See the Framework page of the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.

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### Resolved Issues

This release contains the following resolved issues:

---

Message Server can now establish a simple or mutual TLS connection with another Message Server. You must restart a Message Server if any security parameter is added or modified. (MFWK-18237)

---

Message Server no longer terminates unexpectedly if more than one thread is trying to access a critical shared resource. Message Server now synchronizes threads to ensure that only one thread accesses the resource at the same time. (MFWK-18099)

---



## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.13.

8.5.100.12

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 01/27/17     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new feature or enhancement:

- Message Server can now use Windows Authentication to access an MS SQL Log Database. To implement this, refer to step 3 of [Deploying Message Server](#).

### Resolved Issues

This release contains the following resolved issues:

When Message Server is connected directly to the Log Database (**dbthread=true**), another client connecting to the internal port used for communication between Message Server and its database client processes might cause an exception that forces the database client to disconnect. With this version, the database client stays connected when an exception is received on the internal port from any client other than the database client. (MFWK-18142)

HA Message Servers that are configured to access the Log Database directly (**dbthread=true**) now handle future LCA requests properly, even after they experience several cycles of disconnecting from, and reconnecting to, their databases. Previously in this scenario, the servers sometimes ended up ignoring LCA requests (for example, ignoring a switchover request sent by LCA from Solution Control Server). (MFWK-16648)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.12.

8.5.100.11

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/04/16     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new feature or enhancement:

- **New and modified scripts for initializing Log Database:** A new Message Server script, **drop\_tables\_<DBMS>.sql** drops existing tables and procedures. The existing Log Database initialization scripts, **init\_<DBMS>.sql** and **init\_multilang\_<DBMS>.sql**, no longer drop existing tables and procedures. Run **drop\_tables\_<DBMS>.sql** before running the initialization scripts if you have to re-initialize an existing Log Database.

### Helpful Links

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### Resolved Issues

This release contains the following resolved issues:

---

When connecting directly to the Log Database without using DB Server, Message Server can now use a Database Access Point (DAP) that does not have a configured host or port. Previously in this scenario, Message Server had to use a DAP configured with host and port set to any value (valid or invalid). (MFWK-17735)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.11.

8.5.100.10

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/08/16     | General      |              | X   | X     | X       | X       |

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Message Server no longer terminates unexpectedly if negative message-ID values are set in the **db-filtering** option. Now, the negative values are ignored and other non-negative message-ID values are processed normally. (MFWK-17420)

---

The logs of the backup Message Server no longer contain any error messages similar to this:

```
FDEPollQueue.cpp:50 FDEPollQueue::OnEventMaskSet epoll_ctl returned error - badf, 9.
```

Previously, Message Server generated and logged these messages, but because they did not affect the functionality of the backup or primary Message Server, they were ignored. (MFWK-15771)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.10.

### Helpful Links

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8.5.100.09

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/03/16     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new feature or enhancement:

- Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system. See the [Supported Operating Environment: Framework](#) page for more detailed information and a list of all supported operating systems.

### Helpful Links

#### Releases Info

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### Resolved Issues

This release contains the following resolved issue:

The number of the Genesys Security Pack version that has been loaded now appears in the header of the log indicating that a secure connection has been enabled between Message Server and the application. If a secure connection is not enabled or not required, the version number does not appear. (MFWK-17117)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.09.

8.5.100.08

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/29/16     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new feature or enhancement:

- Support for MS SQL Server 2014 database. See the [Supported Operating Environment: Framework](#) page for more detailed information and a list of all supported databases.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.08.

### Helpful Links

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8.5.100.04

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/22/15     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new feature or enhancement:

- To simplify troubleshooting of secure connections, Message Server now offers additional logging of the secure connection establishment phase when used with Security Pack 8.5.100.06 or newer.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.04.

### Helpful Links

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8.5.100.03

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 10/09/15     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- Instructions for upgrading Message Server to release 8.5 and later have been completely rewritten in a more concise and clearer manner. Refer to the [Framework Migration Guide](#).

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.03.

### Helpful Links

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- [8.5.x Product Alert](#)

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8.5.100.02

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/10/15     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- **Secure connections to Oracle databases:** You can now configure secure connections between Message Server and Oracle databases. Refer to the *Environment Settings* section of the *Framework Database Connectivity Reference Guide*.
- **Default threading mode is single-threaded:** Genesys recommends that you do not change the threading mode for the current version of Message Server. Refer to the *Network Connectivity* section of the *Framework Deployment Guide* for more information.

### Helpful Links

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### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.02.

8.5.100.00

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/30/14     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- The **enable-thread** option in the **[log]** section of the Message Server Application Template options is now set to the default value (false). If you want to use the log throttling feature with Message Server, you must explicitly change the value of this option.

### Resolved Issues

This release contains the following resolved issue:

When Message Server is running on UNIX and is configured to connect directly to the DBMS (the default behaviour), it no longer generates zombie (defunct) dbclient processes when it is having connectivity issues with the DBMS.

Previously in this scenario, Message Server sometimes experienced connectivity issues with the DBMS and generated zombie (defunct) dbclient processes when it tried to reconnect. The longer Message Server was unable to reconnect to the DBMS, the more zombie (defunct) processes were created, consuming memory. The only way to solve the problem was to stop the main Message Server process. (MFWK-16271)

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.00.

# Release 8.5.0

## Message Server Release Notes

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

8.5.000.17

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/01/14     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- On UNIX platforms, Message Server can now specify the protocol to be used to secure its connections, by using the new configuration option **sec-protocol**. Security Pack 8.5.000.03 is required for this functionality to work properly. Refer to the *Security Pack on UNIX 8.5 Release Note* for more information about this option and how to use it.

### Resolved Issues

This release also includes the following resolved issues:

The spelling of the **message-format** option has been corrected in the Application metadata of the Message Server Application Template. Previously, this option was spelled incorrectly, and you had to manually update it, either in the Application Template object itself, or in the Application objects created from the template. (MFWK-15683)

If Message Server is used with an MS SQL Log Database, and UTF8 is enabled, binding mode must be disabled. Otherwise, log messages might not be written to the Log Database properly. (MFWK-15679)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.17.

8.5.000.14

## Message Server 8.5.x Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/25/14     | General      |              | X   | X     | X       | X       |

### What's New

This release contains the following new features and enhancements:

- Throttling can be applied to log outputs, including the Centralized Log, to prevent a log queue from growing to a size that could impact normal operation of an application.
- DB Server is no longer required for access to the Log Database.
- Some log events have been updated to provide extended application information.
- Message Server supports new versions of Database Management Systems and a new virtualization platform. Refer to the [Genesys Supported Operating Environment Guide](#) for more information.

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### Resolved Issues

This release also includes the following resolved issues:

Message Server now properly handles log messages containing strings longer than 255 characters. The long string is truncated and written into the Log Database. Previously, when these long strings were encountered, Message Server sometimes received an error from the DBMS, and log insertion into the database failed. (MFWK-15608)

TLS connections to a Genesys server running Windows no longer fail if the security certificate is generated using a tool other than Windows certificate services and then manually imported into Windows. Previously, if you used something other than Windows certificate services and manually generated the certificate, the **CERT\_TRUST\_REVOCATION\_STATUS\_UNKNOWN** validation error



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was generated, and the TLS connection to the Genesys server failed. (MFWK-14166/ER# 324547671)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.14.