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# Web Services and Applications

Known Issues and Recommendations

12/19/2025

# Known Issues and Recommendations

## Web Services and Applications

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Web Services and Applications. 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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**Limitation:** Starting with Chrome version 64, the following HTML features won't work for the web applications integration based on IFRAME if they are in a different domain from Workspace Web Edition:

- Geolocation (getCurrentPosition and watchPosition)
- Midi (requestMIDIAccess)
- Encrypted media extensions (requestMediaKeySystemAccess)
- Microphone, Camera (getUserMedia).

If one of these features is required, use one of the following solutions:

- Use a Web Server in front of Workspace Web Edition and the web application to be exposed to the same domain.
  - Use the EXTERNAL mode instead of the INTERNAL mode to display the related web application in a pop-up window.
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## Workspace Web Edition

**Recommendation:** To ensure that agent login remains secure, Genesys recommends that you disable the following browser features for Workspace users: Auto-complete (autofill) and Password Manager (remember password or remember me). For more information about this recommendation, refer to [Login Security](#).

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**Limitation:** Genesys Knowledge Center 9 is not supported.

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**Limitation:** If an agent closes his or her browser or if the browser crashes with a released voice interaction still open, it will remain in the In Progress state. It is not yet possible to apply Done to voice interactions in the History view.

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**Limitation:** Mozilla Firefox 58 introduced the Background Tabs Throttling feature that reduces the availability of CPU cycles to 1% for web applications in tabs that are not currently in focus or if the browser is minimized.

This feature can cause real-time disconnection of interactions (calls) and can cause notifications of incoming interactions to be delayed. If the tab does not have the focus for a long time, Workspace might consider the session to be down.

### Workarounds:

- Disable the feature in Firefox using the following procedure:
    1. Enter `about:config` in the address bar and press **Enter** to launch the Firefox application preferences page.
    2. Click the I accept the risk! button to dismiss the warning message.
    3. Enter `dom.timeout.enable_budget_timer_throttling` in the search bar to find the timer throttling option.
    4. Double-click `true` in the **Value** column to change the preference setting to `false`.
    5. Restart your browser and log back in to Workspace.
  - Or, agents must open Workspace in a separate browser window without any other tabs open and never minimize the window. There is no issue if this browser window is in the background;
  - Or, agents should use a browser other than Firefox.
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**Limitation:** Google Chrome 57 introduced the Background Tabs Throttling feature that reduces the availability of CPU cycles to 1% for web applications in tabs that are not currently in focus or if the browser is minimized.

This feature can cause real-time disconnection of interactions (calls) and can cause notifications of incoming interactions to be delayed. If the tab does not have the focus for a long time, Workspace might consider the session to be down.

### Workarounds:

- Disable the feature in Chrome by adding **--disable-background-timer-throttling** to the command line when launching Chrome: `"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --disable-background-timer-throttling`
  - Or, agents must open Workspace in a separate browser window without any other tabs open and never minimize the window. There is no issue if this browser window is in the background;
  - Or, agents should use a browser other than Chrome.
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**Limitation:** When an agent puts an inbound email in a workbin after a pull, the event generated on

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Service Client API is a Removed event with state = COMPLETED instead of SAVED\_IN\_WORKBIN.

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**Limitation:** If a supervisor is monitoring an agent who is logged in on a different site and leaves a monitored call, the supervisor will be added back to the call if the monitored agent puts the call on hold and then retrieves the call.

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**Limitation:** If you are using UCS 8.5.200.08 or lower, you might experience performance issues with Workspace. Genesys recommends that you upgrade to the latest version of UCS.

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**Limitation:** For both new and reply outgoing email interactions, the ";" character should not be used at the end of an email address in the To, Cc, nor Bcc fields. The **To**, **Cc**, and **Bcc** buttons in the outgoing email interaction window cannot be used to add the email address of an existing contact.

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From a workbin, a Twitter interaction cannot be marked as Done.

