# Component: IVR Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.0  08/16/12  General  8.1.001.02  05/01/14  Hot Fix  8.0.0  08/16/12  General |  | 8.1.001.02  05/01/14  Hot Fix | 7  1  7 | 8.1.001.02  05/01/14  Hot Fix | 7  1  7 |

## **Release 8.1.000.05 (08/16/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.05 | 08/16/12 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.000.08 (02/15/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.08 | 02/15/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.000.11 (06/27/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.11 | 06/27/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.000.12 (08/16/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.12 | 08/16/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.000.13 (09/20/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.13 | 09/20/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.001.01 (01/14/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.001.01 | 01/14/14 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.001.02 (05/01/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.001.02 | 05/01/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

Component: Avaya Communication Manager

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.002.03  12/21/15  Hot Fix  8.1.010.16  05/26/16  General |  | 8.1.010.43  02/16/18  General | 11  10 | 8.1.010.43  02/16/18  General | 11  10 |

## **Release 8.1.010.09 (12/21/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.09 | 12/21/15 | Hot Fix |  |  | X | X |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.16 (05/26/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.16 | 05/26/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.23 (11/10/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.23 | 11/10/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.25 (12/16/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.25 | 12/16/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.30 (03/21/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.30 | 03/21/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.33 (04/18/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.33 | 04/18/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.36 (05/04/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.36 | 05/04/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.37 (06/05/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.37 | 06/05/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.38 (08/09/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.38 | 08/09/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.40 (10/16/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.40 | 10/16/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.010.43 (02/16/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.010.43 | 02/16/18 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

Component: SIP Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.102.59  03/07/17  Hot Fix  8.1.102.69  05/23/17  Hot Fix |  | 8.1.103.00  02/21/18  Update | 33  25 | 8.1.103.00  02/21/18  Update | 33  25 |

## **Release 8.1.102.59 (03/07/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.59 | 03/07/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.60 (03/24/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.60 | 03/24/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.61 (04/11/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.61 | 04/11/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.62 (04/18/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.62 | 04/18/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.64 (04/25/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.64 | 04/25/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.65 (04/28/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.65 | 04/28/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.67 (05/05/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.67 | 05/05/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
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  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
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  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.68 (05/16/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.68 | 05/16/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.69 (05/23/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.69 | 05/23/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.70 (05/30/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.70 | 05/30/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.71 (06/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.71 | 06/06/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.72 (06/12/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.72 | 06/12/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.73 (06/21/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.73 | 06/21/17 | General |  | X | X | X | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.77 (07/14/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.77 | 07/14/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.78 (07/25/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.78 | 07/25/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.79 (08/01/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.79 | 08/01/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.80 (08/04/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.80 | 08/04/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.81 (08/15/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.81 | 08/15/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.83 (08/22/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.83 | 08/22/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.84 (09/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.84 | 09/06/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.85 (09/12/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.85 | 09/12/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.86 (09/19/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.86 | 09/19/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.88 (09/26/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.88 | 09/26/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.89 (10/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.89 | 10/06/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.90 (10/24/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.90 | 10/24/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
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  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
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  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
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  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.92 (11/07/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.92 | 11/07/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
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  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
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  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
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### **Resolved issues:**

## **Release 8.1.102.93 (11/14/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.93 | 11/14/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
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  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
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  Valid Values: false, true
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  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.94 (12/01/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.94 | 12/01/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
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  Default Value: false
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  service-type—Set to voicemail.
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  SIP Server supports the new configuration option: sip-error-overflow.
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  Valid Values: A string
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### **Resolved issues:**

## **Release 8.1.102.95 (12/13/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.95 | 12/13/17 | Hot Fix |  | X | X | X | X |

### New Features:

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  is configured with contact=::msml, SIP Server can retrieve
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  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.96 (12/20/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.96 | 12/20/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
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  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
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  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.98 (01/23/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.98 | 01/23/18 | Hot Fix |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
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  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
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  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
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  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
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  Configuration: Create a Voice over IP Service DN with the following
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  service-type—Set to voicemail.
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  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
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  SIP Server supports the new configuration option: sip-error-overflow.
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  Section: TServer
  Default Value: An empty string
  Valid Values: A string
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  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.102.99 (02/06/18)-Update**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.102.99 | 02/06/18 | Update |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
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  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
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  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
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  must be set to true to support this feature.
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  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
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  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
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  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
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  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

## **Release 8.1.103.00 (02/21/18)-Update**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.103.00 | 02/21/18 | Update |  |  | X |  | X |

### New Features:

* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
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  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
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  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
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  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
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  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**
* **When the Voice over IP Service DN with service-type=voicemail
  is configured with contact=::msml, SIP Server can retrieve
  a contact from the msml VOIP Service DN and select an active RM to which
  to send the voicemail request. (ER# 321998591)
  SIP Server now accepts the Message Waiting Indicator (MWI) subscription
  for a VoiceMailBox if the new Application-level option
  mwi-subscribe-vmb is set to true. If this option
  is not present, or is set to false, SIP Server only accepts
  MWI subscriptions for DNs.
  mwi-subscribe-vmb
  Section: TServer
  Default Value: false
  Valid Values: false, true
  Changes Take Effect: Immediately
  Specifies whether SIP Server accepts Message Waiting Indicator (MWI)
  subscriptions that are submitted for a VoiceMailBox (VMB). If set to
  true, SIP Server accepts MWI subscriptions for VMB numbers
  and for DNs. If set to false (the default), SIP Server
  accepts MWI subscriptions for only DNs.
  In addition, the mwi-implicit-notify option must be set to
  false, and the mwi-notify-unregistered-dn option
  must be set to true to support this feature.
  Note: This feature requires SIP Feature Server version 8.1.2 or
  later.
  (ER# 321087863)
  Support of SIP Voicemail for SIP Feature Server in a Business Continuity
  deployment. This feature requires SIP Feature Server version 8.1.2 or
  later. SIP Server also supports the Dial Plan feature implemented in SIP
  Feature Server. That way, the dial plan can be configured either on the
  SIP Server side (as before) or on the SIP Feature Server side. Refer to
  the SIP Feature Server 8.1.2 documentation for details.
  SIP Server supports the following Voicemail features:
  Voicemail deposit and retrieval
  Group voicemail deposit and retrieval for Agent Groups only
  SIP and T-Library MWI notifications
  Configuration: Create a Voice over IP Service DN with the following
  options:
  service-type—Set to voicemail.
  contact—Set to the FQDN of Resource Manager.
  (ER# 317155848)
  Support of Inbound voice via CUBE SBC version 15.2(4)S0b, release software (fc1). SIP endpoint’s SIP registration via CUBE SBC (registration
  pass-through) is not currently supported.
  SIP Server supports the new configuration option: sip-error-overflow.
  sip-error-overflow
  Section: TServer
  Default Value: An empty string
  Valid Values: A string
  Changes Take Effect: Immediately
  DN-level option. Specifies the destination number to which SIP Server will forward a call if this device responds with a failure (error) to a SIP INVITE.
  Notes:
  If an outbound call is made from the DN where the sip-error-overflow option is defined and an error response is received from the external destination, the outbound call is transferred to the overflow DN.
  Forwarding using the Dial Plan functionality will take priority over the sip-error-overflow configuration option.
  The sip-busy-type configuration option is not applicable, if sip-error-overflow is configured, since the device can no longer be busy (it will forward to sip-error-overflow destination instead).
  Setting sip-error-overflow=gcti:voicemail is not supported.**

### **Resolved issues:**

Component: Stat Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.000.29  01/23/15  General  8.5.102.20  05/10/16  Hot Fix  8.5.102.25  08/31/16  Hot Fix  8.5.103.21  05/18/16  Hot Fix  8.5.105.10  02/03/17  Hot Fix  8.5.107.16  09/06/17  Hot Fix |  | 8.5.108.17  02/14/18  General | 37  23  19  16  10  6 | 8.5.108.17  02/14/18  General | 37  23  19  16  10  6 |

## **Release 8.5.000.29 (01/23/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.29 | 01/23/15 | General |  | X | X | X | X |

### New Features:

* **In addition to known option [statserver]\check-stuck-calls, two new static integer options may be configured in the [statserver] configuration section:
  check-stuck-calls-duration
  check-stuck-calls-frequency**
* **check-stuck-calls-duration**
* **check-stuck-calls-frequency**
* **Script upgrade\_850\_login\_oracle.sql is now provided with Stat Server to upgrade LOGIN table for Oracle RAC.**
* **In addition to known option [statserver]\check-stuck-calls, two new static integer options may be configured in the [statserver] configuration section:
  check-stuck-calls-duration
  check-stuck-calls-frequency**
* **check-stuck-calls-duration**
* **check-stuck-calls-frequency**
* **Script upgrade\_850\_login\_oracle.sql is now provided with Stat Server to upgrade LOGIN table for Oracle RAC.**

### **Resolved issues:**

* **Stat Server now correctly computes the statistic**
* **for the Meridian-like switches in the following scenario:**
* **Now Stat Server correctly returns 0. Previously, in this scenario, Stat Server incorrectly returned -1 for the statistic above. (SS-6118)**
* **Stat Server now does not decrease the capacity current\_number when the Network Attended Transfer/Conference is completed with the EventNetworkCallStatus (NetworkCallState = 'NetworkCallStateTransferred') event. Previously in such cases, Stat Server prematurely ended the CallInbound action and reduced capacity current\_number by 1 leading to a negative current\_number later on receiving EventReleased for original inbound call. (SS-6112)**
* **Stat Server no longer terminates unexpectedly when a tenant is deleted from Tenants in the configuration layer, while there are logged into multimedia agents from that tenant. (SS-6102)**
* **Stat Server no longer reports the DN status as NotMonitored after the following sequence of events:**
* **(SS-6095)**
* **The following switches are now treated as Meridian-like switches:**
* **For these switches the position and the extension DN assigned to a place are considered to be linked, and both DNs are associated with an agent who is logged in to the position. (SS-6093)**
* **Multiple dbclient processes are no longer created at reconnect to the database. Previously, when using direct DB connection mode on Linux/AIX/Solaris and if database is unavailable, Stat Server created a new dbclient process at each reconnection attempt, until no more processes can be created.
  (SS-6065)**
* **Stat Server now correctly computes the statistic**
* **for the Meridian-like switches in the following scenario:**
* **Now Stat Server correctly returns 0. Previously, in this scenario, Stat Server incorrectly returned -1 for the statistic above. (SS-6118)**
* **Stat Server now does not decrease the capacity current\_number when the Network Attended Transfer/Conference is completed with the EventNetworkCallStatus (NetworkCallState = 'NetworkCallStateTransferred') event. Previously in such cases, Stat Server prematurely ended the CallInbound action and reduced capacity current\_number by 1 leading to a negative current\_number later on receiving EventReleased for original inbound call. (SS-6112)**
* **Stat Server no longer terminates unexpectedly when a tenant is deleted from Tenants in the configuration layer, while there are logged into multimedia agents from that tenant. (SS-6102)**
* **Stat Server no longer reports the DN status as NotMonitored after the following sequence of events:**
* **(SS-6095)**
* **The following switches are now treated as Meridian-like switches:**
* **For these switches the position and the extension DN assigned to a place are considered to be linked, and both DNs are associated with an agent who is logged in to the position. (SS-6093)**
* **Multiple dbclient processes are no longer created at reconnect to the database. Previously, when using direct DB connection mode on Linux/AIX/Solaris and if database is unavailable, Stat Server created a new dbclient process at each reconnection attempt, until no more processes can be created.
  (SS-6065)**

## **Release 8.5.000.32 (04/06/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.32 | 04/06/15 | Hot Fix |  | X | X |  | X |

### New Features:

* **Stat Server now supports configurable association between position and extension on the switch level. A new static boolean option can be configured for any switch on the switch Annex in the statserver section:
  position-extension-linked**
* **position-extension-linked**
* **Stat Server now supports configurable association between position and extension on the switch level. A new static boolean option can be configured for any switch on the switch Annex in the statserver section:
  position-extension-linked**
* **position-extension-linked**

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly on agent logins by some Stat Server clients. Previously, Stat Server terminated unexpectedly on the EventAgentLogin with empty event attributes. (SS-6204, SS-6201)**
* **Stat Server no longer terminates unexpectedly on agent logins by some Stat Server clients. Previously, Stat Server terminated unexpectedly on the EventAgentLogin with empty event attributes. (SS-6204, SS-6201)**

## **Release 8.5.000.33 (05/04/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.33 | 05/04/15 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly while attempting to bind to an occupied HTTP port. (SS-6232)**
* **Stat Server no longer fails to load Java Extensions on the AIX platform. Previously, under some conditions (for example, number of connected clients to a single Stat Server), Stat Server could fail to load Java Extensions on the AIX platform. (SS-6192)**
* **Stat Server no longer terminates unexpectedly while attempting to bind to an occupied HTTP port. (SS-6232)**
* **Stat Server no longer fails to load Java Extensions on the AIX platform. Previously, under some conditions (for example, number of connected clients to a single Stat Server), Stat Server could fail to load Java Extensions on the AIX platform. (SS-6192)**

## **Release 8.5.000.34 (05/27/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.34 | 05/27/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server now correctly ignores DNs of the Access Resource type. Previously, Stat Server did not register the DN that was configured with the same number as the Access Resource. (SS-6278)**
* **Stat Server now correctly ignores the origination DN from the Environment tenant (assigned to an agent group or a place group on another tenant) if the type of that DN is different from the Virtual Queue. (SS-6273)**
* **Stat Server no longer experiences memory corruption due to incorrect handling of some events from Interaction Server. Previously, in such cases, Stat Server would terminate unexpectedly. (SS-6266, SS-6194, SS-6146)**
* **Stat Server now promptly exits upon LCA request to shutdown if the request occurs during the initialization. Previously in this scenario on Unix platforms, Stat Server exited only after the initialization was finished. (SS-6251)**
* **In scenarios when the AfterCallWork action is to be generated with a different call-type than that of the AfterCallWork action already in progress, Stat Server now correctly ends the existing action and then starts the new one. Previously, Stat Server only updated the existing action data which lead to actions like AfterCallWorkOutbound not ending correctly. (SS-6134)**
* **Stat Server now correctly ignores DNs of the Access Resource type. Previously, Stat Server did not register the DN that was configured with the same number as the Access Resource. (SS-6278)**
* **Stat Server now correctly ignores the origination DN from the Environment tenant (assigned to an agent group or a place group on another tenant) if the type of that DN is different from the Virtual Queue. (SS-6273)**
* **Stat Server no longer experiences memory corruption due to incorrect handling of some events from Interaction Server. Previously, in such cases, Stat Server would terminate unexpectedly. (SS-6266, SS-6194, SS-6146)**
* **Stat Server now promptly exits upon LCA request to shutdown if the request occurs during the initialization. Previously in this scenario on Unix platforms, Stat Server exited only after the initialization was finished. (SS-6251)**
* **In scenarios when the AfterCallWork action is to be generated with a different call-type than that of the AfterCallWork action already in progress, Stat Server now correctly ends the existing action and then starts the new one. Previously, Stat Server only updated the existing action data which lead to actions like AfterCallWorkOutbound not ending correctly. (SS-6134)**

## **Release 8.5.000.35 (06/23/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.35 | 06/23/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer leaks memory upon receiving EventAgentNotReady with WorkMode=AfterCallWork in the absence of calls on a DN. (SS-6305)**
* **Stat Server no longer leaks memory upon receiving EventAgentNotReady with WorkMode=AfterCallWork in the absence of calls on a DN. (SS-6305)**

## **Release 8.5.100.10 (06/15/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.10 | 06/15/15 | General |  | X | X | X | X |

### New Features:

* **Stat Server now reads the configuration in asynchronous mode.**
* **Stat Server now supports the StagingArea statistical object natively. Previously, statistics for the StagingArea were only available through Java extensions.**
* **The following new actions are now supported for the StagingArea statistical object:
  InteractionCreated
  InteractionEntered
  InteractionDistributed
  InteractionCleared
  InteractionDistributedToQueue
  InteractionDeleted**
* **InteractionCreated**
* **InteractionEntered**
* **InteractionDistributed**
* **InteractionCleared**
* **InteractionDistributedToQueue**
* **InteractionDeleted**
* **The static integer option [statserver]\reconnect-timeout now is also regulate the timeout of the reconnection to Configuration Server, in addition to that of T-Server and DB Server.**
* **New standard log message 10067 Application failed to restore session with Configuration Server is introduced. It is logged when Stat Server fails to restore the session with Configuration Server.**
* **The default value of the dynamic BBoolean option [statserver]\show-queued-interactions is changed to false.**
* **Stat Server now reads the configuration in asynchronous mode.**
* **Stat Server now supports the StagingArea statistical object natively. Previously, statistics for the StagingArea were only available through Java extensions.**
* **The following new actions are now supported for the StagingArea statistical object:
  InteractionCreated
  InteractionEntered
  InteractionDistributed
  InteractionCleared
  InteractionDistributedToQueue
  InteractionDeleted**
* **InteractionCreated**
* **InteractionEntered**
* **InteractionDistributed**
* **InteractionCleared**
* **InteractionDistributedToQueue**
* **InteractionDeleted**
* **The static integer option [statserver]\reconnect-timeout now is also regulate the timeout of the reconnection to Configuration Server, in addition to that of T-Server and DB Server.**
* **New standard log message 10067 Application failed to restore session with Configuration Server is introduced. It is logged when Stat Server fails to restore the session with Configuration Server.**
* **The default value of the dynamic BBoolean option [statserver]\show-queued-interactions is changed to false.**

### **Resolved issues:**

* **Stat Server no longer leaks memory upon receiving EventAgentNotReady with WorkMode=AfterCallWork in the absence of calls on a DN.
  (SS-6326)**
* **Stat Server now performs security-related checks upon opening connections to its internal ports that are used for inter-thread communication. On those ports, Stat Server now only allows connections through the loopback interface and only from remote ports, to which the connecting threads previously bound.
  Previously, Stat Server could terminate unexpectedly upon processing random packets. (SS-6277)**
* **Stat Server no longer terminates unexpectedly in the following SIP-Server related scenario:**
* **(SS-6154)**
* **Stat Server, operating in regular mode, now correctly returns 0 for the following statistic requested on a Virtual Queue in the case of disconnection from the associated T-Server:**
* **(SS-6114)**
* **Stat Server now performs clean initialization upon receiving configuration event HistoryLogExpired. Previously, Stat Server could overlook changes to configuration that happened during the disconnect to Configuration Server. (SS-5763)**
* **Stat Server now uses asynchronous connection to Configuration Server during the initialization. Object-type registrations are done before retrieving the objects. Previously, Stat Server could overlook changes to configuration that happened during the initialization. (SS-3968)**
* **Stat Server no longer leaks memory upon receiving EventAgentNotReady with WorkMode=AfterCallWork in the absence of calls on a DN.
  (SS-6326)**
* **Stat Server now performs security-related checks upon opening connections to its internal ports that are used for inter-thread communication. On those ports, Stat Server now only allows connections through the loopback interface and only from remote ports, to which the connecting threads previously bound.
  Previously, Stat Server could terminate unexpectedly upon processing random packets. (SS-6277)**
* **Stat Server no longer terminates unexpectedly in the following SIP-Server related scenario:**
* **(SS-6154)**
* **Stat Server, operating in regular mode, now correctly returns 0 for the following statistic requested on a Virtual Queue in the case of disconnection from the associated T-Server:**
* **(SS-6114)**
* **Stat Server now performs clean initialization upon receiving configuration event HistoryLogExpired. Previously, Stat Server could overlook changes to configuration that happened during the disconnect to Configuration Server. (SS-5763)**
* **Stat Server now uses asynchronous connection to Configuration Server during the initialization. Object-type registrations are done before retrieving the objects. Previously, Stat Server could overlook changes to configuration that happened during the initialization. (SS-3968)**