ID: <b>HTCC-31577</b>	Found In: <b>8.5.202.81</b>	Fixed In:
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When a Chat API request results in one or more CometD notification(s), the HTTP response and/or the CometD notifications might not include **referenceId**. If this happens, it is impossible to link notifications with the request.

ID: <b>HTCC-30874</b>	Found In: <b>8.5.202.71</b>	Fixed In: <b>8.5.202.79</b>
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The **My Agents** view is displayed in English instead of being localized when the Workspace URL contains "?lang=<selectedLanguage>".

ID: <b>HTCC-30653</b>	Found In: <b>8.5.202.65</b>	Fixed In: <b>8.5.202.66</b>
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In release 8.5.202.63, the Login page and the **About Workspace** dialog box display the version 8.5.202.62 instead of 8.5.202.63.

ID: <b>HTCC-30603</b>	Found In: <b>8.5.202.63</b>	Fixed In: <b>8.5.202.64</b>
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Workspace can become stuck for consulted agents if the consulting agent marks the chat as Done while the consultation chat is still active.

### Workarounds:

- The consulted agent should refresh their browser to make the Mark Done button become available to close the consultation chat.
- To prevent this scenario, the consulting agent should end the consultation chat before ending the chat with the contact.

ID: <b>HTCC-30244</b>	Found In: <b>8.5.202.50</b>	Fixed In: <b>8.5.202.63</b>
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It is not possible to filter a Standard Responses search based on the categories specified by the `standard-responses.categories` option. Workspace does not take this option into account.

ID: <b>HTCC-29406</b>	Found In: <b>8.5.202.23</b>	Fixed In:
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If a supervisor who is monitoring more than one agent stops monitoring one of the agents, monitoring of all the other agents is also stopped and the supervisor stops receiving monitoring notices.

ID: <b>HTCC-30952</b>	Found In: <b>8.5.202.04</b>	Fixed In: <b>8.5.202.79</b>
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The **Mark Done** button is disabled intermittently for interactions that are created by redialing the hung up participant.

**Workaround:** Refreshing the browser enables the **Mark Done** button and you can mark the interaction as complete.

ID: <b>HTCC-28749</b>	Found In: <b>8.5.202.04</b>	Fixed In: <b>8.5.202.23</b>
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If Genesys Softphone is stopped and restarted while an agent is logged in, the agent is warned that the connection has been lost by the following message: "Connection to the Softphone lost. Trying to reconnect...". In this scenario, the connection is never reestablished; the agent must reload the browser page to reestablish the connection.

ID: <b>HTCC-28290</b>	Found In: <b>8.5.201.92</b>	Fixed In: <b>8.5.202.04</b>
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In a Disaster Recovery environment, when an agent tries to log in using Genesys Softphone and both the Preferred SIP Server and Peer SIP Server are down, the login fails as expected; however, once one of the SIP Server is started and the agent is able to log in from the same session, then, at logout time, the Genesys Softphone is not unregistered. This prevents another agent or the same agent from logging in to a different Place afterwards. The login fails. Genesys Softphone should be restarted to make logins possible.

ID: <b>HTCC-28242</b>	Found In: <b>8.5.201.92</b>	Fixed In: <b>8.5.202.04</b>
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To use Microsoft Edge for Windows 10 with Genesys Softphone and Genesys Interaction Recording (GIR) Screen Recorder, you must disable loopback for Edge. You can accomplish this by executing the following command to disable loopback for Edge (this requires admin rights): `CheckNetIsolation LoopbackExempt -a -n="Microsoft.MicrosoftEdge_8wekyb3d8bbwe"`

ID: <b>HTCC-28236</b>	Found In: <b>8.5.201.92</b>	Fixed In: <b>8.5.202.04</b>
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The interaction duration timer that is displayed in the toolbar of chat interactions now starts when the interaction is accepted by an agent. Previously, the timer started when the interaction entered the queue.

ID: <b>HTCC-27707</b>	Found In: <b>8.5.201.81</b>	Fixed In: <b>8.5.202.04</b>
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When the value of the `login.workmode` option is set to `auto-in` or `manual` and the value of the `agent-status.ready-workmode` option is set to `unknown`, no workmode is applied to the agent state if the agent logs in during the agent session from the Main menu (global state) or the My Channels tab.