## **Release 8.5.101.07 (08/31/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.07 | 08/31/15 | General |  | X | X | X | X |

### New Features:

* **Stat Server supports the following new actions for a regular DN:
  CallObserving...
  CallOutboundOriginated
  CallOutboundReceived**
* **CallObserving...**
* **CallOutboundOriginated**
* **CallOutboundReceived**
* **Stat Server calculates regular statistics on StagingArea for the following new actions:
  InteractionAbandonedDuringOffering
  InteractionAccepted
  InteractionAnswered
  InteractionReleased**
* **InteractionAbandonedDuringOffering**
* **InteractionAccepted**
* **InteractionAnswered**
* **InteractionReleased**
* **Absolute paths are now mandatory for the [java-config]/jvm-path option. The JVM will not be initialized if the option is set to a relative path.**
* **Stat Server supports JDK 1.8.**
* **Stat Server includes functionality for the prevention of database update losses due to commit failures or loss of database server connection.
  Two new database-related options may be configured in the [statserver] configuration section:
  db-timeout
  db-txn-max-retries**
* **db-timeout**
* **db-txn-max-retries**
* **Stat Server supports the following new actions for a regular DN:
  CallObserving...
  CallOutboundOriginated
  CallOutboundReceived**
* **CallObserving...**
* **CallOutboundOriginated**
* **CallOutboundReceived**
* **Stat Server calculates regular statistics on StagingArea for the following new actions:
  InteractionAbandonedDuringOffering
  InteractionAccepted
  InteractionAnswered
  InteractionReleased**
* **InteractionAbandonedDuringOffering**
* **InteractionAccepted**
* **InteractionAnswered**
* **InteractionReleased**
* **Absolute paths are now mandatory for the [java-config]/jvm-path option. The JVM will not be initialized if the option is set to a relative path.**
* **Stat Server supports JDK 1.8.**
* **Stat Server includes functionality for the prevention of database update losses due to commit failures or loss of database server connection.
  Two new database-related options may be configured in the [statserver] configuration section:
  db-timeout
  db-txn-max-retries**
* **db-timeout**
* **db-txn-max-retries**

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly in some scenarios when updating or deleting a mediation DN during an active call. Previously, in some cases (for example, a disconnect of URS or changing DN alias after applying a strategy), Stat Server would terminate unexpectedly if a mediation DN is deleted during an active call. (SS-6407)**
* **This release addresses the issue with intermittent inability of URS to reconnect to Stat Server, running on Windows, after Stat Server switchover. Previously, in such scenarios, URS could fail to connect to Stat Server. (SS-6405)**
* **Stat Server no longer terminates unexpectedly while writing to the backup file. Previously, in some cases, Stat Server version 8.5.100.10 could terminate unexpectedly while writing into the backup file. (SS-6369, SS-6356)**
* **If a media channel has one or more active interactions, this media channel is reflected in a capacity snapshot in NotReady state after EventMediaRemoved. The media is completely removed from capacity snapshot when the last interaction on the media ends.
  Previously, if a media channel was removed while an interaction was still alive, the media could be left in Ready state, which allowed Router to route another interaction; and after the completion of the last interaction, the media was left in NotReady state instead of removing it completely.
  (SS-6352)**
* **Stat Server no longer terminates unexpectedly in some scenarios when updating or deleting a mediation DN during an active call. Previously, in some cases (for example, a disconnect of URS or changing DN alias after applying a strategy), Stat Server would terminate unexpectedly if a mediation DN is deleted during an active call. (SS-6407)**
* **This release addresses the issue with intermittent inability of URS to reconnect to Stat Server, running on Windows, after Stat Server switchover. Previously, in such scenarios, URS could fail to connect to Stat Server. (SS-6405)**
* **Stat Server no longer terminates unexpectedly while writing to the backup file. Previously, in some cases, Stat Server version 8.5.100.10 could terminate unexpectedly while writing into the backup file. (SS-6369, SS-6356)**
* **If a media channel has one or more active interactions, this media channel is reflected in a capacity snapshot in NotReady state after EventMediaRemoved. The media is completely removed from capacity snapshot when the last interaction on the media ends.
  Previously, if a media channel was removed while an interaction was still alive, the media could be left in Ready state, which allowed Router to route another interaction; and after the completion of the last interaction, the media was left in NotReady state instead of removing it completely.
  (SS-6352)**

## **Release 8.5.101.10 (09/24/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.10 | 09/24/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer experiences memory corruption while writing into the backup file. Previously, in some cases, Stat Server could terminate unexpectedly while writing into the backup file. (SS-6470, SS-6453, SS-6450)**
* **Stat Server now correctly reports its running mode and live status to LCA after Stat Server disconnected and connected again to Configuration Server or CS proxy. (SS-6454)**
* **Stat Server no longer experiences memory corruption while writing into the backup file. Previously, in some cases, Stat Server could terminate unexpectedly while writing into the backup file. (SS-6470, SS-6453, SS-6450)**
* **Stat Server now correctly reports its running mode and live status to LCA after Stat Server disconnected and connected again to Configuration Server or CS proxy. (SS-6454)**

## **Release 8.5.101.13 (10/21/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.13 | 10/21/15 | Hot Fix |  | X | X | X | X |

### New Features:

* **Stat Server improvements in the backup file handling:
  Buffering is turned off.
  Optimizations are introduced to reduce backup file size.
  Additional error-checking is introduced.**
* **Buffering is turned off.**
* **Optimizations are introduced to reduce backup file size.**
* **Additional error-checking is introduced.**
* **Stat Server improvements in the backup file handling:
  Buffering is turned off.
  Optimizations are introduced to reduce backup file size.
  Additional error-checking is introduced.**
* **Buffering is turned off.**
* **Optimizations are introduced to reduce backup file size.**
* **Additional error-checking is introduced.**

### **Resolved issues:**

* **Stat Server no longer overwrites the internal static buffer if the statistic is opened with a one minute (and, possibly, two minute) growing time-profile:**
* **[TimeProfiles]
  OneMinute,Growing=0:00+0:01**
* **Previously in such scenarios, Stat Server could terminate unexpectedly. (SS-6513)**
* **Stat Server no longer terminates unexpectedly when unloading a Java extension, and while there are open statistics. (SS-6501, SS-6500)**
* **Stat Server no longer overwrites the internal static buffer if the statistic is opened with a one minute (and, possibly, two minute) growing time-profile:**
* **[TimeProfiles]
  OneMinute,Growing=0:00+0:01**
* **Previously in such scenarios, Stat Server could terminate unexpectedly. (SS-6513)**
* **Stat Server no longer terminates unexpectedly when unloading a Java extension, and while there are open statistics. (SS-6501, SS-6500)**

## **Release 8.5.102.12 (12/10/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.12 | 12/10/15 | General |  | X | X | X | X |

### New Features:

* **Serialization of Statistical Aggregates to/from Backup File.**
* **Enhanced ExpectedWaitTime2 statistic – better precision, no limitation for use with Voice media.**
* **Support for System attributes in filters and formulas.**
* **Support for Tenant as a native statistical object.**
* **Stat Server supports the following new multimedia actions for Tenants:
  InteractionCreated
  InteractionAbandonedDuringOffering (see also known issue)
  InteractionAccepted1
  InteractionDeleted
  InteractionPastAcceptServiceLevel
  InteractionPastCompletionServiceLevel**
* **InteractionCreated**
* **InteractionAbandonedDuringOffering (see also known issue)**
* **InteractionAccepted1**
* **InteractionDeleted**
* **InteractionPastAcceptServiceLevel**
* **InteractionPastCompletionServiceLevel**
* **Stat Server calculates regular statistics on StagingArea for the following new multimedia actions:
  InteractionPastAcceptServiceLevel
  InteractionPastCompletionServiceLevel**
* **InteractionPastAcceptServiceLevel**
* **InteractionPastCompletionServiceLevel**
* **Support for RONA (Revoke On No Answer) on associated Virtual Queues controlled by the multimedia switch.**
* **Two new options may be configured in the [statserver] configuration section:
  backup-file-aggregates-store
  disconnect-from-lca-on-history-log-expired**
* **backup-file-aggregates-store**
* **disconnect-from-lca-on-history-log-expired**
* **New GetList function and IsNull predicate in filters and formulas.**
* **The following scripting enhancements are introduced:
  Added true and false keywords.
  Inline if is now supported: <boolean expression> ? <result1> : <result2>.
  If boolean expression is true then result1 is returned, else result2 is returned.
  DNIS and ThisQueue now can be compared to a variable string expression, in addition to a literal string.
  GetAver, GetSum, GetMin, GetMax, GetNumber, GetString are now applicable not only to UserData but to any key-value list attributes: UserData/Reasons/Extensions/System.**
* **Added true and false keywords.**
* **Inline if is now supported: <boolean expression> ? <result1> : <result2>.
  If boolean expression is true then result1 is returned, else result2 is returned.**
* **DNIS and ThisQueue now can be compared to a variable string expression, in addition to a literal string.**
* **GetAver, GetSum, GetMin, GetMax, GetNumber, GetString are now applicable not only to UserData but to any key-value list attributes: UserData/Reasons/Extensions/System.**
* **Serialization of Statistical Aggregates to/from Backup File.**
* **Enhanced ExpectedWaitTime2 statistic – better precision, no limitation for use with Voice media.**
* **Support for System attributes in filters and formulas.**
* **Support for Tenant as a native statistical object.**
* **Stat Server supports the following new multimedia actions for Tenants:
  InteractionCreated
  InteractionAbandonedDuringOffering (see also known issue)
  InteractionAccepted1
  InteractionDeleted
  InteractionPastAcceptServiceLevel
  InteractionPastCompletionServiceLevel**
* **InteractionCreated**
* **InteractionAbandonedDuringOffering (see also known issue)**
* **InteractionAccepted1**
* **InteractionDeleted**
* **InteractionPastAcceptServiceLevel**
* **InteractionPastCompletionServiceLevel**
* **Stat Server calculates regular statistics on StagingArea for the following new multimedia actions:
  InteractionPastAcceptServiceLevel
  InteractionPastCompletionServiceLevel**
* **InteractionPastAcceptServiceLevel**
* **InteractionPastCompletionServiceLevel**
* **Support for RONA (Revoke On No Answer) on associated Virtual Queues controlled by the multimedia switch.**
* **Two new options may be configured in the [statserver] configuration section:
  backup-file-aggregates-store
  disconnect-from-lca-on-history-log-expired**
* **backup-file-aggregates-store**
* **disconnect-from-lca-on-history-log-expired**
* **New GetList function and IsNull predicate in filters and formulas.**
* **The following scripting enhancements are introduced:
  Added true and false keywords.
  Inline if is now supported: <boolean expression> ? <result1> : <result2>.
  If boolean expression is true then result1 is returned, else result2 is returned.
  DNIS and ThisQueue now can be compared to a variable string expression, in addition to a literal string.
  GetAver, GetSum, GetMin, GetMax, GetNumber, GetString are now applicable not only to UserData but to any key-value list attributes: UserData/Reasons/Extensions/System.**
* **Added true and false keywords.**
* **Inline if is now supported: <boolean expression> ? <result1> : <result2>.
  If boolean expression is true then result1 is returned, else result2 is returned.**
* **DNIS and ThisQueue now can be compared to a variable string expression, in addition to a literal string.**
* **GetAver, GetSum, GetMin, GetMax, GetNumber, GetString are now applicable not only to UserData but to any key-value list attributes: UserData/Reasons/Extensions/System.**

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly following removal of a backup of the primary Configuration Server in Stat Server configuration. (SS-6568)**
* **Stat Server now correctly updates time-based statistics after a disconnection from Configuration Server/Configuration Server Proxy that caused re-reading of the configuration and subsequent re-connection. (SS-6556, SS-6553, SS-6524)**
* **Stat Server no longer terminates unexpectedly upon an agent logout after a skill was removed from this agent. Previously, Stat Server terminated unexpectedly in that scenario on the following conditions:**
* **(SS-6554, SS-6472)**
* **Stat Server no longer terminates unexpectedly on Solaris and AIX in the following scenarios:**
* **(SS-6521)**
* **ADDP tracing (adding or removing) changes take effect after Stat Server restart. Timeout settings are dynamic. (SS-6489)**
* **Stat Server now supports TLS connections to Message Server. (SS-6435, SS-6231)**
* **Now the IsNull( Reason ) filter works properly for media channels. Genesys recommends to use the IsNull( Reason ) & ~(PairExist(Reasons, "", "")) filter to exclude all reasons, including voice DN reason codes. (SS-6397)**
* **Stat Server no longer terminates unexpectedly following removal of a backup of the primary Configuration Server in Stat Server configuration. (SS-6568)**
* **Stat Server now correctly updates time-based statistics after a disconnection from Configuration Server/Configuration Server Proxy that caused re-reading of the configuration and subsequent re-connection. (SS-6556, SS-6553, SS-6524)**
* **Stat Server no longer terminates unexpectedly upon an agent logout after a skill was removed from this agent. Previously, Stat Server terminated unexpectedly in that scenario on the following conditions:**
* **(SS-6554, SS-6472)**
* **Stat Server no longer terminates unexpectedly on Solaris and AIX in the following scenarios:**
* **(SS-6521)**
* **ADDP tracing (adding or removing) changes take effect after Stat Server restart. Timeout settings are dynamic. (SS-6489)**
* **Stat Server now supports TLS connections to Message Server. (SS-6435, SS-6231)**
* **Now the IsNull( Reason ) filter works properly for media channels. Genesys recommends to use the IsNull( Reason ) & ~(PairExist(Reasons, "", "")) filter to exclude all reasons, including voice DN reason codes. (SS-6397)**

## **Release 8.5.102.13 (01/25/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.13 | 01/25/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly when writing into a backup log and closing of unused statistics occurs simultaneously. (SS-6607, SS-6606)**
* **Stat Server no longer terminates unexpectedly when writing into a backup log and closing of unused statistics occurs simultaneously. (SS-6607, SS-6606)**

## **Release 8.5.102.15 (02/18/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.15 | 02/18/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer fails to reconnect to CS Proxy upon having failed to restore a session in the situation when a Java Extension is loaded and there has previously been a failed attempt to open data-stream to that Extension. (SS-6657)**
* **Stat Server now correctly calculates the CurrentNumber statistic, requested with Formula=DCID and a filter. Previously, the value of this statistic for mode=NoNotification and mode=ChangesBasedNotification might not have been correct. (SS-6656, SS-6632)**
* **Stat Server no longer terminates unexpectedly when handling a Configuration Server session restoration failure while Java statistics with static filters are open. (SS-6617)**
* **Stat Server now converts Service related keys of the System key-value list into integer. Previously, non-integer types of Service related keys were ignored. (SS-6611)**
* **Stat Server no longer fails to reconnect to CS Proxy upon having failed to restore a session in the situation when a Java Extension is loaded and there has previously been a failed attempt to open data-stream to that Extension. (SS-6657)**
* **Stat Server now correctly calculates the CurrentNumber statistic, requested with Formula=DCID and a filter. Previously, the value of this statistic for mode=NoNotification and mode=ChangesBasedNotification might not have been correct. (SS-6656, SS-6632)**
* **Stat Server no longer terminates unexpectedly when handling a Configuration Server session restoration failure while Java statistics with static filters are open. (SS-6617)**
* **Stat Server now converts Service related keys of the System key-value list into integer. Previously, non-integer types of Service related keys were ignored. (SS-6611)**

## **Release 8.5.102.16 (03/14/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.16 | 03/14/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **Stat Server release 8.5.102.12 and higher could terminate unexpectedly as a result of the above scenario. (SS-6699)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **Stat Server release 8.5.102.12 and higher could terminate unexpectedly as a result of the above scenario. (SS-6698)**
* **This release improves Stat Server robustness in certain deployments.**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **Stat Server release 8.5.102.12 and higher could terminate unexpectedly as a result of the above scenario. (SS-6699)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **Stat Server release 8.5.102.12 and higher could terminate unexpectedly as a result of the above scenario. (SS-6698)**
* **This release improves Stat Server robustness in certain deployments.**

## **Release 8.5.102.17 (04/07/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.17 | 04/07/16 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

* **Fixed backward compatibility issue for the CallAbandonedFromRinging action on virtual queues. (SS-6740)**
* **Stat Server no longer terminates unexpectedly in the following (or similar) scenario:**
* **(SS-6739, SS-6582)**
* **Stat Server now correctly ends all relevant CallConsultReceived actions upon the EventReleased event. (SS-6734)**
* **Stat Server, running on Linux, no longer ignores valid filters at startup after attempting to parse a filter containing a syntax error. (SS-6732)**
* **Fixed backward compatibility issue for the CallAbandonedFromRinging action on virtual queues. (SS-6740)**
* **Stat Server no longer terminates unexpectedly in the following (or similar) scenario:**
* **(SS-6739, SS-6582)**
* **Stat Server now correctly ends all relevant CallConsultReceived actions upon the EventReleased event. (SS-6734)**
* **Stat Server, running on Linux, no longer ignores valid filters at startup after attempting to parse a filter containing a syntax error. (SS-6732)**

## **Release 8.5.102.20 (05/10/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.20 | 05/10/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server now correctly associates the tenant's capacity rule with a place/agent at startup, if that place/agent does not have any capacity rule assigned. (SS-6779)**
* **Stat Server no longer resets statistics to zero after re-reading configuration, in case when backup file is enabled, available, contains serialized aggregates, and [statserver]\backup-file-aggregates-store=yes. (SS-6768)**
* **Stat Server no longer terminates unexpectedly when a place, which has an agent logged into multimedia, is deleted from the configuration and the EventAgentLogout event arrives after the place is deleted. (SS-6763)**
* **Stat Server no longer removes capacity rule from the agent/place after unrelated configuration changes to this agent/place (for example, adding or removing skills).
  (SS-6755, SS-7483)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **(SS-6754)**
* **Fixed backward compatibility issue for the CallAbandonedFromRinging action on virtual queues. Now there is no correlation between the CallAbandonedFromRinging action and the InteractionAbandonedDuringOffering action. (SS-6740)**
* **Stat Server no longer terminates unexpectedly in the following (or similar) scenario:**
* **(SS-6739, SS-6582)**
* **Stat Server now correctly ends all relevant CallConsultReceived actions upon the EventReleased event. (SS-6734)**
* **Stat Server, running on Linux, no longer ignores valid filters at startup after attempting to parse a filter containing a syntax error. (SS-6732)**
* **Stat Server no longer terminates unexpectedly after the following multimedia events sequence:**
* **(SS-6731)**
* **Stat Server now correctly associates the tenant's capacity rule with a place/agent at startup, if that place/agent does not have any capacity rule assigned. (SS-6779)**
* **Stat Server no longer resets statistics to zero after re-reading configuration, in case when backup file is enabled, available, contains serialized aggregates, and [statserver]\backup-file-aggregates-store=yes. (SS-6768)**
* **Stat Server no longer terminates unexpectedly when a place, which has an agent logged into multimedia, is deleted from the configuration and the EventAgentLogout event arrives after the place is deleted. (SS-6763)**
* **Stat Server no longer removes capacity rule from the agent/place after unrelated configuration changes to this agent/place (for example, adding or removing skills).
  (SS-6755, SS-7483)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **(SS-6754)**
* **Fixed backward compatibility issue for the CallAbandonedFromRinging action on virtual queues. Now there is no correlation between the CallAbandonedFromRinging action and the InteractionAbandonedDuringOffering action. (SS-6740)**
* **Stat Server no longer terminates unexpectedly in the following (or similar) scenario:**
* **(SS-6739, SS-6582)**
* **Stat Server now correctly ends all relevant CallConsultReceived actions upon the EventReleased event. (SS-6734)**
* **Stat Server, running on Linux, no longer ignores valid filters at startup after attempting to parse a filter containing a syntax error. (SS-6732)**
* **Stat Server no longer terminates unexpectedly after the following multimedia events sequence:**
* **(SS-6731)**

## **Release 8.5.102.22 (07/05/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.22 | 07/05/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server now correctly increments the following statistic in scenarios when there exist multiple instances of action type in MainMask and all those actions instances end:**
* **Category=MaxTime
  Subject=AgentStatus**
* **(SS-6882)**
* **Stat Server no longer terminates unexpectedly in scenarios associated with additions/removals of multiple Database Access Point (DAP) objects. (SS-6875)**
* **Stat Server no longer generates the Integrity violation detected... message in the following VQ transfer scenario:**
* **EventQueued**
* **EventQueued**
* **EventPartyChanged**
* **EventDiverted**
* **(SS-6874)**
* **Stat Server no longer terminates unexpectedly upon receiving an event from Interaction Server in scenarios related to corresponding place removal in configuration. (SS-6844)**
* **Stat Server no longer computes an incorrect status for multimedia agents after reconnecting to Interaction Server. (SS-6796)**
* **Stat Server no longer intermittently terminates unexpectedly in the following scenario:**
* **(SS-6697, SS-6694)**
* **Stat Server now correctly increments the following statistic in scenarios when there exist multiple instances of action type in MainMask and all those actions instances end:**
* **Category=MaxTime
  Subject=AgentStatus**
* **(SS-6882)**
* **Stat Server no longer terminates unexpectedly in scenarios associated with additions/removals of multiple Database Access Point (DAP) objects. (SS-6875)**
* **Stat Server no longer generates the Integrity violation detected... message in the following VQ transfer scenario:**
* **EventQueued**
* **EventQueued**
* **EventPartyChanged**
* **EventDiverted**
* **(SS-6874)**
* **Stat Server no longer terminates unexpectedly upon receiving an event from Interaction Server in scenarios related to corresponding place removal in configuration. (SS-6844)**
* **Stat Server no longer computes an incorrect status for multimedia agents after reconnecting to Interaction Server. (SS-6796)**
* **Stat Server no longer intermittently terminates unexpectedly in the following scenario:**
* **(SS-6697, SS-6694)**

## **Release 8.5.102.23 (07/22/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.23 | 07/22/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer leaks memory upon receiving the EventDNDOff event or upon receiving series of EventDNDOn events on the same DN without receiving the EventDNDOff event in between. (SS-6904)**
* **Stat Server no longer leaks memory upon receiving the EventDNDOff event or upon receiving series of EventDNDOn events on the same DN without receiving the EventDNDOff event in between. (SS-6904)**

## **Release 8.5.102.24 (08/04/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.24 | 08/04/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer enters an infinite loop in the following scenario:**
* **(SS-6922)**
* **Stat Server no longer enters an infinite loop in the following scenario:**
* **(SS-6922)**

## **Release 8.5.102.25 (08/31/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.25 | 08/31/16 | Hot Fix |  |  | X |  | X |

### New Features:

* **Stat Server now provides the DN name attribute (if applicable) in the LMS message GCTI\_INTERACTION\_MESSAGE\_RECEIVED.**
* **Stat Server now provides the DN name attribute (if applicable) in the LMS message GCTI\_INTERACTION\_MESSAGE\_RECEIVED.**

### **Resolved issues:**

* **Stat Server now correctly restores the DN state after T-Server switchover. Previously, in some T-Server switchover scenarios, Stat Server could fail to reset the OutOfService flag.
  (SS-6934)**
* **Stat Server now correctly restores the DN state after T-Server switchover. Previously, in some T-Server switchover scenarios, Stat Server could fail to reset the OutOfService flag.
  (SS-6934)**

## **Release 8.5.102.27 (06/20/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.27 | 06/20/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer leaks memory in some complex multi-site scenarios, where EventDiverted on a virtual queue comes after EventEstablished on a regular DN. (SS-7500)**
* **Stat Server no longer leaks memory in some complex multi-site scenarios, where EventDiverted on a virtual queue comes after EventEstablished on a regular DN. (SS-7500)**

## **Release 8.5.103.17 (04/20/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.17 | 04/20/16 | General |  | X | X | X | X |

### New Features:

* **New GroupBy feature is introduced.**
* **Support of the time zone specification in a growing TimeProfile definition.**
* **Stat Server supports the following new actions for Tenants:**
* **InteractionAccepted**
* **InteractionAnswered**
* **InteractionReleased**
* **Stat Server supports new InteractionWait action on StagingArea.**
* **Stat Server supports new UserEventReceived action for a regular DN and mediation DN.**
* **Stat Server supports the AgentID System attribute on selected actions.**
* **Stat Server supports the GlobalUserData key-value list in filters and formulas.**
* **The following new configuration options are added in the statserver section:
  interaction-wait-on-sa-max-number
  interaction-wait-on-sa-media-list**
* **interaction-wait-on-sa-max-number**
* **interaction-wait-on-sa-media-list**
* **New GroupBy feature is introduced.**
* **Support of the time zone specification in a growing TimeProfile definition.**
* **Stat Server supports the following new actions for Tenants:**
* **InteractionAccepted**
* **InteractionAnswered**
* **InteractionReleased**
* **Stat Server supports new InteractionWait action on StagingArea.**
* **Stat Server supports new UserEventReceived action for a regular DN and mediation DN.**
* **Stat Server supports the AgentID System attribute on selected actions.**
* **Stat Server supports the GlobalUserData key-value list in filters and formulas.**
* **The following new configuration options are added in the statserver section:
  interaction-wait-on-sa-max-number
  interaction-wait-on-sa-media-list**
* **interaction-wait-on-sa-max-number**
* **interaction-wait-on-sa-media-list**

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **(SS-6757)**
* **Stat Server no longer terminates unexpectedly when a place, which has an agent logged into multimedia, is deleted from the configuration and the EventAgentLogout event arrives after the place is deleted. (SS-6746)**
* **Stat Server now validates the Sliding time profile with 0 (zero) sampling and ignores it. Previously, Stat Server could terminate unexpectedly if the Sliding time profile was configured or dynamically reset to invalid 0 (zero) sampling duration. (SS-6719)**
* **Stat Server no longer stops writing to the database due to unusually long database commits. Genesys recommends to set the db-timeout configuration option to at least double the average latency of database operations to avoid timeouts. (SS-6700)**
* **Stat Server no longer fails to open the data-streams associated with not yet loaded Java Extensions. Previously, there was a race condition in Stat Server, when a data provider was able to connect to Stat Server while it was still loading Java Extensions. This race condition could only happen during the reconnect to Configuration Server following a failed attempt to restore a session; it did not happen during the Stat Server startup. (SS-6661)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **(SS-6757)**
* **Stat Server no longer terminates unexpectedly when a place, which has an agent logged into multimedia, is deleted from the configuration and the EventAgentLogout event arrives after the place is deleted. (SS-6746)**
* **Stat Server now validates the Sliding time profile with 0 (zero) sampling and ignores it. Previously, Stat Server could terminate unexpectedly if the Sliding time profile was configured or dynamically reset to invalid 0 (zero) sampling duration. (SS-6719)**
* **Stat Server no longer stops writing to the database due to unusually long database commits. Genesys recommends to set the db-timeout configuration option to at least double the average latency of database operations to avoid timeouts. (SS-6700)**
* **Stat Server no longer fails to open the data-streams associated with not yet loaded Java Extensions. Previously, there was a race condition in Stat Server, when a data provider was able to connect to Stat Server while it was still loading Java Extensions. This race condition could only happen during the reconnect to Configuration Server following a failed attempt to restore a session; it did not happen during the Stat Server startup. (SS-6661)**

## **Release 8.5.103.21 (05/18/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.21 | 05/18/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer resets statistics to zero after rereading configuration, in cases when backup file is enabled, available, contains serialized aggregates, and [statserver]\backup-file-store-aggregates=yes. (SS-6787)**
* **Stat Server no longer terminates unexpectedly after the following multimedia events sequence:**
* **(SS-6782)**
* **Stat Server now correctly associates the tenant's capacity rule with a place/agent at startup, if that place/agent does not have any capacity rule assigned. (SS-6780)**
* **Stat Server, running on Linux or AIX, no longer fails to establish direct connection to the database. (SS-6765)**
* **Stat Server no longer resets statistics to zero after rereading configuration, in cases when backup file is enabled, available, contains serialized aggregates, and [statserver]\backup-file-store-aggregates=yes. (SS-6787)**
* **Stat Server no longer terminates unexpectedly after the following multimedia events sequence:**
* **(SS-6782)**
* **Stat Server now correctly associates the tenant's capacity rule with a place/agent at startup, if that place/agent does not have any capacity rule assigned. (SS-6780)**
* **Stat Server, running on Linux or AIX, no longer fails to establish direct connection to the database. (SS-6765)**

## **Release 8.5.103.24 (08/15/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.24 | 08/15/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer crashes while running garbage collection on GroupBy statistics. (SS-6930)**
* **Stat Server no longer crashes while running garbage collection on GroupBy statistics. (SS-6930)**

## **Release 8.5.104.22 (10/17/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.22 | 10/17/16 | General |  | X | X | X | X |

### New Features:

* **Stat Server supports new Routable and NotRoutable actions on an agent or place.**
* **New DistinquishBy feature is introduced.**
* **Stat Server supports new ApplyFilterAtActionEndOnly stat type option.**
* **Stat Server supports new ExternalServiceRequested and ExternalServiceResponded actions for Tenants.**
* **Stat Server supports new ActorType and RequestEnvelope System attributes on selected actions.**
* **Stat Server logs stat type definitions on the Init:6 debug log level.**
* **Stat Server provides the DN name attribute (if applicable) in the GCTI\_INTERACTION\_MESSAGE\_RECEIVED LMS message.**
* **Messages, associated with opening a statistic, are logged at Client:4 instead of Client:5.**
* **The following new configuration options are added in the statserver section:
  consult-acw-mode
  suppress-user-data**
* **consult-acw-mode**
* **suppress-user-data**
* **Stat Server supports new Routable and NotRoutable actions on an agent or place.**
* **New DistinquishBy feature is introduced.**
* **Stat Server supports new ApplyFilterAtActionEndOnly stat type option.**
* **Stat Server supports new ExternalServiceRequested and ExternalServiceResponded actions for Tenants.**
* **Stat Server supports new ActorType and RequestEnvelope System attributes on selected actions.**
* **Stat Server logs stat type definitions on the Init:6 debug log level.**
* **Stat Server provides the DN name attribute (if applicable) in the GCTI\_INTERACTION\_MESSAGE\_RECEIVED LMS message.**
* **Messages, associated with opening a statistic, are logged at Client:4 instead of Client:5.**
* **The following new configuration options are added in the statserver section:
  consult-acw-mode
  suppress-user-data**
* **consult-acw-mode**
* **suppress-user-data**

### **Resolved issues:**

* **Stat Server now correctly reports extension DN status as NotMonitored after receiving EventRegistered T-Event on that DN with status=128 in Extensions. (SS-7033)**
* **Stat Server now correctly reports timestamps in the CurrentTargetState statistic after changing the system time on the machine, where Stat Server is running. (SS-7028)**
* **Stat Server no longer stops trying to connect to Configuration Server in some scenarios associated with the network instability. (SS-7026)**
* **Stat Server now recognizes the [log]/time-format option. (SS-6970)**
* **Stat Server no longer terminates unexpectedly after several consequent unsuccessful attempts to restore a session with Configuration Server. (SS-6964)**
* **Opening of Java statistics has been sped up. (SS-6931)**
* **Stat Server now correctly accounts for possible database case-sensitivity, when writing into LOGIN table. (SS-6924)**
* **Stat Server no longer enters into an infinite loop when the Skill(<name>) is added to an empty regular agent group, the <name> skill exists, and there is at least one agent with a non-zero level of the <name> skill. (SS-6923)**
* **Log throttling changes are now processed correctly. (SS-6914)**
* **Stat Server no longer loses the database connection while trying to write to a database during reconnecting to Configuration Server or shutdown. (SS-6902)**
* **Stat Server now correctly associates call type with the CallOnHold action in scenarios when the EventHeld event comes after the EventDialing event. (SS-6869)**
* **Stat Server now consistently reports the statistics with Category=CurrentAverageTime<tt> for different notification modes, when the <tt>MediaType=email filter is used.
  (SS-6835)**
* **Stat Server no longer terminates unexpectedly in rare circumstances, associated with the garbage-collection for GroupBy statistics. (SS-6794)**
* **Stat Server no longer terminates unexpectedly in scenarios associated with duplicate place objects. It now ignores a newly added place if it duplicates an existing place, and prints the new LMS message:**
* **10068|STANDARD|GCTI\_SS\_NAME\_UNIQUENESS\_VIOLATION|Name uniqueness violation for %s '%s' (tenant '%s') (old dbid=%d, new dbid=%d)**
* **(SS-6790)**
* **Stat Server now correctly reports extension DN status as NotMonitored after receiving EventRegistered T-Event on that DN with status=128 in Extensions. (SS-7033)**
* **Stat Server now correctly reports timestamps in the CurrentTargetState statistic after changing the system time on the machine, where Stat Server is running. (SS-7028)**
* **Stat Server no longer stops trying to connect to Configuration Server in some scenarios associated with the network instability. (SS-7026)**
* **Stat Server now recognizes the [log]/time-format option. (SS-6970)**
* **Stat Server no longer terminates unexpectedly after several consequent unsuccessful attempts to restore a session with Configuration Server. (SS-6964)**
* **Opening of Java statistics has been sped up. (SS-6931)**
* **Stat Server now correctly accounts for possible database case-sensitivity, when writing into LOGIN table. (SS-6924)**
* **Stat Server no longer enters into an infinite loop when the Skill(<name>) is added to an empty regular agent group, the <name> skill exists, and there is at least one agent with a non-zero level of the <name> skill. (SS-6923)**
* **Log throttling changes are now processed correctly. (SS-6914)**
* **Stat Server no longer loses the database connection while trying to write to a database during reconnecting to Configuration Server or shutdown. (SS-6902)**
* **Stat Server now correctly associates call type with the CallOnHold action in scenarios when the EventHeld event comes after the EventDialing event. (SS-6869)**
* **Stat Server now consistently reports the statistics with Category=CurrentAverageTime<tt> for different notification modes, when the <tt>MediaType=email filter is used.
  (SS-6835)**
* **Stat Server no longer terminates unexpectedly in rare circumstances, associated with the garbage-collection for GroupBy statistics. (SS-6794)**
* **Stat Server no longer terminates unexpectedly in scenarios associated with duplicate place objects. It now ignores a newly added place if it duplicates an existing place, and prints the new LMS message:**
* **10068|STANDARD|GCTI\_SS\_NAME\_UNIQUENESS\_VIOLATION|Name uniqueness violation for %s '%s' (tenant '%s') (old dbid=%d, new dbid=%d)**
* **(SS-6790)**

## **Release 8.5.104.24 (11/08/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.24 | 11/08/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer leaks memory upon receiving the EventPartyChanged TEvent for a regular DN. Previously in a such scenario, Stat Server leaked 24 bytes of memory. (SS-7077)**
* **Stat Server now correctly generates ACWCompleted/ACWMissed actions on mediation DNs in scenarios where an agent logs out of a DN to which the call was previously distributed, and at the moment of the logout the DN has a corresponding call-related AfterCallWork action in progress. (SS-7072)**
* **The Stat\_Server\_851.xml file now provides the proper maximum value (2147483648) for the interaction-wait-on-sa-max-number option. Previously, Genesys Administrator failed to import the Stat\_Server\_851.xml file due to the inclusion of INT\_MAX in the value description of the interaction-wait-on-sa-max-number option. (SS-7068)**
* **Stat Server no longer leaks memory upon receiving the EventPartyChanged TEvent for a regular DN. Previously in a such scenario, Stat Server leaked 24 bytes of memory. (SS-7077)**
* **Stat Server now correctly generates ACWCompleted/ACWMissed actions on mediation DNs in scenarios where an agent logs out of a DN to which the call was previously distributed, and at the moment of the logout the DN has a corresponding call-related AfterCallWork action in progress. (SS-7072)**
* **The Stat\_Server\_851.xml file now provides the proper maximum value (2147483648) for the interaction-wait-on-sa-max-number option. Previously, Genesys Administrator failed to import the Stat\_Server\_851.xml file due to the inclusion of INT\_MAX in the value description of the interaction-wait-on-sa-max-number option. (SS-7068)**

## **Release 8.5.104.25 (11/30/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.25 | 11/30/16 | Hot Fix |  | X | X |  |  |

### New Features:

### **Resolved issues:**

* **Stat Server no longer intermittently fails to provide the correct DN information in CurrentTargetState statistics. Previously, the failure to provide correct DN information caused URS to consider some DNs as non-routable and caused CCPulse+ to terminate unexpectedly. (SS-7102, SS-6852)**
* **Stat Server no longer intermittently fails to provide the correct DN information in CurrentTargetState statistics. Previously, the failure to provide correct DN information caused URS to consider some DNs as non-routable and caused CCPulse+ to terminate unexpectedly. (SS-7102, SS-6852)**