ID: <b>HTCC-27130</b>	Found In: <b>8.5.201.76</b>	Fixed In:
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In a blended environment (eServices media (email, chat, Facebook, Twitter, workitems) plus voice), if an agent logs in while the voice T-Server is down, the voice channel might not become available for the agent when the T-Server connection is restored. If this occurs, the agent should log out and log in again to enable the voice.

ID: <b>HTCC-27103</b>	Found In: <b>8.5.201.76</b>	Fixed In:
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Facebook comments cannot be placed into the draft workbin.

ID: <b>HTCC-26906</b>	Found In: <b>8.5.201.68</b>	Fixed In: <b>8.5.201.76</b>
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When an agent receives an interaction notification and a toast native to the browser is displayed on top of the Workspace notification, the agent can no longer close it by clicking on it.

**Workaround:** To close it, the agent must click the x button on the top right corner of the toast, or click on Workspace to give it the focus.

ID: <b>HTCC-26894</b>	Found In: <b>8.5.201.68</b>	Fixed In: <b>8.5.201.76</b>
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For Internet Explorer 10 and 11 with protected mode enabled, if an agent clicks an attached data hyperlink that is set up as a named target, Internet Explorer opens the target of the link in a new window or tab.

**Workaround:** add Web Services and Applications and the linked website to the list of trusted sites because Protected mode is disabled by default for trusted sites. This gives the same integrity level to both sites (refer to: [https://msdn.microsoft.com/library/ms534659\(v=vs.85\).aspx](https://msdn.microsoft.com/library/ms534659(v=vs.85).aspx)).

ID: <b>HTCC-26857</b>	Found In: <b>8.5.201.68</b>	Fixed In:
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In environments where agents are set up to handle only workitem interactions, agent cannot answer ringing interactions unless you enable the "api-ucs-voice" feature in the Web Services and Applications API

ID: <b>HTCC-26526</b>	Found In: <b>8.5.201.61</b>	Fixed In: <b>8.5.201.68</b>
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The Service Client API does not support the EXTERNAL mode with Microsoft Internet Explorer.

ID: <b>HTCC-25211</b>	Found In: <b>8.5.201.61</b>	Fixed In:
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Partial login is not supported for agents who are configured for multiple multimedia channels. For example, if an agent is set up to handle chat and email interactions, but there is no chat license

available, login will fail for both chat and email.

ID: <b>HTCC-25132</b>	Found In: <b>8.5.201.61</b>	Fixed In:
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During call monitoring, if the external party releases the call first, the remaining participants (agent and supervisor) might see "Call Number Unidentified" in Workspace Web Edition instead of the phone number.

ID: <b>HTCC-27367</b>	Found In: <b>8.5.201.50</b>	Fixed In: <b>8.5.202.23</b>
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Facebook private messages cannot be handled beginning with the 8.5.201.50 release of Workspace.

ID: <b>HTCC-26731</b>	Found In: <b>8.5.201.50</b>	Fixed In: <b>8.5.201.92</b>
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The voicemail bell/tone does not play when a new voicemail is received.

ID: <b>HTCC-23603</b>	Found In: <b>8.5.201.41</b>	Fixed In: <b>8.5.201.50</b>
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Case Data can no longer be removed from a Chat interaction after the Chat has been released and a Disposition has been applied.

ID: <b>HTCC-22266</b>	Found In: <b>8.5.201.29</b>	Fixed In: <b>8.5.201.41</b>
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In Team Communicator and the **My Agents** tab, the Not Ready state is displayed instead of Do Not Disturb when a channel is set to Do Not Disturb.

ID: <b>HTCC-20908</b>	Found In: <b>8.5.201.18</b>	Fixed In:
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During chat consultations, if the consultation is cancelled by using the hyperlink in the transcript or by time-out, the same consultation target cannot be used again during the chat session.