## **Release 8.5.105.09 (12/27/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.105.09 | 12/27/16 | General |  | X | X | X | X |

### New Features:

* **Stat Server can be configured to undertake multiple attempts to register a DN.**
* **Stat Server supports multiple business attribute values in stat types.**
* **Stat Server supports the new InteractionResponded action on a regular DN and on a media channel.**
* **Stat Server reports the progress of building virtual agent groups during the startup in logs, using the new LMS message:
  10069|STANDARD|Building virtual agent groups on tenant '%s', %d percent complete**
* **The following new configuration options are added in the statserver section:
  reg-error-delay
  reg-error-max-count**
* **reg-error-delay**
* **reg-error-max-count**
* **Stat Server can be configured to undertake multiple attempts to register a DN.**
* **Stat Server supports multiple business attribute values in stat types.**
* **Stat Server supports the new InteractionResponded action on a regular DN and on a media channel.**
* **Stat Server reports the progress of building virtual agent groups during the startup in logs, using the new LMS message:
  10069|STANDARD|Building virtual agent groups on tenant '%s', %d percent complete**
* **The following new configuration options are added in the statserver section:
  reg-error-delay
  reg-error-max-count**
* **reg-error-delay**
* **reg-error-max-count**

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly when multiple agents log into the same place, using different Interaction Servers, and then this place is removed from the configuration. (SS-7174)**
* **Stat Server no longer terminates unexpectedly when an agent accepts a multi-media interaction and the associated virtual queue has been removed from the configuration. (SS-7133)**
* **Stat Server no longer terminates unexpectedly when a Java statistic is being read from the backup file and the associated time profile does not exist in the configuration. (SS-7121)**
* **StatServer now correctly returns an ACD Position to NotReady state in the following scenario:**
* **(SS-7109)**
* **Stat Server now correctly calculates the following statistic:
  Category=TotalTime
  MainMask=NotReadyForNextCall
  Subject=GroupStatus
  on an agent group, in the scenario when agents change their DND state. (SS-7083)**
* **Stat Server no longer terminates unexpectedly when multiple agents log into the same place, using different Interaction Servers, and then this place is removed from the configuration. (SS-7174)**
* **Stat Server no longer terminates unexpectedly when an agent accepts a multi-media interaction and the associated virtual queue has been removed from the configuration. (SS-7133)**
* **Stat Server no longer terminates unexpectedly when a Java statistic is being read from the backup file and the associated time profile does not exist in the configuration. (SS-7121)**
* **StatServer now correctly returns an ACD Position to NotReady state in the following scenario:**
* **(SS-7109)**
* **Stat Server now correctly calculates the following statistic:
  Category=TotalTime
  MainMask=NotReadyForNextCall
  Subject=GroupStatus
  on an agent group, in the scenario when agents change their DND state. (SS-7083)**

## **Release 8.5.105.10 (02/03/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.105.10 | 02/03/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **In cases when the system time was changed, Stat Server now returns the correct timestamp (the DN status start time) for the CurrentTargetState statistical category. (SS-7236)**
* **For the ExpectedWaitTime statistical category, Stat Server now correctly returns a large value (for example, 900000) in the following scenario:**
* **Previously, it incorrectly returned 0. (SS-7234)**
* **In scenarios where the connection to the Configuration Server failed, and could not be reestablished, Stat Server now correctly alternates reconnect attempts between primary and backup Configuration Servers. (SS-7191)**
* **Stat Server now correctly handles 0 (zero) max capacity in capacity rules. (SS-7081)**
* **In cases when the system time was changed, Stat Server now returns the correct timestamp (the DN status start time) for the CurrentTargetState statistical category. (SS-7236)**
* **For the ExpectedWaitTime statistical category, Stat Server now correctly returns a large value (for example, 900000) in the following scenario:**
* **Previously, it incorrectly returned 0. (SS-7234)**
* **In scenarios where the connection to the Configuration Server failed, and could not be reestablished, Stat Server now correctly alternates reconnect attempts between primary and backup Configuration Servers. (SS-7191)**
* **Stat Server now correctly handles 0 (zero) max capacity in capacity rules. (SS-7081)**

## **Release 8.5.106.20 (05/05/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.106.20 | 05/05/17 | General |  | X | X | X | X |

### New Features:

* **Stat Server supports the statistical category Formula for the Growing time profile.**
* **Stat Server supports the Ever Growing time profile for a limited set of the float-valued categories. See the documentation for more details.**
* **Stat Server supports the new DialRemoteRelease action on Campaign/CallingList statistical objects.**
* **Stat Server supports the enable-thread option, as well as associated throttle-period and throttle-threshold options.**
* **Stat Server supports the statistical category Formula for the Growing time profile.**
* **Stat Server supports the Ever Growing time profile for a limited set of the float-valued categories. See the documentation for more details.**
* **Stat Server supports the new DialRemoteRelease action on Campaign/CallingList statistical objects.**
* **Stat Server supports the enable-thread option, as well as associated throttle-period and throttle-threshold options.**

### **Resolved issues:**

* **Stat Server no longer fails to detect ADDP pings in a timely manner. (SS-7541)**
* **Stat Server now correctly re-registers DNs upon T-Server switchover. (SS-7484)**
* **Stat Server now correctly applies the GroupBy statistical specifier, if it is used with the Sliding or Selection aggregation intervals. (SS-7475)**
* **Stat Server no longer terminates unexpectedly upon receiving the EventDNDOn event on a DN with multiple enabled media. (SS-7451)**
* **Stat Server now correctly calculates the start of a reason for the CurrentStateReasons statistical category when the system time changes and ReasonStartOverridesStatusStart=yes. (SS-7433)**
* **The algorithm of the LoadBalance statistical category calculation has been changed: actions CallMissed and ACWMissed are no longer used in the MainMask. (SS-7398)**
* **Stat Server no longer terminates unexpectedly (in a single- or multi-tenant environment) if a tenant, which is assigned to it, is hidden using permissions. (SS-7380)**
* **Stat Server no longer fails to detect the disconnect from T-Server in some rare circumstances. (SS-7365)**
* **Stat Server now correctly applies selective filtering to the action which participates in both masks MainMask and RelMask in the stat type definition. (SS-7360)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **(SS-7355)**
* **Stat Server now generates the instant action CallConferenceJoined on a regular DN in the single-step conference scenario.
  Previously, it was generated only in the two-step conference scenario. (SS-5006)**
* **Stat Server no longer fails to detect ADDP pings in a timely manner. (SS-7541)**
* **Stat Server now correctly re-registers DNs upon T-Server switchover. (SS-7484)**
* **Stat Server now correctly applies the GroupBy statistical specifier, if it is used with the Sliding or Selection aggregation intervals. (SS-7475)**
* **Stat Server no longer terminates unexpectedly upon receiving the EventDNDOn event on a DN with multiple enabled media. (SS-7451)**
* **Stat Server now correctly calculates the start of a reason for the CurrentStateReasons statistical category when the system time changes and ReasonStartOverridesStatusStart=yes. (SS-7433)**
* **The algorithm of the LoadBalance statistical category calculation has been changed: actions CallMissed and ACWMissed are no longer used in the MainMask. (SS-7398)**
* **Stat Server no longer terminates unexpectedly (in a single- or multi-tenant environment) if a tenant, which is assigned to it, is hidden using permissions. (SS-7380)**
* **Stat Server no longer fails to detect the disconnect from T-Server in some rare circumstances. (SS-7365)**
* **Stat Server now correctly applies selective filtering to the action which participates in both masks MainMask and RelMask in the stat type definition. (SS-7360)**
* **Stat Server no longer terminates unexpectedly in the following scenario:**
* **(SS-7355)**
* **Stat Server now generates the instant action CallConferenceJoined on a regular DN in the single-step conference scenario.
  Previously, it was generated only in the two-step conference scenario. (SS-5006)**

## **Release 8.5.106.21 (08/01/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.106.21 | 08/01/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server now ignores the UserEventReceived action during the call stack validation procedure and does not end this action during the call stack cleanup process. (SS-7631)**
* **Stat Server, when configured as an HA pair, with [statserver]/accept-clients-in-backup-mode=off, no longer fails to accept connections after a long disconnect when the history log expired and configuration layer data was re-initialized. (SS-7614)**
* **Stat Server now ignores the UserEventReceived action during the call stack validation procedure and does not end this action during the call stack cleanup process. (SS-7631)**
* **Stat Server, when configured as an HA pair, with [statserver]/accept-clients-in-backup-mode=off, no longer fails to accept connections after a long disconnect when the history log expired and configuration layer data was re-initialized. (SS-7614)**

## **Release 8.5.107.15 (08/18/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.15 | 08/18/17 | General |  | X | X | X | X |

### New Features:

* **Stat Server supports Sliding, Selection, and SinceLogin aggregation intervals in the the statistical category Formula.**
* **Stat Server logs operational statistics and current execution context into a special StatFile log file to help with diagnostics and troubleshooting.**
* **Stat Server supports the durable InteractionWait action for Tenants. The action is intended to track an interaction until it is actually handled by an agent.**
* **Stat Server supports the durable DND action on RegDN.**
* **Stat Server supports Red Hat Enterprise Linux 7.**
* **The following new configuration options are added in the [statserver] section:
  interaction-wait-on-tenant-max-number
  interaction-wait-on-tenant-media-list
  stat-file-show-clients-list
  stat-file-show-options
  stat-file-timeout**
* **interaction-wait-on-tenant-max-number**
* **interaction-wait-on-tenant-media-list**
* **stat-file-show-clients-list**
* **stat-file-show-options**
* **stat-file-timeout**
* **Stat Server supports Sliding, Selection, and SinceLogin aggregation intervals in the the statistical category Formula.**
* **Stat Server logs operational statistics and current execution context into a special StatFile log file to help with diagnostics and troubleshooting.**
* **Stat Server supports the durable InteractionWait action for Tenants. The action is intended to track an interaction until it is actually handled by an agent.**
* **Stat Server supports the durable DND action on RegDN.**
* **Stat Server supports Red Hat Enterprise Linux 7.**
* **The following new configuration options are added in the [statserver] section:
  interaction-wait-on-tenant-max-number
  interaction-wait-on-tenant-media-list
  stat-file-show-clients-list
  stat-file-show-options
  stat-file-timeout**
* **interaction-wait-on-tenant-max-number**
* **interaction-wait-on-tenant-media-list**
* **stat-file-show-clients-list**
* **stat-file-show-options**
* **stat-file-timeout**

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly after receiving notification of time-zones that have the same name but different DBIDs. (SS-7657)**
* **Stat Server now correctly reports statistics in the following scenario:**
* **Previously in this scenario, Stat Server terminated unexpectedly without reporting the statistic. (SS-7651)**
* **Stat Server now correctly restores from the backup file historical Java statistics requested with the dynamic filter. (SS-7645)**
* **Stat Server no longer terminates unexpectedly when a time profile is deleted in the configuration while open GroupBy statistics are using that time profile. (SS-7598)**
* **Stat Server no longer erroneously resets some historical statistics to zero when the configuration is re-read after the unsuccessful attempt to restore a session with Configuration Server. (SS-7561)**
* **Stat Server now correctly calculates GroupBy statistics requested with the Selection interval. (SS-7540)**
* **Stat Server no longer terminates unexpectedly after receiving notification of time-zones that have the same name but different DBIDs. (SS-7657)**
* **Stat Server now correctly reports statistics in the following scenario:**
* **Previously in this scenario, Stat Server terminated unexpectedly without reporting the statistic. (SS-7651)**
* **Stat Server now correctly restores from the backup file historical Java statistics requested with the dynamic filter. (SS-7645)**
* **Stat Server no longer terminates unexpectedly when a time profile is deleted in the configuration while open GroupBy statistics are using that time profile. (SS-7598)**
* **Stat Server no longer erroneously resets some historical statistics to zero when the configuration is re-read after the unsuccessful attempt to restore a session with Configuration Server. (SS-7561)**
* **Stat Server now correctly calculates GroupBy statistics requested with the Selection interval. (SS-7540)**

## **Release 8.5.107.16 (09/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.16 | 09/06/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly while reading the backup file. Previously, this happened only in rare cases. (SS-7683)**
* **Now multibyte characters in the Stat\_Server\_851.xml template file are replaced with their ASCII equivalents. Previously, GAX could fail to import the Stat Server 8.5.106 Installation Package because of multibyte characters in the Stat\_Server\_851.xml template file. (SS-7669)**
* **Stat Server no longer terminates unexpectedly while reading the backup file. Previously, this happened only in rare cases. (SS-7683)**
* **Now multibyte characters in the Stat\_Server\_851.xml template file are replaced with their ASCII equivalents. Previously, GAX could fail to import the Stat Server 8.5.106 Installation Package because of multibyte characters in the Stat\_Server\_851.xml template file. (SS-7669)**

## **Release 8.5.107.17 (10/17/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.17 | 10/17/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **Stat Server now keeps the ports with protocol="http" open when running in the backup mode, regardless of the value of the [statserver]/accept-clients-in-backup-mode option.**
* **Stat Server now keeps the ports with protocol="http" open when running in the backup mode, regardless of the value of the [statserver]/accept-clients-in-backup-mode option.**

### **Resolved issues:**

## **Release 8.5.107.20 (11/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.20 | 11/06/17 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

* **Stat Server no longer terminates unexpectedly upon receiving the EventPartyRemoved in some rare multimedia scenarios. (SS-7579)**
* **Stat Server no longer terminates unexpectedly upon receiving the EventPartyRemoved in some rare multimedia scenarios. (SS-7579)**

## **Release 8.5.108.15 (12/15/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.108.15 | 12/15/17 | General |  | X | X | X | X |

### New Features:

* **Stat Server supports the overload protection method of reducing CPU consumption.**
* **The following new configuration options are added in the [overload] section:
  allow-new-connections-during-overload
  allow-new-requests-during-overload
  cpu-cooldown-cycles
  cpu-poll-timeout
  cpu-threshold-high
  cpu-threshold-low
  cut-debug-log
  protection
  qos-default-overload-policy
  qos-recovery-enable-lms-messages**
* **allow-new-connections-during-overload**
* **allow-new-requests-during-overload**
* **cpu-cooldown-cycles**
* **cpu-poll-timeout**
* **cpu-threshold-high**
* **cpu-threshold-low**
* **cut-debug-log**
* **protection**
* **qos-default-overload-policy**
* **qos-recovery-enable-lms-messages**
* **Stat Server supports the new DynamicOverloadPolicy option in the [<stat type>] section.**
* **Stat Server supports the retrospective InteractionAbandoned action for Tenants.**
* **Stat Server supports Windows Server 2016 and Windows Server 2016 Hyper-V. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**
* **Stat Server supports the overload protection method of reducing CPU consumption.**
* **The following new configuration options are added in the [overload] section:
  allow-new-connections-during-overload
  allow-new-requests-during-overload
  cpu-cooldown-cycles
  cpu-poll-timeout
  cpu-threshold-high
  cpu-threshold-low
  cut-debug-log
  protection
  qos-default-overload-policy
  qos-recovery-enable-lms-messages**
* **allow-new-connections-during-overload**
* **allow-new-requests-during-overload**
* **cpu-cooldown-cycles**
* **cpu-poll-timeout**
* **cpu-threshold-high**
* **cpu-threshold-low**
* **cut-debug-log**
* **protection**
* **qos-default-overload-policy**
* **qos-recovery-enable-lms-messages**
* **Stat Server supports the new DynamicOverloadPolicy option in the [<stat type>] section.**
* **Stat Server supports the retrospective InteractionAbandoned action for Tenants.**
* **Stat Server supports Windows Server 2016 and Windows Server 2016 Hyper-V. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**

### **Resolved issues:**

* **Stat Server now correctly calculates the following statistic:**
* **Category=Formula
  Expression=@MAX(CallWait; duration; <user-data dependent expression> )
  Objects=Queue
  Subject=DNAction**
* **(SS-7896)**
* **Stat Server now correctly calculates filtered Custom Formula statistics, which contain current sub-aggregates (such as @SUM), when Subject=DNStatus.
  (SS-7881, SS-7880)**
* **Stat Server no longer incorrectly converts non call related ACW to call related ACW upon receiving the EventAddressInfo event, when there are a call and a non call-related ACW in progress. (SS-7874)**
* **Stat Server no longer logs the wrong "Stat Server has removed a stuck call" diagnostic message upon receiving the EventAddressInfo event on a regular DN, when there is a UserEventReceived action in progress on that DN with non-empty ConnID. (SS-7871)**
* **Stat Server now correctly applies the xx-disconnect-clients-on-ixn-server-disconnect option, disconnecting its clients before handling the EventAgentLogout, upon Interaction Server disconnect. (SS-7870)**
* **Stat Server now correctly calculates time-sensitive Custom Formula statistics with Subject=DNStatus|AgentStatus|PlaceStatus. (SS-7834)**
* **Stat Server no longer intermittently terminates unexpectedly on Linux 7 when trying to load multiple Java Extensions at startup. (SS-7799)**
* **Stat Server now reads time-zone objects from the Environment tenant only. Previously, Stat Server read time-zones from all assigned tenants while it only used time-zones that are configured on the Environment tenant. (SS-7710)**
* **Stat Server now correctly evaluates current non-incrementally computable Custom Formula statistics, aggregating on action kv-lists. (SS-7701)**
* **Stat Server now correctly calculates the following statistic:**
* **Category=Formula
  Expression=@MAX(CallWait; duration; <user-data dependent expression> )
  Objects=Queue
  Subject=DNAction**
* **(SS-7896)**
* **Stat Server now correctly calculates filtered Custom Formula statistics, which contain current sub-aggregates (such as @SUM), when Subject=DNStatus.
  (SS-7881, SS-7880)**
* **Stat Server no longer incorrectly converts non call related ACW to call related ACW upon receiving the EventAddressInfo event, when there are a call and a non call-related ACW in progress. (SS-7874)**
* **Stat Server no longer logs the wrong "Stat Server has removed a stuck call" diagnostic message upon receiving the EventAddressInfo event on a regular DN, when there is a UserEventReceived action in progress on that DN with non-empty ConnID. (SS-7871)**
* **Stat Server now correctly applies the xx-disconnect-clients-on-ixn-server-disconnect option, disconnecting its clients before handling the EventAgentLogout, upon Interaction Server disconnect. (SS-7870)**
* **Stat Server now correctly calculates time-sensitive Custom Formula statistics with Subject=DNStatus|AgentStatus|PlaceStatus. (SS-7834)**
* **Stat Server no longer intermittently terminates unexpectedly on Linux 7 when trying to load multiple Java Extensions at startup. (SS-7799)**
* **Stat Server now reads time-zone objects from the Environment tenant only. Previously, Stat Server read time-zones from all assigned tenants while it only used time-zones that are configured on the Environment tenant. (SS-7710)**
* **Stat Server now correctly evaluates current non-incrementally computable Custom Formula statistics, aggregating on action kv-lists. (SS-7701)**

## **Release 8.5.108.16 (01/31/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.108.16 | 01/31/18 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server now gracefully handles connection failures in the following specific scenario:**
* **Previously, Stat Server terminated unexpectedly in this scenario. (SS-7972)**
* **Stat Server now correctly packs CurrentState for place-groups. Previously, failure to do so could cause unexpected termination of connected clients. (SS-7968)**
* **After a Configuration Server failover, Stat Server no longer tries to register DNs before the configuration is fully read. Previously, because Stat Server might have started registering DNs before complete agent login information was available, DN or agent states for some DNs or agents were incorrect. (SS-7938)**
* **Stat Server performance when there are large numbers of connected clients has been improved. Previously, when the number of connected clients exceeded 500, T-Server(s) closed the connection(s) to Stat Server with the reason too slow. (SS-7926)**
* **In the 10070|STANDARD log message GCTI\_SS\_OVERLOAD\_DETECT, Stat Server no longer reports main-thread CPU usage as exceeding 100%. Previously, if an overload was detected and main-thread CPU usage was adjusted, the log message reported the unadjusted value of more than 100%. (SS-7864)**
* **Stat Server now gracefully handles connection failures in the following specific scenario:**
* **Previously, Stat Server terminated unexpectedly in this scenario. (SS-7972)**
* **Stat Server now correctly packs CurrentState for place-groups. Previously, failure to do so could cause unexpected termination of connected clients. (SS-7968)**
* **After a Configuration Server failover, Stat Server no longer tries to register DNs before the configuration is fully read. Previously, because Stat Server might have started registering DNs before complete agent login information was available, DN or agent states for some DNs or agents were incorrect. (SS-7938)**
* **Stat Server performance when there are large numbers of connected clients has been improved. Previously, when the number of connected clients exceeded 500, T-Server(s) closed the connection(s) to Stat Server with the reason too slow. (SS-7926)**
* **In the 10070|STANDARD log message GCTI\_SS\_OVERLOAD\_DETECT, Stat Server no longer reports main-thread CPU usage as exceeding 100%. Previously, if an overload was detected and main-thread CPU usage was adjusted, the log message reported the unadjusted value of more than 100%. (SS-7864)**

## **Release 8.5.108.17 (02/14/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.108.17 | 02/14/18 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Stat Server now correctly packs CurrentTargetState responses, when the statistic is requested for a place or place-groups. Previously, failure to do so could cause unexpected termination of connected clients, built with the non-latest version of StatLib. (SS-8033)**
* **Stat Server no longer substitutes notification frequency with the slide length for statistics with interval=SSlidingWindow and mode=TimeBasedNotification.
  Previously, it led to degraded performance. (SS-8025)**
* **Stat Server now correctly restarts DN registration process upon receiving EventPrimaryChanged. (SS-8024)**
* **Stat Server now gracefully handles connection failures in the following specific scenario:**
* **Previously, Stat Server terminated unexpectedly in this scenario. (SS-7972)**
* **Stat Server now correctly packs CurrentState for place-groups. Previously, failure to do so could cause unexpected termination of connected clients. (SS-7968)**
* **After a Configuration Server failover, Stat Server no longer tries to register DNs before the configuration is fully read. Previously, because Stat Server might have started registering DNs before complete agent login information was available, DN or agent states for some DNs or agents were incorrect. (SS-7938)**
* **Stat Server performance when there are large numbers of connected clients has been improved. Previously, when the number of connected clients exceeded 500, T-Server(s) closed the connection(s) to Stat Server with the reason too slow. (SS-7926)**
* **In the 10070|STANDARD log message GCTI\_SS\_OVERLOAD\_DETECT, Stat Server no longer reports main-thread CPU usage as exceeding 100%. Previously, if an overload was detected and main-thread CPU usage was adjusted, the log message reported the unadjusted value of more than 100%. (SS-7864)**
* **Stat Server now correctly packs CurrentTargetState responses, when the statistic is requested for a place or place-groups. Previously, failure to do so could cause unexpected termination of connected clients, built with the non-latest version of StatLib. (SS-8033)**
* **Stat Server no longer substitutes notification frequency with the slide length for statistics with interval=SSlidingWindow and mode=TimeBasedNotification.
  Previously, it led to degraded performance. (SS-8025)**
* **Stat Server now correctly restarts DN registration process upon receiving EventPrimaryChanged. (SS-8024)**
* **Stat Server now gracefully handles connection failures in the following specific scenario:**
* **Previously, Stat Server terminated unexpectedly in this scenario. (SS-7972)**
* **Stat Server now correctly packs CurrentState for place-groups. Previously, failure to do so could cause unexpected termination of connected clients. (SS-7968)**
* **After a Configuration Server failover, Stat Server no longer tries to register DNs before the configuration is fully read. Previously, because Stat Server might have started registering DNs before complete agent login information was available, DN or agent states for some DNs or agents were incorrect. (SS-7938)**
* **Stat Server performance when there are large numbers of connected clients has been improved. Previously, when the number of connected clients exceeded 500, T-Server(s) closed the connection(s) to Stat Server with the reason too slow. (SS-7926)**
* **In the 10070|STANDARD log message GCTI\_SS\_OVERLOAD\_DETECT, Stat Server no longer reports main-thread CPU usage as exceeding 100%. Previously, if an overload was detected and main-thread CPU usage was adjusted, the log message reported the unadjusted value of more than 100%. (SS-7864)**

Component: Call Concentrator

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
|  |  |  |  |  |  |

Component: Outbound Contact Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.300.15  02/21/14  Hot Fix  8.1.502.17  09/04/15  Hot Fix |  | 8.1.510.05  02/26/18  General | 27  19 | 8.1.510.05  02/26/18  General | 27  19 |

## **Release 8.1.300.18 (02/21/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.18 | 02/21/14 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.24 (08/05/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.24 | 08/05/14 | Hot Fix |  |  | X | X |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.25 (09/19/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.25 | 09/19/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.30 (12/10/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.30 | 12/10/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.500.15 (01/09/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.500.15 | 01/09/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.500.18 (02/12/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.500.18 | 02/12/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.500.22 (05/06/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.500.22 | 05/06/15 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.501.05 (04/24/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.501.05 | 04/24/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.17 (09/04/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.17 | 09/04/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.19 (11/09/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.19 | 11/09/15 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.503.10 (12/04/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.503.10 | 12/04/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.503.12 (01/20/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.503.12 | 01/20/16 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.503.15 (02/24/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.503.15 | 02/24/16 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.503.17 (03/21/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.503.17 | 03/21/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.14 (03/30/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.14 | 03/30/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.16 (06/24/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.16 | 06/24/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.18 (07/12/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.18 | 07/12/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.505.09 (08/05/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.505.09 | 08/05/16 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.505.10 (09/22/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.505.10 | 09/22/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.506.09 (12/19/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.506.09 | 12/19/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.507.07 (03/28/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.507.07 | 03/28/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.508.04 (07/11/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.508.04 | 07/11/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.508.05 (07/21/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.508.05 | 07/21/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.508.14 (10/18/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.508.14 | 10/18/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.509.05 (12/15/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.509.05 | 12/15/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.509.06 (01/18/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.509.06 | 01/18/18 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.510.05 (02/26/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.510.05 | 02/26/18 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

Component: Universal Routing Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.300.19  04/26/13  Hot Fix  8.1.400.20  06/12/15  General  8.1.400.28  08/29/16  Hot Fix |  | 8.1.400.42  01/25/18  General | 29  15  8 | 8.1.400.42  01/25/18  General | 29  15  8 |

## **Release 8.1.300.19 (04/26/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.19 | 04/26/13 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.20 (06/03/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.20 | 06/03/13 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.27 (11/04/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.27 | 11/04/13 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.30 (01/20/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.30 | 01/20/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.31 (02/10/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.31 | 02/10/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.34 (05/22/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.34 | 05/22/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.06 (07/23/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.06 | 07/23/14 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.08 (11/05/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.08 | 11/05/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.09 (12/02/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.09 | 12/02/14 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.12 (12/30/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.12 | 12/30/14 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.13 (02/13/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.13 | 02/13/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.14 (02/20/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.14 | 02/20/15 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.16 (03/11/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.16 | 03/11/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.18 (04/01/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.18 | 04/01/15 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.20 (06/12/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.20 | 06/12/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.21 (07/29/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.21 | 07/29/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.22 (08/28/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.22 | 08/28/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.23 (10/07/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.23 | 10/07/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.24 (11/13/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.24 | 11/13/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.25 (04/25/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.25 | 04/25/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.27 (06/20/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.27 | 06/20/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.28 (08/29/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.28 | 08/29/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.32 (11/11/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.32 | 11/11/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.33 (02/08/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.33 | 02/08/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.35 (02/28/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.35 | 02/28/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.36 (05/26/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.36 | 05/26/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.37 (08/18/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.37 | 08/18/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.39 (10/27/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.39 | 10/27/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.42 (01/25/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.42 | 01/25/18 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

Component: Configuration Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.100.11  12/22/15  General  8.5.101.01  01/27/17  General |  | 8.5.101.18  12/22/17  General | 20  10 | 8.5.101.18  12/22/17  General | 20  10 |

## **Release 8.5.100.11 (12/22/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.11 | 12/22/15 | General |  | X | X | X | X |

### New Features:

* **Configuration Server port segmentation: You can configure separate ports on Configuration Server and Configuration Server Proxy that are restricted for use only by client User Interface (UI) type applications.**
* **Enhanced security on UNIX:
  Genesys Security Pack on UNIX now uses OpenSSL instead of RSA to facilitate communication in the SSL/TLS protocol suite.
  Security Pack scripts have been changed to use SHA1 by default, with an option to use SHA256.
  For more information, refer to the Security Pack on UNIX 8.5.x Release Note.**
* **Genesys Security Pack on UNIX now uses OpenSSL instead of RSA to facilitate communication in the SSL/TLS protocol suite.**
* **Security Pack scripts have been changed to use SHA1 by default, with an option to use SHA256.**
* **Enhanced Logging:To simplify troubleshooting of secure connections, Configuration Server offers additional logging of the secure connection establishment phase when used with Security Pack 8.5.100.06 or newer.**
* **Updated Language Pack support: Refer to Translation Support for details about the updated language packs supported.**
* **In this release, Configuration Server external authentication uses OpenSSL version 1.0.2d for secure connections to LDAP Servers.**
* **Configuration Server port segmentation: You can configure separate ports on Configuration Server and Configuration Server Proxy that are restricted for use only by client User Interface (UI) type applications.**
* **Enhanced security on UNIX:
  Genesys Security Pack on UNIX now uses OpenSSL instead of RSA to facilitate communication in the SSL/TLS protocol suite.
  Security Pack scripts have been changed to use SHA1 by default, with an option to use SHA256.
  For more information, refer to the Security Pack on UNIX 8.5.x Release Note.**
* **Genesys Security Pack on UNIX now uses OpenSSL instead of RSA to facilitate communication in the SSL/TLS protocol suite.**
* **Security Pack scripts have been changed to use SHA1 by default, with an option to use SHA256.**
* **Enhanced Logging:To simplify troubleshooting of secure connections, Configuration Server offers additional logging of the secure connection establishment phase when used with Security Pack 8.5.100.06 or newer.**
* **Updated Language Pack support: Refer to Translation Support for details about the updated language packs supported.**
* **In this release, Configuration Server external authentication uses OpenSSL version 1.0.2d for secure connections to LDAP Servers.**

### **Resolved issues:**

* **If Configuration Server is provisioned to use external authentication, but [authentication]library=internal is set at the Tenant level, Configuration Server now authenticates internally all users under that Tenant that have a value in their External ID field. Previously in this scenario, Configuration Server ignored the value of the library option, and authenticated the users externally. (MFWK-17009)**
* **Configuration Server now stores properly objects with option or annex values longer than 254 bytes and containing multi-byte characters. Previously in this scenario, Configuration Server sometimes failed to store the object because of a database SQL execution error. (MFWK-16929)**
* **If the last login synchronization feature is enabled, while processing GETHISTORYLOG requests from clients, Configuration Server Proxy 8.5 no longer stops responding to client requests and no longer consumes up to 100% of its CPU. Previously in this scenario, Configuration Server sometimes stopped responding to client requests and CPU usage rose to 100%. (MFWK-16825)**
* **If, during external authentication, the LDAP server dropped the connection or returned an unexpected error to Configuration Server, Configuration Server in this case ignored the retry-attempts option, repeatedly reestablishing a connection to the LDAP servers and retrying failed authentication attempts. Configuration Server also did not take into account the age of authentication requests in the queue before resending them to LDAP, increasing the processing load by executing requests that had timed out.**
* **To prevent this, Configuration Server now properly limits the number of retry-attempts as specified by this option. Additionally, Configuration Server now limits the time that a client's external (via LDAP) authentication request waits for a response within a given time interval. The time interval is determined by the maximum value of retry-attempts together with retry-interval settings for all specified ldap-url settings.**
* **(MFWK-16442, MFWK-16631)**
* **When using Kerberos external authentication, Configuration Server now accepts connections from all clients that have a valid GSS token and are using Single Sign-on (SSO). Previously in this scenario, Configuration Server accepted a certain number of connections, then rejected the next one. (MFWK-15714)**
* **If Configuration Server is provisioned to use external authentication, but [authentication]library=internal is set at the Tenant level, Configuration Server now authenticates internally all users under that Tenant that have a value in their External ID field. Previously in this scenario, Configuration Server ignored the value of the library option, and authenticated the users externally. (MFWK-17009)**
* **Configuration Server now stores properly objects with option or annex values longer than 254 bytes and containing multi-byte characters. Previously in this scenario, Configuration Server sometimes failed to store the object because of a database SQL execution error. (MFWK-16929)**
* **If the last login synchronization feature is enabled, while processing GETHISTORYLOG requests from clients, Configuration Server Proxy 8.5 no longer stops responding to client requests and no longer consumes up to 100% of its CPU. Previously in this scenario, Configuration Server sometimes stopped responding to client requests and CPU usage rose to 100%. (MFWK-16825)**
* **If, during external authentication, the LDAP server dropped the connection or returned an unexpected error to Configuration Server, Configuration Server in this case ignored the retry-attempts option, repeatedly reestablishing a connection to the LDAP servers and retrying failed authentication attempts. Configuration Server also did not take into account the age of authentication requests in the queue before resending them to LDAP, increasing the processing load by executing requests that had timed out.**
* **To prevent this, Configuration Server now properly limits the number of retry-attempts as specified by this option. Additionally, Configuration Server now limits the time that a client's external (via LDAP) authentication request waits for a response within a given time interval. The time interval is determined by the maximum value of retry-attempts together with retry-interval settings for all specified ldap-url settings.**
* **(MFWK-16442, MFWK-16631)**
* **When using Kerberos external authentication, Configuration Server now accepts connections from all clients that have a valid GSS token and are using Single Sign-on (SSO). Previously in this scenario, Configuration Server accepted a certain number of connections, then rejected the next one. (MFWK-15714)**

## **Release 8.5.100.14 (04/05/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.14 | 04/05/16 | General |  | X | X | X | X |

### New Features:

* **More secure and efficient agent data retrieval: You can now configure Configuration Server to execute requests, submitted via an internal brief API, taking into account permissions of the parties involved. This reduces the volume of object data downloaded by an application when it discovers available objects. Check with Genesys documentation specific to an application to determine if the application supports using the brief API and if the application can benefit from getting a limited list of brief objects. Use the following new option to enable this functionality:
  [security]
  objbrief-api-permission-check
  Default Value: false
  Valid Values: true, false
  Changes Take Effect: Immediately
  When set to true, the results returned by the brief API calls are based on the permissions of the client account that submitted the request.**
* **Implementing Support of Load-Balancing by Configuration Server Proxy: For one of the ways in which this functionality can be implemented, refer to the "Load Balancing Using Clusters" section of the Workspace Desktop Edition Deployment Guide.**
* **Secure connections with Microsoft SQL DBMS: You can now configure secure connections between Microsoft SQL databases and Genesys components running Microsoft SQL database client software.**
* **More secure and efficient agent data retrieval: You can now configure Configuration Server to execute requests, submitted via an internal brief API, taking into account permissions of the parties involved. This reduces the volume of object data downloaded by an application when it discovers available objects. Check with Genesys documentation specific to an application to determine if the application supports using the brief API and if the application can benefit from getting a limited list of brief objects. Use the following new option to enable this functionality:
  [security]
  objbrief-api-permission-check
  Default Value: false
  Valid Values: true, false
  Changes Take Effect: Immediately
  When set to true, the results returned by the brief API calls are based on the permissions of the client account that submitted the request.**
* **Implementing Support of Load-Balancing by Configuration Server Proxy: For one of the ways in which this functionality can be implemented, refer to the "Load Balancing Using Clusters" section of the Workspace Desktop Edition Deployment Guide.**
* **Secure connections with Microsoft SQL DBMS: You can now configure secure connections between Microsoft SQL databases and Genesys components running Microsoft SQL database client software.**

### **Resolved issues:**

* **Configuration Server no longer resets an agent's Wrap-up Time when an annex entry of the Agent Login object associated with that agent is changed. Previously in this scenario, Configuration Server reset the Wrap-up Time to zero (0).**
* **This issue was introduced in 8.1.3; it did not occur in earlier releases.**
* **(MFWK-17180)**
* **Configuration Server Proxy no longer terminates unexpectedly when reconnecting to the master Configuration Server Proxy. Previously, this scenario occurred in very rare cases. (MFWK-17172)**
* **Configuration Server no longer returns an empty history log to a client trying to restore a session if, while the client was disconnected, there were failed attempts to update any configuration objects using Configuration Server. Previously in this scenario, Configuration Server returned a history log containing no history records to the client. (MFWK-16946)**
* **Setting or changing the value of the level-reassign-<event> configuration option now always takes effect immediately, as described in the
  Framework Configuration Options Reference Manual. Previously, when configured on Configuration Server 8.5.x, setting or changing to this option did not take effect until Configuration Server is restarted. (MFWK-16411)**
* **Configuration Server no longer resets an agent's Wrap-up Time when an annex entry of the Agent Login object associated with that agent is changed. Previously in this scenario, Configuration Server reset the Wrap-up Time to zero (0).**
* **This issue was introduced in 8.1.3; it did not occur in earlier releases.**
* **(MFWK-17180)**
* **Configuration Server Proxy no longer terminates unexpectedly when reconnecting to the master Configuration Server Proxy. Previously, this scenario occurred in very rare cases. (MFWK-17172)**
* **Configuration Server no longer returns an empty history log to a client trying to restore a session if, while the client was disconnected, there were failed attempts to update any configuration objects using Configuration Server. Previously in this scenario, Configuration Server returned a history log containing no history records to the client. (MFWK-16946)**
* **Setting or changing the value of the level-reassign-<event> configuration option now always takes effect immediately, as described in the
  Framework Configuration Options Reference Manual. Previously, when configured on Configuration Server 8.5.x, setting or changing to this option did not take effect until Configuration Server is restarted. (MFWK-16411)**