**Workaround:** The agent should refresh the browser.

ID: <b>HTCC-19703</b>	Found In: <b>8.5.201.09</b>	Fixed In: <b>8.5.201.18</b>
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In the **My Agents** tab, the **In Call** status filter does not work for chat and email.

ID: <b>HTCC-19547</b>	Found In: <b>8.5.201.09</b>	Fixed In: <b>8.5.201.18</b>
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If an agent sets his or her status on the chat or email channels to Do Not Disturb from Not Ready, and then a Team Lead or Supervisor, using the **My Agents** tab, sets the agent's state to Ready, the channel is displayed as Ready to the agent, even though it is still in the Do Not Disturb state on the system.

ID: <b>HTCC-19405</b>	Found In: <b>8.5.201.09</b>	Fixed In: <b>8.5.201.18</b>
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If an agent sets his or her status to Do Not Disturb from Ready, a Team Lead or Supervisor using the **My Agents** tab cannot change the agent state to Ready, and does not receive a warning message to describe why the agent state remains as Not Ready.

ID: <b>HTCC-19402</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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When a Team Lead or Supervisor uses the **My Agents** tab to end an Agent session, unsaved information on the Agent side is lost.

ID: <b>HTCC-19394</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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If the value of the `intercommunication.voice.consultation-enabled` option is set to empty, the Consultation button is incorrectly not displayed, even if the Instant Messaging feature is enabled.

ID: <b>HTCC-17634</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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The 'interaction.setUserData' method from the Service Client API rejects the full operation when a key that does not match the constraints of the 'service-client-api.user-data.write-allowed' option is encountered. The error message reflects only the first mismatch; no other mismatches are checked.

ID: <b>HTCC-16114</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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Workspace Web Edition limits interaction queue supervision to email media; supervisors can't perform actions on chat interactions.

ID: <b>HTCC-14719</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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On search, Team Communicator shows non-agent users and disabled users as agents and doesn't take disabled flags from Configuration Server into account.

ID: <b>HTCC-14166</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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The underscore character ("\_") is not recognized as a tokenizer in Team Communicator searches for agents, interaction queue, routing point and skill targets. The text after this character isn't searchable directly, you need to set also the first part. For example, to search for the "My\_Routing" routing point, the agent must enter "My\_" or "My\_R", if only "Rout" is used, the routing point will not be found.

ID: <b>HTCC-11594</b>	Found In: <b>8.5.201.09</b>	Fixed In: <b>8.5.201.68</b>
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Sometimes, the list of Responses may be empty or incomplete, the agent has to re-try the access late. This issue can occur after the server startup.

ID: <b>HTCC-11109</b>	Found In: <b>8.5.201.09</b>	Fixed In: <b>8.5.201.29</b>
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The <\$ Agent.Signature \$> field code is not supported for Standard Responses. If it is present in a Standard Response, it will be just replaced by the full name of the agent on insert.



ID: <b>HTCC-10728</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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Workspace Web Edition does not support (it will not use or show) the display name of Interaction Queue objects.

ID: <b>HTCC-9514</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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An agent cannot edit place at login if the Genesys Web Services API was used to provision users or a default place was set for agents.

ID: <b>HTCC-6252</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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When a call is conferenced to an agent, the phone number of the customer is not displayed in the interaction bar of the agent who accepts the conference; instead, the phone number of the agent who initiated the conference call is displayed.

ID: <b>HTCC-4484</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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## Web Services API

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**Limitation:** In some environments, interactions with media type **Facebook** might not be delivered to agents. When the issue occurs, the status of the agent for the Facebook media channel is forcefully changed from **Ready** to **Expired** as the agent hasn't responded to the invite to the interaction. To resolve this issue, contact Genesys Customer Care for a workaround.

ID: <b>HTCC-31822</b>	Found In: <b>8.5.202.91</b>	Fixed In:
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**Limitation:** The moving of objects between folders in Configuration Server is not supported.

**Workaround:** If an object must be in a different folder, delete the object and recreate it in the correct folder.

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Genesys Web Services and Applications must be restarted if the SIP Server/T-Server listening port was changed in Configuration Server.