## **Release 8.5.100.15 (04/29/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.15 | 04/29/16 | General |  | X | X | X | X |

### New Features:

* **You can now configure Configuration Server or Configuration Server Proxy to perform case-insensitive searches to identify Person objects authorized by the Kerberos ticket. If more than one user object is identified, those users are not authenticated and an error is generated. This feature uses the new ignore-case-username configuration option, and is especially relevant if you are using Microsoft Windows Active Directory as the Key Distribution Center. This feature and its new option are described in the detail in the Kerberos page of the Framework External Authentication Reference Manual.**
* **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.**
* **You can now configure Configuration Server or Configuration Server Proxy to perform case-insensitive searches to identify Person objects authorized by the Kerberos ticket. If more than one user object is identified, those users are not authenticated and an error is generated. This feature uses the new ignore-case-username configuration option, and is especially relevant if you are using Microsoft Windows Active Directory as the Key Distribution Center. This feature and its new option are described in the detail in the Kerberos page of the Framework External Authentication Reference Manual.**
* **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:**

* **Configuration Server now logs the actual type of authentication used. Previously, an incorrect type was sometimes logged. (MFWK-17096)**
* **Configuration Server now logs the actual type of authentication used. Previously, an incorrect type was sometimes logged. (MFWK-17096)**

## **Release 8.5.100.17 (06/03/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.17 | 06/03/16 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **Resolved issues:**

* **When using LDAP external authentication, Configuration Server no longer stops authenticating users if one of the two connections that Configuration Server makes to the LDAP server is rejected while the other connection is maintained. (MFWK-17452)**
* **When using LDAP external authentication, Configuration Server no longer stops authenticating users if one of the two connections that Configuration Server makes to the LDAP server is rejected while the other connection is maintained. (MFWK-17452)**

## **Release 8.5.100.18 (07/08/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.18 | 07/08/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Configuration Conversion Wizard (CCW): CCW 8.5.000.13 no longer deletes DID Group objects when converting a single-tenant Configuration Database to a multi-tenant database. (MFWK-17481)**
* **Configuration Conversion Wizard (CCW): CCW 8.5.000.13 no longer reuses DBIDs when three or more applications have been deleted. (MFWK-17462)**
* **Configuration Conversion Wizard (CCW): CCW 8.5.000.13 no longer deletes DID Group objects when converting a single-tenant Configuration Database to a multi-tenant database. (MFWK-17481)**
* **Configuration Conversion Wizard (CCW): CCW 8.5.000.13 no longer reuses DBIDs when three or more applications have been deleted. (MFWK-17462)**

## **Release 8.5.100.21 (08/05/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.21 | 08/05/16 | General |  | X | X | X | X |

### New Features:

* **Improved migration of HA Configuration Servers: You can now allow an upgraded version of Configuration Server to run alongside its HA partner that is not upgraded, for a brief period of time. This provides for a more streamlined migration procedure, with less downtime for clients.
  As part of this new functionality, the following new Configuration Server Log Events are used to track the procedure:**
* **21-21270 [+] show details
  Level
  Standard
  Text
  Configuration Server ready to accept client connections.
  Attributes
  None
  Description
  Reports that Configuration Server has completed initialization/switchover and opened its ports for clients. There still might be initialization steps to complete if event 21-21271 is not generated immediately after this message.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-21271 [+] show details
  Level
  Standard
  Text
  Master Configuration Server is fully operational in primary mode
  Attributes
  None
  Description
  Reports that Configuration Server is fully initialized, and is in fully writable primary master server mode for the Configuration Database.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-21272
  [+] show details
  Level
  Standard
  Text
  Master Configuration Server is fully synchronized in backup mode
  Attributes
  None
  Description
  Reports that Configuration Server is fully initialized as the backup server of the currently running primary server. You can only switch over this server to primary mode after this message is generated.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-21273
  [+] show details
  Level
  Standard
  Text
  Proxy Configuration Server is fully synchronized with master server
  Attributes
  None
  Description
  Reports that Configuration Server in proxy mode is fully operational. If server is in primary mode, it is confirmed with this message. If server is in backup mode, you are free to switch over to primary mode at any time after this message is generated.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-25300
  [+] show details
  Level
  Standard
  Text
  Backup Server ignored because server is starting in upgrade mode [1]
  Attributes
  [1]
  Type of upgrade mode. Currently, only one upgrade mode is available: 1 (simple).
  Description
  The master Configuration Server is in upgrade mode, and is starting in backup mode. The backup Configuration Server will switch to primary mode and will be ignored by the primary Configuration Server until the upgrade operation is completed.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-25301
  [+] show details
  Level
  Standard
  Text
  Configuration Server entered upgrade mode. Backup Server ignored because of incompatible schema [<schema>]
  Attributes
  <schema>
  Configuration Database schema
  Description
  The master Configuration Server has detected an older primary Configuration Server and is initializing as the primary server. The older primary Configuration Server will switch over to backup mode and be ignored by the newer primary Configuration Server until the upgrade operation is completed.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-25302
  [+] show details
  Level
  Standard
  Text
  Configuration Server ignored switchover request because another upgrade/switchover already in progress
  Attributes
  None
  Description
  Reports Configuration Server ignored a switchover request from Solution Control Server, most likely because Configuration Server is in upgrade mode. During upgrade, Solution Control Server detects the presence of two primary Configuration Servers and tries to force the new server (in upgrade mode) into backup mode, but the new instance refuses these requests and continues to initialize. This is normal situation during upgrade. You might observe this log event reported several times by Configuration Server in upgrade mode; this is not considered an error in this situation.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **Support for IBM DB2 10.5 database. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported databases.**
* **Support for the VMware ESXi 6 virtualization environment. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported virtual machines.**
* **Improved migration of HA Configuration Servers: You can now allow an upgraded version of Configuration Server to run alongside its HA partner that is not upgraded, for a brief period of time. This provides for a more streamlined migration procedure, with less downtime for clients.
  As part of this new functionality, the following new Configuration Server Log Events are used to track the procedure:**
* **21-21270 [+] show details
  Level
  Standard
  Text
  Configuration Server ready to accept client connections.
  Attributes
  None
  Description
  Reports that Configuration Server has completed initialization/switchover and opened its ports for clients. There still might be initialization steps to complete if event 21-21271 is not generated immediately after this message.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-21271 [+] show details
  Level
  Standard
  Text
  Master Configuration Server is fully operational in primary mode
  Attributes
  None
  Description
  Reports that Configuration Server is fully initialized, and is in fully writable primary master server mode for the Configuration Database.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-21272
  [+] show details
  Level
  Standard
  Text
  Master Configuration Server is fully synchronized in backup mode
  Attributes
  None
  Description
  Reports that Configuration Server is fully initialized as the backup server of the currently running primary server. You can only switch over this server to primary mode after this message is generated.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-21273
  [+] show details
  Level
  Standard
  Text
  Proxy Configuration Server is fully synchronized with master server
  Attributes
  None
  Description
  Reports that Configuration Server in proxy mode is fully operational. If server is in primary mode, it is confirmed with this message. If server is in backup mode, you are free to switch over to primary mode at any time after this message is generated.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-25300
  [+] show details
  Level
  Standard
  Text
  Backup Server ignored because server is starting in upgrade mode [1]
  Attributes
  [1]
  Type of upgrade mode. Currently, only one upgrade mode is available: 1 (simple).
  Description
  The master Configuration Server is in upgrade mode, and is starting in backup mode. The backup Configuration Server will switch to primary mode and will be ignored by the primary Configuration Server until the upgrade operation is completed.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-25301
  [+] show details
  Level
  Standard
  Text
  Configuration Server entered upgrade mode. Backup Server ignored because of incompatible schema [<schema>]
  Attributes
  <schema>
  Configuration Database schema
  Description
  The master Configuration Server has detected an older primary Configuration Server and is initializing as the primary server. The older primary Configuration Server will switch over to backup mode and be ignored by the newer primary Configuration Server until the upgrade operation is completed.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **21-25302
  [+] show details
  Level
  Standard
  Text
  Configuration Server ignored switchover request because another upgrade/switchover already in progress
  Attributes
  None
  Description
  Reports Configuration Server ignored a switchover request from Solution Control Server, most likely because Configuration Server is in upgrade mode. During upgrade, Solution Control Server detects the presence of two primary Configuration Servers and tries to force the new server (in upgrade mode) into backup mode, but the new instance refuses these requests and continues to initialize. This is normal situation during upgrade. You might observe this log event reported several times by Configuration Server in upgrade mode; this is not considered an error in this situation.
  Alarm Advisory
  None
  Action
  Take the appropriate action according to step 7 of Upgrading an HA Pair of Configuration Servers.**
* **Support for IBM DB2 10.5 database. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported databases.**
* **Support for the VMware ESXi 6 virtualization environment. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported virtual machines.**

### **Resolved issues:**

* **Configuration Server no longer attempts to store the DBMS access password, as read from the startup configuration file, back into the Configuration Database after successfully connecting to the database. Previously, the Configuration Server Application object sometimes attempted to populate its own password option with that value. If the password had already been encrypted in the configuration file, Configuration Server sometimes failed to encrypt it again, logged ERROR: invalid byte sequence for encoding "UTF8", and remained in Read Only mode until it was restarted. (MFWK-17339)**
* **Configuration Server no longer attempts to store the DBMS access password, as read from the startup configuration file, back into the Configuration Database after successfully connecting to the database. Previously, the Configuration Server Application object sometimes attempted to populate its own password option with that value. If the password had already been encrypted in the configuration file, Configuration Server sometimes failed to encrypt it again, logged ERROR: invalid byte sequence for encoding "UTF8", and remained in Read Only mode until it was restarted. (MFWK-17339)**

## **Release 8.5.100.22 (09/02/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.22 | 09/02/16 | General |  | X | X | X | X |

### New Features:

* **More secure connections to Centralized Log: Configuration Server can now use Single or Mutual TLS to secure a connection to the Message Server designated for the Centralized Log. Refer to the Secure Network Logging Deployment Procedure for more information and instructions for setting up this connection.**
* **More secure connections to Centralized Log: Configuration Server can now use Single or Mutual TLS to secure a connection to the Message Server designated for the Centralized Log. Refer to the Secure Network Logging Deployment Procedure for more information and instructions for setting up this connection.**

### **Resolved issues:**

* **On the Linux platform, you can now use command-line utilities to successfully run init\_multi\_xxx.sql scripts when initializing a single-language database in an environment with LANG=en\_US.<any encoding other then UTF-8> (which you must set if you are using single-language deployments for national languages). Previously, you might have experienced errors such as SP2-0734: unknown command beginning "<feff>/\* ====..." - rest of line ignored when executing on Oracle because UTF-8 had been specified as encoding for this script. Now, scripts are provided in full compliance with the ASCII file format. (MFWK-17714)**
* **Configuration Server now successfully connects to Message Server at startup regardless of the amount of data it has to read and apply from the Configuration Database during the startup. Previously, in some cases when startup time was significant, Configuration Server sometimes did not attempt the connection at startup, and instead required the user to make any changes in the affected Configuration Server object before it tried to connect. (MFWK-17166)**
* **On the Linux platform, you can now use command-line utilities to successfully run init\_multi\_xxx.sql scripts when initializing a single-language database in an environment with LANG=en\_US.<any encoding other then UTF-8> (which you must set if you are using single-language deployments for national languages). Previously, you might have experienced errors such as SP2-0734: unknown command beginning "<feff>/\* ====..." - rest of line ignored when executing on Oracle because UTF-8 had been specified as encoding for this script. Now, scripts are provided in full compliance with the ASCII file format. (MFWK-17714)**
* **Configuration Server now successfully connects to Message Server at startup regardless of the amount of data it has to read and apply from the Configuration Database during the startup. Previously, in some cases when startup time was significant, Configuration Server sometimes did not attempt the connection at startup, and instead required the user to make any changes in the affected Configuration Server object before it tried to connect. (MFWK-17166)**

## **Release 8.5.100.24 (10/03/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.24 | 10/03/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Configuration Server no longer terminates unexpectedly when a change request (including implicit change requests that result from authenticating previously disabled accounts) from a client is immediately followed by another authentication request, without receiving confirmation that the first changes have been committed. (MFWK-17873)**
* **A backup Configuration Server with the last-login option configured now continues operating normally if, during initial startup and data loading, it receives notifications from the primary Configuration Server about changes to Person objects. Previously in this scenario, the backup Configuration Server sometimes terminated unexpectedly. (MFWK-17226)**
* **Configuration Server no longer terminates unexpectedly when a change request (including implicit change requests that result from authenticating previously disabled accounts) from a client is immediately followed by another authentication request, without receiving confirmation that the first changes have been committed. (MFWK-17873)**
* **A backup Configuration Server with the last-login option configured now continues operating normally if, during initial startup and data loading, it receives notifications from the primary Configuration Server about changes to Person objects. Previously in this scenario, the backup Configuration Server sometimes terminated unexpectedly. (MFWK-17226)**

## **Release 8.5.100.25 (11/04/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.25 | 11/04/16 | General |  | X | X | X | X |

### New Features:

* **Monitoring Configuration Performance: New scripts in the Configuration Database Maintenance Scripts IP enable you to trace the configuration areas that consume most of the Configuration Server resources, both overall and for particular types of clients. Use these with the audit trail logs to identify events signalling an increase in the data size object count. For more information about the new scripts, refer to the Release Note for Configuration Database Maintenance Scripts 8.5.100.11.**
* **Monitoring Configuration Performance: New scripts in the Configuration Database Maintenance Scripts IP enable you to trace the configuration areas that consume most of the Configuration Server resources, both overall and for particular types of clients. Use these with the audit trail logs to identify events signalling an increase in the data size object count. For more information about the new scripts, refer to the Release Note for Configuration Database Maintenance Scripts 8.5.100.11.**

### **Resolved issues:**

* **On a Linux platform, Configuration Server no longer terminates unexpectedly in the following scenarios:**
* **Previously, the Configuration Database was corrupted, while Configuration Server terminated unexpectedly and would not restart against the corrupt database.**
* **(MFWK-17852)**
* **On a Linux platform, Configuration Server no longer terminates unexpectedly in the following scenarios:**
* **Previously, the Configuration Database was corrupted, while Configuration Server terminated unexpectedly and would not restart against the corrupt database.**
* **(MFWK-17852)**

## **Release 8.5.101.00 (12/16/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.00 | 12/16/16 | General |  | X | X | X | X |

### New Features:

* **Configuration Server no longer requires License Resource Manager (LRM) 8.5 to be present in the environment at any time.**
* **Configuration Server can now use Windows Authentication to access an MS SQL Configuration Database.**
* **Starting in this release, Configuration Server external authentication uses OpenSSL version 1.0.2j for secure connections to LDAP Servers.**
* **Configuration Server no longer requires License Resource Manager (LRM) 8.5 to be present in the environment at any time.**
* **Configuration Server can now use Windows Authentication to access an MS SQL Configuration Database.**
* **Starting in this release, Configuration Server external authentication uses OpenSSL version 1.0.2j for secure connections to LDAP Servers.**

### **Resolved issues:**

* **Configuration Server Proxy now reopens its port properly after the connection to the master Configuration Server was lost and restored. This connection loss occurs when the proxy server is initializing and starts synchronizing the history data with the master server. Previously, if the connection was lost during initial synchronization, Configuration Server Proxy did not open a listening port after it was fully initialized. If the connection was lost when reloading the History Log data, Configuration Server Proxy did not get the full history log. To remedy this, you had to restart the servers that had the problem. (MFWK-17563)**
* **Configuration Conversion Wizard: If an Application object for Genesys Administrator already exists in the Configuration Database, Configuration Conversion Wizard (CCW) 8.5.000.14 no longer fails when upgrading from Genesys Administrator 8.1.0 to 8.1.1. Previously, CCW did not check to see if an Application object for Genesys Administrator existed, and when it tried to create a new one, CCW terminated. (MFWK-17872)**
* **Configuration Conversion Wizard: CCW 8.5.000.14 now converts a single-tenant Configuration Database to a multi-tenant database successfully, even when the Environment or Resources folder, or any other object, has a section in its Annex with the same section name. Previously, if the Environment or Resources folder had a section with the same name, CCW generated the Cannot copy the options from Resources to Environment tenant: flexible properties duplication. message. (MFWK-17865)**
* **Configuration Server Proxy now reopens its port properly after the connection to the master Configuration Server was lost and restored. This connection loss occurs when the proxy server is initializing and starts synchronizing the history data with the master server. Previously, if the connection was lost during initial synchronization, Configuration Server Proxy did not open a listening port after it was fully initialized. If the connection was lost when reloading the History Log data, Configuration Server Proxy did not get the full history log. To remedy this, you had to restart the servers that had the problem. (MFWK-17563)**
* **Configuration Conversion Wizard: If an Application object for Genesys Administrator already exists in the Configuration Database, Configuration Conversion Wizard (CCW) 8.5.000.14 no longer fails when upgrading from Genesys Administrator 8.1.0 to 8.1.1. Previously, CCW did not check to see if an Application object for Genesys Administrator existed, and when it tried to create a new one, CCW terminated. (MFWK-17872)**
* **Configuration Conversion Wizard: CCW 8.5.000.14 now converts a single-tenant Configuration Database to a multi-tenant database successfully, even when the Environment or Resources folder, or any other object, has a section in its Annex with the same section name. Previously, if the Environment or Resources folder had a section with the same name, CCW generated the Cannot copy the options from Resources to Environment tenant: flexible properties duplication. message. (MFWK-17865)**

## **Release 8.5.101.01 (01/27/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.01 | 01/27/17 | General |  | X | X | X | X |

### New Features:

* **Configuration Database Monitoring Scripts can now be run from the command line.**
* **HA Configuration Servers can now be migrated from 8.1.3 to 8.5.101 without loss of backup functionality, if they are using the same 8.1.1 Configuration Database.**
* **Configuration Database Monitoring Scripts can now be run from the command line.**
* **HA Configuration Servers can now be migrated from 8.1.3 to 8.5.101 without loss of backup functionality, if they are using the same 8.1.1 Configuration Database.**

### **Resolved issues:**

* **When Configuration Server is connected directly to the Configuration Database (dbthread=true), another client connecting to the internal port used for communication between Configuration 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-18067)**
* **HA Configuration Servers that are configured to access the 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-18034)**
* **When Configuration Server is connected directly to the Configuration Database (dbthread=true), another client connecting to the internal port used for communication between Configuration 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-18067)**
* **HA Configuration Servers that are configured to access the 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-18034)**