ID: <b>HTCC-31221</b>	Found In: <b>8.5.202.77</b>	Fixed In:
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In release 8.5.202.63, the logs display the version 8.5.202.62 instead of 8.5.202.63.

ID: <b>HTCC-30306</b>	Found In: <b>8.5.202.63</b>	Fixed In: <b>8.5.202.64</b>
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During cross-site coaching, the supervisor party is not included after a coaching call is transferred.

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ID: <b>HTCC-29009</b>	Found In: <b>8.5.202.59</b>	Fixed In:
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If a supervisor is coaching an agent who is logged in on a different site and handles a call, the Interaction Notification on the supervisor's desktop is displayed as an inbound call instead of a coaching call.

ID: <b>HTCC-29025</b>	Found In: <b>8.5.202.23</b>	Fixed In:
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If the number of requested objects is large, GWS might not return objectPath information, even if the **object\_path** parameter was provided in the API request.

ID: <b>HTCC-29257</b>	Found In: <b>8.5.201.68</b>	Fixed In: <b>8.5.202.24</b>
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The Contact Search API supports the underscore ("\_") character as a tokenizer for firstname and lastname, but not for username.

ID: <b>HTCC-26694</b>	Found In: <b>8.5.201.68</b>	Fixed In:
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When the agent monitoring API is called for an agent who is logged in to the chat, smssession, or facebooksession medias, the supervisor monitors all three media, and will join all interactions for three media.

ID: <b>HTCC-24880</b>	Found In: <b>8.5.201.46</b>	Fixed In:
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In Avaya environments, participants can be duplicated in the call party list of Outbound calls.

ID: <b>HTCC-27425</b>	Found In: <b>8.5.201.18</b>	Fixed In: <b>8.5.202.34</b>
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The Interaction.DateCreated field code is not rendered when a standard response is inserted. Use Interaction.StartDate instead.

ID: <b>HTCC-23872</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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If an agent is in the middle of handling an interaction and another separate process updates that same interaction in Universal Contact Server, any information the process adds (such as attached data or notes) is overwritten by information the agent adds.

ID: <b>HTCC-15296</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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A single agent in a contact center is unable to log in to a backup Interaction Server that is running in primary mode if a network connection to the primary Interaction Server is unavailable.

ID: <b>HTCC-8911</b>	Found In: <b>8.5.201.09</b>	Fixed In:
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## CRM Gplus Adapters

While the Adapter is open in multiple tabs in Salesforce Classic mode, dialing the hung up participant using the call back feature displays an error.

ID: **HTCC-28682**Found In: **8.5.202.04**

Fixed In:

Screenpop as a result of a chat transfer or consultation can sometime hide the Workspace Web Edition deployed as an embedded agent desktop in Salesforce Lightning Experience mode.

**Workaround:** Click the **Workspace** button to display the Workspace Web Edition again.

ID: **HTCC-28681**Found In: **8.5.202.04**

Fixed In:

If browser with the Adapter and active screen recording session is closed longer than SRS session timeout, and the Adapter is still logged on when reopened, screen recording no longer works. To restore screen recording functionality, log out, refresh browser and log back in to the Adapter.

**Workaround:** To restore screen recording functionality, log out, refresh your browser and log back in to the Adapter.

ID: **HTCC-27356**Found In: **8.5.201.76**Fixed In: **8.5.202.04**

When a user navigates to the Adapter login screen, the Adapter might continually load and the loading spinner might not disappear.

**Workaround:** Refresh the browser to correctly display the login screen.

ID: **HTCC-23474**Found In: **8.5.201.41**Fixed In: **8.5.201.92**

In scenarios where the agent's phone rings while establishing outbound SIP calls, the origin text displayed in the adapter may incorrectly show the agent's number as the destination instead of the customer.

ID: **HTCC-18409**Found In: **8.5.201.09**Fixed In: **8.5.201.18**

## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Web Services and Applications unless otherwise noted in the issue description.

There are no internationalization issues for this product.

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