## **Release 8.5.101.04 (03/03/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.04 | 03/03/17 | General |  | X | X | X | X |

### New Features:

* **Bootstrap logging: You can now specify an initial logging configuration when starting Configuration Server or Configuration Server Proxy from the command line. This provides logs to assist you in troubleshooting startup and connectivity issues that occur before the log configuration can be loaded from the main Configuration Database.**
* **Increased Kerberos token size: For external authentication, the maximum accepted Kerberos token size has been increased from 12 KB to 64 KB.**
* **Bootstrap logging: You can now specify an initial logging configuration when starting Configuration Server or Configuration Server Proxy from the command line. This provides logs to assist you in troubleshooting startup and connectivity issues that occur before the log configuration can be loaded from the main Configuration Database.**
* **Increased Kerberos token size: For external authentication, the maximum accepted Kerberos token size has been increased from 12 KB to 64 KB.**

### **Resolved issues:**

* **Configuration Server no longer generates the Std 23600 Program exception:NULL server account log message. Previously, it was generated unnecessarily and was not an indication of any internal failure condition. (MFWK-17486)**
* **Configuration Server no longer generates the Std 23600 Program exception:NULL server account log message. Previously, it was generated unnecessarily and was not an indication of any internal failure condition. (MFWK-17486)**

## **Release 8.5.101.05 (04/07/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.05 | 04/07/17 | General |  | X | X | X | X |

### New Features:

* **Secure Connections to PostgreSQL Databases: You can now configure secure connections between Configuration Server and PostgreSQL databases. Refer to the Environment Settings section of the Framework Database Connectivity Reference Guide.**
* **Secure Connections to PostgreSQL Databases: You can now configure secure connections between Configuration Server and PostgreSQL databases. Refer to the Environment Settings section of the Framework Database Connectivity Reference Guide.**

### **Resolved issues:**

## **Release 8.5.101.07 (05/05/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.07 | 05/05/17 | General |  | X | X | X | X |

### New Features:

* **Keep-Alive mechanism for LDAP external authentication: You can increase the robustness of the external authentication connection by enabling this Keep-Alive mechanism (where supported by the operating system). For more information about this new functionality, refer to "Network Connectivity Options for LDAP" in the Framework External Authentication Options Reference Manual.**
* **Keep-Alive mechanism for LDAP external authentication: You can increase the robustness of the external authentication connection by enabling this Keep-Alive mechanism (where supported by the operating system). For more information about this new functionality, refer to "Network Connectivity Options for LDAP" in the Framework External Authentication Options Reference Manual.**

### **Resolved issues:**

* **When Configuration Server restarts, it now reads the log options set in its Application object. Previously in this scenario, it ignored the log options set in its Application object and read the log options in its configuration file. (MFWK-18270)**
* **When the URL of an LDAP Server is specified using incorrect syntax in the ldap-url option in [gauth\_ldap] and [gauth\_ldap-<n>] sections, Configuration Server now rejects this value and continues to use the previous value (if available). Previously in this scenario, Configuration Server sometimes tried to connect to the LDAP Server on the localhost instead. (MFWK-18242)**
* **When using LDAP external authentication, CPU usage by Configuration Server no longer rises to excessive levels, now that a single internal timer is used to handle the processing of all responses from the LDAP Server. Previously, one timer was used to handle each login attempt, meaning that there could be multiple timers waiting for responses from the LDAP Server, all increasing CPU usage. (MFWK-18066)**
* **When Configuration Server restarts, it now reads the log options set in its Application object. Previously in this scenario, it ignored the log options set in its Application object and read the log options in its configuration file. (MFWK-18270)**
* **When the URL of an LDAP Server is specified using incorrect syntax in the ldap-url option in [gauth\_ldap] and [gauth\_ldap-<n>] sections, Configuration Server now rejects this value and continues to use the previous value (if available). Previously in this scenario, Configuration Server sometimes tried to connect to the LDAP Server on the localhost instead. (MFWK-18242)**
* **When using LDAP external authentication, CPU usage by Configuration Server no longer rises to excessive levels, now that a single internal timer is used to handle the processing of all responses from the LDAP Server. Previously, one timer was used to handle each login attempt, meaning that there could be multiple timers waiting for responses from the LDAP Server, all increasing CPU usage. (MFWK-18066)**

## **Release 8.5.101.08 (06/05/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.08 | 06/05/17 | General |  | X | X | X | X |

### New Features:

* **Configuration Server Proxy management port support: You can now specify a default management port (TCP/IP port) on Configuration Server Proxy that management software uses to monitor and control the operation of the proxy server. If the port not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the port option. To specify this port, use the following new configuration option in the [csproxy] section of the Configuration Server Proxy Application object.
  management-port
  Default Value: No default value
  Valid Values: Any valid TCP/IP port
  Changes Take Effect: After restart
  Specifies the TCP/IP port that management software uses to monitor and control the operation of Configuration Server Proxy. If not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the port option.
  The default management ports specified by the management-port options in Configuration Server and Configuration Server Proxy Application objects open just after the components are initialized and just before the following log messages are generated:
  21-22171 Master Configuration Server is fully operational in primary mode
  21-22172 Master Configuration Server is fully synchronized in backup mode
  21-22173 Proxy Configuration Server is fully synchronized with master server**
* **21-22171 Master Configuration Server is fully operational in primary mode**
* **21-22172 Master Configuration Server is fully synchronized in backup mode**
* **21-22173 Proxy Configuration Server is fully synchronized with master server**
* **Enhanced interoperability between Configuration Server Proxy 8.5 and Configuration Server 8.1.3 during migration: Configuration Server Proxy 8.5, in both primary and backup mode, can, during migration, start and operate against Configuration Server 8.1.3. The proxy server can add, update, and modify the data as required.**
* **Configuration Server Proxy management port support: You can now specify a default management port (TCP/IP port) on Configuration Server Proxy that management software uses to monitor and control the operation of the proxy server. If the port not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the port option. To specify this port, use the following new configuration option in the [csproxy] section of the Configuration Server Proxy Application object.
  management-port
  Default Value: No default value
  Valid Values: Any valid TCP/IP port
  Changes Take Effect: After restart
  Specifies the TCP/IP port that management software uses to monitor and control the operation of Configuration Server Proxy. If not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the port option.
  The default management ports specified by the management-port options in Configuration Server and Configuration Server Proxy Application objects open just after the components are initialized and just before the following log messages are generated:
  21-22171 Master Configuration Server is fully operational in primary mode
  21-22172 Master Configuration Server is fully synchronized in backup mode
  21-22173 Proxy Configuration Server is fully synchronized with master server**
* **21-22171 Master Configuration Server is fully operational in primary mode**
* **21-22172 Master Configuration Server is fully synchronized in backup mode**
* **21-22173 Proxy Configuration Server is fully synchronized with master server**
* **Enhanced interoperability between Configuration Server Proxy 8.5 and Configuration Server 8.1.3 during migration: Configuration Server Proxy 8.5, in both primary and backup mode, can, during migration, start and operate against Configuration Server 8.1.3. The proxy server can add, update, and modify the data as required.**

### **Resolved issues:**

* **If an error occurs on the connection between the backup Configuration Server and the Configuration Database while the backup server is switching to primary mode, the backup Configuration Server now completes the switchover and properly reloads the data. Previously in this scenario, the switch to primary mode was successful but the data was sometimes not loaded correctly, leaving the user with a clean (i.e. empty) data set. This situation sometimes occurred when, for example, the connection to the database was lost prior to the switchover, but the connection loss was not detected. (MFWK-18407)**
* **A backup Configuration Server Proxy now reconnects properly to the primary proxy server after it loses connection to both the master Configuration Server, from which it is waiting to retrieve data, and the primary proxy server at the same time. Previously in this scenario, the backup proxy server would not try to reconnect to its primary proxy server. (MFWK-18397)**
* **If an error occurs on the connection between the backup Configuration Server and the Configuration Database while the backup server is switching to primary mode, the backup Configuration Server now completes the switchover and properly reloads the data. Previously in this scenario, the switch to primary mode was successful but the data was sometimes not loaded correctly, leaving the user with a clean (i.e. empty) data set. This situation sometimes occurred when, for example, the connection to the database was lost prior to the switchover, but the connection loss was not detected. (MFWK-18407)**
* **A backup Configuration Server Proxy now reconnects properly to the primary proxy server after it loses connection to both the master Configuration Server, from which it is waiting to retrieve data, and the primary proxy server at the same time. Previously in this scenario, the backup proxy server would not try to reconnect to its primary proxy server. (MFWK-18397)**

## **Release 8.5.101.10 (07/07/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.10 | 07/07/17 | General |  | X | X | X | X |

### New Features:

* **Improved Connections Between Configuration Servers: You can now set a timeout for a client to expect a TCP success or failure response from the server to which it is connecting. If the timeout expires, all pending connection requests are cancelled, enabling the connection to be made. Without the timeout, the connecting client might eventually stop trying to reconnect, and then stop responding completely because of network issues. This timeout applies to the following connections:
  Primary or backup Configuration Server Proxy connecting as a client to primary master Configuration Server
  Backup master Configuration Server connecting as a client to primary master Configuration Server
  Backup Configuration Server Proxy connecting as a client to primary Configuration Server ProxyTo set the timeout, use the new command-line parameter -cfglib-conn-async-tmout (default 20 seconds). For the backup master Configuration Server, you can use this command-line parameter or you can set the new option cfglib-conn-async-tmout (default 20 seconds) in the configuration file instead. The value of this option overrides that set by the command-line parameter. For more information, refer to the Framework Deployment Guide for the new command-line parameter, or to the
  Framework Configuration Options Reference Manual for the new option.**
* **Primary or backup Configuration Server Proxy connecting as a client to primary master Configuration Server**
* **Backup master Configuration Server connecting as a client to primary master Configuration Server**
* **Backup Configuration Server Proxy connecting as a client to primary Configuration Server Proxy**
* **Support for deployment of Genesys Applications in single sign-on environments: Configuration Server now supports simplified deployment of Genesys Administrative Applications in environments that use single sign-on. Refer to application-specific documentation to determine if the application supports this, and if so, to confirm deployment requirements.**
* **Improved Connections Between Configuration Servers: You can now set a timeout for a client to expect a TCP success or failure response from the server to which it is connecting. If the timeout expires, all pending connection requests are cancelled, enabling the connection to be made. Without the timeout, the connecting client might eventually stop trying to reconnect, and then stop responding completely because of network issues. This timeout applies to the following connections:
  Primary or backup Configuration Server Proxy connecting as a client to primary master Configuration Server
  Backup master Configuration Server connecting as a client to primary master Configuration Server
  Backup Configuration Server Proxy connecting as a client to primary Configuration Server ProxyTo set the timeout, use the new command-line parameter -cfglib-conn-async-tmout (default 20 seconds). For the backup master Configuration Server, you can use this command-line parameter or you can set the new option cfglib-conn-async-tmout (default 20 seconds) in the configuration file instead. The value of this option overrides that set by the command-line parameter. For more information, refer to the Framework Deployment Guide for the new command-line parameter, or to the
  Framework Configuration Options Reference Manual for the new option.**
* **Primary or backup Configuration Server Proxy connecting as a client to primary master Configuration Server**
* **Backup master Configuration Server connecting as a client to primary master Configuration Server**
* **Backup Configuration Server Proxy connecting as a client to primary Configuration Server Proxy**
* **Support for deployment of Genesys Applications in single sign-on environments: Configuration Server now supports simplified deployment of Genesys Administrative Applications in environments that use single sign-on. Refer to application-specific documentation to determine if the application supports this, and if so, to confirm deployment requirements.**

### **Resolved issues:**

* **A master Configuration Server no longer stops responding soon after startup with a newly initialized Configuration Database. Previously in this scenario, if the configuration file contained an invalid option with a key exceeding 64 bytes in length, the server stopped responding shortly after startup.
  (MFWK-18513)**
* **A master Configuration Server no longer stops responding soon after startup with a newly initialized Configuration Database. Previously in this scenario, if the configuration file contained an invalid option with a key exceeding 64 bytes in length, the server stopped responding shortly after startup.
  (MFWK-18513)**

## **Release 8.5.101.11 (08/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.11 | 08/22/17 | General |  | X | X | X | X |

### New Features:

* **Support for the Windows 2016 64-bit operating system. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**
* **Support for the Windows 2016 64-bit operating system. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**

### **Resolved issues:**

* **Configuration Server now correctly calculates the number of concurrent sessions per user when max-account-sessions is configured and a user has made a number of failed authentication attempts. Previously in this scenario, Configuration Server sometimes blocked the user from connecting at some point, even though the number of active sections was within the valid range. (MFWK-18594)**
* **If an Application object for a Genesys process that is connected to Configuration Server gets removed, previous versions of Configuration Server might terminate unexpectedly when the Genesys process disconnects. In this scenario, Configuration Server now displays the error message Application object not found. Previously, an error message was not generated. (MFWK-18008)**
* **Configuration Server now correctly calculates the number of concurrent sessions per user when max-account-sessions is configured and a user has made a number of failed authentication attempts. Previously in this scenario, Configuration Server sometimes blocked the user from connecting at some point, even though the number of active sections was within the valid range. (MFWK-18594)**
* **If an Application object for a Genesys process that is connected to Configuration Server gets removed, previous versions of Configuration Server might terminate unexpectedly when the Genesys process disconnects. In this scenario, Configuration Server now displays the error message Application object not found. Previously, an error message was not generated. (MFWK-18008)**

## **Release 8.5.101.13 (09/26/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.13 | 09/26/17 | General |  | X | X | X | X |

### New Features:

* **Support for the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Supported Operating Environment: Display by Product, Operating System, and Other page for more detailed information and a list of all supported virtualization platforms.**
* **Support for the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Supported Operating Environment: Display by Product, Operating System, and Other page for more detailed information and a list of all supported virtualization platforms.**

### **Resolved issues:**

* **Configuration Server now correctly stores users' changed passwords when users are forced to change their passwords at login. Previously in this scenario, Configuration Server did not store the new passwords in the Configuration Database, so that every time a user tried to log in again, the new password was rejected and they could log in only using their old password, after which they were prompted to change their password. (MFWK-18928)**
* **Configuration Server no longer writes log file header information continuously to its logs. Previously, this continuous logging caused Configuration Server to use 100% of the CPU. (MFWK-18712)**
* **Configuration Server now prevents an authentication token from being validated and the user authenticated for a time longer than originally intended, in the following scenario:**
* **Previously in this scenario, the time change affected the start time of the token, so the token was valid from the new server time to the token's original end time. In the example above, the token was valid from 12:15 to 1:20. This enabled the token to be validated and used for a longer time than the client (that created the token) had intended. (MFWK-18656)**
* **If a backup Configuration Server, while switching to primary mode, loses its connection with the database and is forced to reload the data during the switchover, all Virtual Agent Groups now appear properly when the connection is restored. Previously in this scenario, in very rare instances, the VAGs appeared to be empty. (MFWK-18652)**
* **Token-based authentication can now authorize a user if Configuration Server is renamed. Previously in this scenario, the user was not authorized, and received an error message that the database was empty. (MFWK-18628)**
* **In the scenario in which one or more Transport Parameters differ between a primary and backup application, if you change any option in the primary application, the Transport Parameters in the backup application are no longer updated with values in the primary application. Previously in this scenario, the backup application was updated with the value of the Transport Parameter in the primary application. (MFWK-18618)**
* **You can now specify a time interval in which Configuration Server, when connecting to DB Server, will wait for a response from DB Server if a TCP response has not been received because of a network issue. To set the time interval, use the dbserv-conn-async-timeout configuration option in the Configuration Database section of the Configuration Server configuration file. Previously in this scenario, Configuration Server would wait interminably and eventually stop responding. (MFWK-18463)**
* **Configuration Server now passes the correct status of changes in non-Agent Person objects to its interfaces. Previously, it sometimes passed an invalid status, causing the interface to report the Person as Unknown. (MFWK-16996)**
* **Configuration Server now correctly stores users' changed passwords when users are forced to change their passwords at login. Previously in this scenario, Configuration Server did not store the new passwords in the Configuration Database, so that every time a user tried to log in again, the new password was rejected and they could log in only using their old password, after which they were prompted to change their password. (MFWK-18928)**
* **Configuration Server no longer writes log file header information continuously to its logs. Previously, this continuous logging caused Configuration Server to use 100% of the CPU. (MFWK-18712)**
* **Configuration Server now prevents an authentication token from being validated and the user authenticated for a time longer than originally intended, in the following scenario:**
* **Previously in this scenario, the time change affected the start time of the token, so the token was valid from the new server time to the token's original end time. In the example above, the token was valid from 12:15 to 1:20. This enabled the token to be validated and used for a longer time than the client (that created the token) had intended. (MFWK-18656)**
* **If a backup Configuration Server, while switching to primary mode, loses its connection with the database and is forced to reload the data during the switchover, all Virtual Agent Groups now appear properly when the connection is restored. Previously in this scenario, in very rare instances, the VAGs appeared to be empty. (MFWK-18652)**
* **Token-based authentication can now authorize a user if Configuration Server is renamed. Previously in this scenario, the user was not authorized, and received an error message that the database was empty. (MFWK-18628)**
* **In the scenario in which one or more Transport Parameters differ between a primary and backup application, if you change any option in the primary application, the Transport Parameters in the backup application are no longer updated with values in the primary application. Previously in this scenario, the backup application was updated with the value of the Transport Parameter in the primary application. (MFWK-18618)**
* **You can now specify a time interval in which Configuration Server, when connecting to DB Server, will wait for a response from DB Server if a TCP response has not been received because of a network issue. To set the time interval, use the dbserv-conn-async-timeout configuration option in the Configuration Database section of the Configuration Server configuration file. Previously in this scenario, Configuration Server would wait interminably and eventually stop responding. (MFWK-18463)**
* **Configuration Server now passes the correct status of changes in non-Agent Person objects to its interfaces. Previously, it sometimes passed an invalid status, causing the interface to report the Person as Unknown. (MFWK-16996)**

## **Release 8.5.101.17 (11/10/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.17 | 11/10/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **When the backup master Configuration Server reconnects to the primary server after being frequently disconnected (because of expiry of the ADDP timeout) while loading history records, the backup server now loads and synchronizes the history data and opens the management port. Previously in this scenario, the backup Configuration Server did not load the history records, so they were not re-synchronized. (MFWK-19066, MFWK-18941)**
* **Virtual Agent Group (VAG) members are now updated after a switchover between primary and backup Configuration Server. Previously in this scenario, VAG members were not updated and the contents of the group remained static. This problem first occurred in Configuration Server 8.5.101.13. (MFWK-19052)**
* **The primary master Configuration Server no longer terminates when synchronizing data with the backup master Configuration Server shortly after the connection between them is restored. Previously in this scenario, the primary master Configuration Server tried to access memory beyond the allocated buffer space, causing the server to terminate unexpectedly. (MFWK-18955)**
* **When using RADIUS external authentication, Configuration Server no longer terminates unexpectedly when the attributes of the user's Reply Message or the State attribute string contain more than 128 characters. Now, any additional characters (past the 128th character) are truncated by Configuration Server. (MFWK-18654)**
* **Configuration Server now generates 21-22172 Master Configuration Server is fully synchronized in backup mode when it has properly synchronized the History Log with its HA peer server. Previously, this log event was not generated when LCA performed the switchover on a concurrent start. (MFWK-17669)**
* **When the backup master Configuration Server reconnects to the primary server after being frequently disconnected (because of expiry of the ADDP timeout) while loading history records, the backup server now loads and synchronizes the history data and opens the management port. Previously in this scenario, the backup Configuration Server did not load the history records, so they were not re-synchronized. (MFWK-19066, MFWK-18941)**
* **Virtual Agent Group (VAG) members are now updated after a switchover between primary and backup Configuration Server. Previously in this scenario, VAG members were not updated and the contents of the group remained static. This problem first occurred in Configuration Server 8.5.101.13. (MFWK-19052)**
* **The primary master Configuration Server no longer terminates when synchronizing data with the backup master Configuration Server shortly after the connection between them is restored. Previously in this scenario, the primary master Configuration Server tried to access memory beyond the allocated buffer space, causing the server to terminate unexpectedly. (MFWK-18955)**
* **When using RADIUS external authentication, Configuration Server no longer terminates unexpectedly when the attributes of the user's Reply Message or the State attribute string contain more than 128 characters. Now, any additional characters (past the 128th character) are truncated by Configuration Server. (MFWK-18654)**
* **Configuration Server now generates 21-22172 Master Configuration Server is fully synchronized in backup mode when it has properly synchronized the History Log with its HA peer server. Previously, this log event was not generated when LCA performed the switchover on a concurrent start. (MFWK-17669)**

## **Release 8.5.101.18 (12/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.18 | 12/22/17 | General |  | X | X | X | X |

### New Features:

* **Support for the CentOS Linux 7 operating system. See the Framework page of the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.**
* **Support for the CentOS Linux 7 operating system. See the Framework page of the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.**

### **Resolved issues:**

* **The misspelled word in the following error message has been corrected: Password is inconsistent. Password length does not satisfy security configuration. (MFWK-18763)**
* **An instance of Configuration Server in backup and proxy modes can now handle unstable network conditions when it tries to restore its sessions with other Configuration Server instances. Previously in this scenario, the instance tried to reconnect but sometimes was unable to complete the attempt, did not make any more attempts, and remained disconnected until restarted.**
* **Note: As part of resolving this issue, the cfglib-conn-async-tmout option was deemed to be obsolete and is replaced by the new cfglib-connect-tmout option. Refer to the
  Framework Configuration Options Reference Manual for details.**
* **(MFWK-17120)**
* **The misspelled word in the following error message has been corrected: Password is inconsistent. Password length does not satisfy security configuration. (MFWK-18763)**
* **An instance of Configuration Server in backup and proxy modes can now handle unstable network conditions when it tries to restore its sessions with other Configuration Server instances. Previously in this scenario, the instance tried to reconnect but sometimes was unable to complete the attempt, did not make any more attempts, and remained disconnected until restarted.**
* **Note: As part of resolving this issue, the cfglib-conn-async-tmout option was deemed to be obsolete and is replaced by the new cfglib-connect-tmout option. Refer to the
  Framework Configuration Options Reference Manual for details.**
* **(MFWK-17120)**

Component: Message Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.100.02  04/10/15  General  8.5.100.04  12/22/15  General |  | 8.5.100.14  08/22/17  General | 10  8 | 8.5.100.14  08/22/17  General | 10  8 |

## **Release 8.5.100.02 (04/10/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.02 | 04/10/15 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **Resolved issues:**

## **Release 8.5.100.03 (10/09/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.03 | 10/09/15 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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:**

## **Release 8.5.100.04 (12/22/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.04 | 12/22/15 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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:**

## **Release 8.5.100.08 (04/29/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.08 | 04/29/16 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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:**

## **Release 8.5.100.09 (06/03/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.09 | 06/03/16 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **Resolved issues:**

* **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)**
* **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)**

## **Release 8.5.100.10 (07/08/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.10 | 07/08/16 | General |  | X | X | X | X |

### New Features:

### **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)**
* **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)**

## **Release 8.5.100.11 (11/04/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.11 | 11/04/16 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **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)**
* **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)**

## **Release 8.5.100.12 (01/27/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.12 | 01/27/17 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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:**

* **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)**
* **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)**

## **Release 8.5.100.13 (04/07/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.13 | 04/07/17 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **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)**
* **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)**

## **Release 8.5.100.14 (08/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.14 | 08/22/17 | General |  | X | X | X | X |

### New Features:

* **Support for the Windows 2016 64-bit operating system. See the Framework page of the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.**
* **As of 9/26/17, Message Server supports the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Genesys Supported Operating Environment Reference Guide Virtualization page for more detailed information and a list of all supported virtualization platforms.**
* **Support for the Windows 2016 64-bit operating system. See the Framework page of the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.**
* **As of 9/26/17, Message Server supports the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Genesys Supported Operating Environment Reference Guide Virtualization page for more detailed information and a list of all supported virtualization platforms.**

### **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)**
* **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)**

Component: Solution Control Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.100.20  11/04/16  General |  | 8.5.100.27  01/26/18  General | 7 | 8.5.100.27  01/26/18  General | 7 |

## **Release 8.5.100.20 (11/04/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.20 | 11/04/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **In a distributed configuration, Solution Control Servers now report the status for all controlled applications to all interfaces connected to any SCS in the configuration. Previously in this scenario, an interface connected to one SCS might not report the correct status of an application controlled by another SCS. (MFWK-17874)**
* **SCS now gracefully handles scenarios in which the connection to the Message Server is configured incorrectly. Previously, SCS sometimes terminated if it was configured to connected to an HA pair of Message Servers with a mismatched configuration of listening ports on the primary and backup Message Server (for example, when one server port was secured and the other server port was unsecured). (MFWK-17859)**
* **In a distributed configuration, Solution Control Servers now report the status for all controlled applications to all interfaces connected to any SCS in the configuration. Previously in this scenario, an interface connected to one SCS might not report the correct status of an application controlled by another SCS. (MFWK-17874)**
* **SCS now gracefully handles scenarios in which the connection to the Message Server is configured incorrectly. Previously, SCS sometimes terminated if it was configured to connected to an HA pair of Message Servers with a mismatched configuration of listening ports on the primary and backup Message Server (for example, when one server port was secured and the other server port was unsecured). (MFWK-17859)**

## **Release 8.5.100.21 (12/16/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.21 | 12/16/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **SCS now deletes the user's object when the user is disconnected from SCS to prevent corrupting the memory and allocating more memory at reconnection. Then it generates the alarm for log event 10401, if one is configured. Previously in this scenario, SCS did not delete the object, generated the alarm if configured, and then terminated unexpectedly. (MFWK-17951)**
* **The mlcmd help file now indicates that the minimum value for the -timeout parameter is 10 seconds; any value below that is ignored and the default value (60 seconds) is used instead. This was not documented previously. (MFWK-17922)**
* **A simple TLS connection can now be established between Local Control Agent (LCA) and Solution Control Server (SCS), in auto upgrade mode, on Linux, with the following information provided on the SCS client side:**
* **Previously, you had to provide the certificate information on Windows and certificate, certificate key, and trusted-ca on Linux for the SCS client side, even for a simple TLS connection.**
* **(MFWK-17829)**
* **SCS now deletes the user's object when the user is disconnected from SCS to prevent corrupting the memory and allocating more memory at reconnection. Then it generates the alarm for log event 10401, if one is configured. Previously in this scenario, SCS did not delete the object, generated the alarm if configured, and then terminated unexpectedly. (MFWK-17951)**
* **The mlcmd help file now indicates that the minimum value for the -timeout parameter is 10 seconds; any value below that is ignored and the default value (60 seconds) is used instead. This was not documented previously. (MFWK-17922)**
* **A simple TLS connection can now be established between Local Control Agent (LCA) and Solution Control Server (SCS), in auto upgrade mode, on Linux, with the following information provided on the SCS client side:**
* **Previously, you had to provide the certificate information on Windows and certificate, certificate key, and trusted-ca on Linux for the SCS client side, even for a simple TLS connection.**
* **(MFWK-17829)**

## **Release 8.5.100.22 (04/07/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.22 | 04/07/17 | General |  | X | X | X | X |

### New Features:

* **Bootstrap logging: You can now specify an initial logging configuration when starting Solution Control Server from the command line. This provides logs to assist you in troubleshooting startup and connectivity issues that occur before Solution Control Server loads its log configuration from the Configuration Database. An example of how this new feature can be used is described in the Resolved Issue below.**
* **Bootstrap logging: You can now specify an initial logging configuration when starting Solution Control Server from the command line. This provides logs to assist you in troubleshooting startup and connectivity issues that occur before Solution Control Server loads its log configuration from the Configuration Database. An example of how this new feature can be used is described in the Resolved Issue below.**

### **Resolved issues:**

* **The new bootstrap logging feature can be used to resolve the issue of SCS being unable to connect to Configuration Server because multiple instances of SCS are running and using the same application, but no error message appears in SCS logs. Using the new feature when starting a new SCS will produce logs that alert you to the presence of the multiple instances of the SCS. Without this feature, the only workaround was to check the Configuration Server log to determine why SCS did not start. (MFWK-15564)**
* **The new bootstrap logging feature can be used to resolve the issue of SCS being unable to connect to Configuration Server because multiple instances of SCS are running and using the same application, but no error message appears in SCS logs. Using the new feature when starting a new SCS will produce logs that alert you to the presence of the multiple instances of the SCS. Without this feature, the only workaround was to check the Configuration Server log to determine why SCS did not start. (MFWK-15564)**

## **Release 8.5.100.24 (05/05/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.24 | 05/05/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Solution Control Server now produces an error message before terminating if, during startup, it is unable to retrieve Host and/or Application object information from Configuration Server. Previously in this scenario, SCS produced a core file and then terminated with no indication of why. (MFWK-18255)**
* **Solution Control Server now produces an error message before terminating if, during startup, it is unable to retrieve Host and/or Application object information from Configuration Server. Previously in this scenario, SCS produced a core file and then terminated with no indication of why. (MFWK-18255)**

## **Release 8.5.100.25 (08/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.25 | 08/22/17 | General |  | X | X | X | X |

### New Features:

* **Support for the Windows 2016 64-bit operating system. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**
* **As of 9/26/17, Solution Control Server supports the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Supported Operating Environment: Display by Product, Operating System, and Other page for more detailed information and a list of all supported virtualization platforms.**
* **Support for the Windows 2016 64-bit operating system. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**
* **As of 9/26/17, Solution Control Server supports the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the Supported Operating Environment: Display by Product, Operating System, and Other page for more detailed information and a list of all supported virtualization platforms.**

### **Resolved issues:**

* **SCS now attempts to reestablish a failed connection with an SMTP server when the the time interval specified by the following new configuration option smtp-reconnect-timeout in the [mailer] section of the SCS application object expires. Previously, when an SMTP server connection failed, SCS did not reconnect until there was a clearance alarm, or another alarm that triggered a connection to be established.**
* **smtp-reconnect-timeout
  Default value : 60000 (ms)
  Valid values: 0 or any positive integer
  Changes take effect: After restart**
* **This option specifies the time, in ms, for which SCS will wait to reconnect to the SMTP server when there is outstanding mail. If this option is set to zero (0), the feature is disabled. (MFWK-18606)**
* **If SCS is configured with hangup detection, it now sends heartbeat messages to LCA in all cases. Previously, if a server running on the same host as LCA was in a race condition, SCS did not always send heartbeat messages to LCA when LCA was restarted. (MFWK-18377)**
* **When the connection between SCS and Message Server is secured using TLS, logs generated by SCS use the secured connection and the secure port. Previously in this scenario, the SCS logs used the secure connection but the default port. (MFWK-17818)**
* **When TLS is enabled between SCS and LCA, SCS now processes the data sent and received through sockets. Previously in this scenario, some data was sent or received before TLS was established, and the data was not processed properly. As a result, SCS generated the error message LCALIB: Can't send to socket. (MFWK-17746)**
* **SCS now attempts to reestablish a failed connection with an SMTP server when the the time interval specified by the following new configuration option smtp-reconnect-timeout in the [mailer] section of the SCS application object expires. Previously, when an SMTP server connection failed, SCS did not reconnect until there was a clearance alarm, or another alarm that triggered a connection to be established.**
* **smtp-reconnect-timeout
  Default value : 60000 (ms)
  Valid values: 0 or any positive integer
  Changes take effect: After restart**
* **This option specifies the time, in ms, for which SCS will wait to reconnect to the SMTP server when there is outstanding mail. If this option is set to zero (0), the feature is disabled. (MFWK-18606)**
* **If SCS is configured with hangup detection, it now sends heartbeat messages to LCA in all cases. Previously, if a server running on the same host as LCA was in a race condition, SCS did not always send heartbeat messages to LCA when LCA was restarted. (MFWK-18377)**
* **When the connection between SCS and Message Server is secured using TLS, logs generated by SCS use the secured connection and the secure port. Previously in this scenario, the SCS logs used the secure connection but the default port. (MFWK-17818)**
* **When TLS is enabled between SCS and LCA, SCS now processes the data sent and received through sockets. Previously in this scenario, some data was sent or received before TLS was established, and the data was not processed properly. As a result, SCS generated the error message LCALIB: Can't send to socket. (MFWK-17746)**

## **Release 8.5.100.26 (12/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.26 | 12/22/17 | General |  | X | X | X | X |

### New Features:

* **You can now set a timeout for Solution Control Server to expect a TCP success or failure response from the Configuration Server to which it is connecting. To set the timeout, use the new command-line parameter -cfglib-connect-tmout <time in seconds>, or use the corresponding new option cfglib-connect-tmout in the configuration file. The default value of this option is 20 seconds, and it is applied by Solution Control Server if nothing else is configured. For more information, refer to the Framework Deployment Guide for the new command-line parameter, or to the
  Framework Configuration Options Reference Manual for the new option.**
* **Support for CentOS Linux 7 operating system. See the Framework page of the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.**
* **You can now set a timeout for Solution Control Server to expect a TCP success or failure response from the Configuration Server to which it is connecting. To set the timeout, use the new command-line parameter -cfglib-connect-tmout <time in seconds>, or use the corresponding new option cfglib-connect-tmout in the configuration file. The default value of this option is 20 seconds, and it is applied by Solution Control Server if nothing else is configured. For more information, refer to the Framework Deployment Guide for the new command-line parameter, or to the
  Framework Configuration Options Reference Manual for the new option.**
* **Support for CentOS Linux 7 operating system. See the Framework page of the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.**

### **Resolved issues:**

* **Solution Control Server can now better handle unstable network conditions when it tries to restore its sessions with Configuration Server. Previously in this scenario, Solution Control Server tried to reconnect but sometimes did not complete its connection attempt, did not make any more attempts, and remained disconnected until restarted. (MFWK-19062)**
* **Solution Control Server now properly sends the email as directed by the Alarm Reaction associated with an Alarm Condition configured to report the disconnection of Solution Control Interface, and generates the following message correctly: CGCLLConnector: already connected. Handle is <id>. only once with the correct id. Previously in this scenario, the Solution Control Server did not send the email, and continuously generated the message with the same id, as if in a loop. (MFWK-18809)**
* **Solution Control Server can now better handle unstable network conditions when it tries to restore its sessions with Configuration Server. Previously in this scenario, Solution Control Server tried to reconnect but sometimes did not complete its connection attempt, did not make any more attempts, and remained disconnected until restarted. (MFWK-19062)**
* **Solution Control Server now properly sends the email as directed by the Alarm Reaction associated with an Alarm Condition configured to report the disconnection of Solution Control Interface, and generates the following message correctly: CGCLLConnector: already connected. Handle is <id>. only once with the correct id. Previously in this scenario, the Solution Control Server did not send the email, and continuously generated the message with the same id, as if in a loop. (MFWK-18809)**

## **Release 8.5.100.27 (01/26/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.27 | 01/26/18 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **When both primary and backup SCS are running and auto-restart is enabled for SCS, if LCA stops one of the SCS instances, that SCS now stops as expected. Previously in this scenario, a race condition occurred in which LCA received RequestAppStartupInfoChanged before SCS actually stopped and after RequestStopApplicaton was received, and LCA stopped SCS and then incorrectly restarted it automatically. (MFWK-19393)**
* **LCA now properly sends the notification that NTP is running with TLS between SCS and LCA only once, when the connection is first made. Previously, LCA sent the notification continuously through the process. (MFWK-19357)**
* **When distributed Solution Control Servers are configured, master SCS CPU usage no longer increases when another SCS sends its own status as Stopped. This inter-server notification can be seen in logs as a statement such as:**
* **Previously in this scenario, the CPU usage of the master SCS increased. (MFWK-19230)**
* **When both primary and backup SCS are running and auto-restart is enabled for SCS, if LCA stops one of the SCS instances, that SCS now stops as expected. Previously in this scenario, a race condition occurred in which LCA received RequestAppStartupInfoChanged before SCS actually stopped and after RequestStopApplicaton was received, and LCA stopped SCS and then incorrectly restarted it automatically. (MFWK-19393)**
* **LCA now properly sends the notification that NTP is running with TLS between SCS and LCA only once, when the connection is first made. Previously, LCA sent the notification continuously through the process. (MFWK-19357)**
* **When distributed Solution Control Servers are configured, master SCS CPU usage no longer increases when another SCS sends its own status as Stopped. This inter-server notification can be seen in logs as a statement such as:**
* **Previously in this scenario, the CPU usage of the master SCS increased. (MFWK-19230)**

Component: SNMP Master Agent

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.100.07  10/09/15  General |  | 8.5.100.08  10/04/17  Hot Fix | 2 | 8.5.100.08  10/04/17  Hot Fix | 2 |

## **Release 8.5.100.07 (10/09/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.07 | 10/09/15 | General |  | X | X | X | X |

### New Features:

* **Instructions for upgrading SNMP Master Agent to release 8.5 and later have been completely rewritten in a more concise and clear manner. Refer to the Framework Migration Guide.**
* **Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system was added on June 3, 2016. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**
* **Instructions for upgrading SNMP Master Agent to release 8.5 and later have been completely rewritten in a more concise and clear manner. Refer to the Framework Migration Guide.**
* **Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system was added on June 3, 2016. See the Supported Operating Environment: Framework page for more detailed information and a list of all supported operating systems.**

### **Resolved issues:**

## **Release 8.5.100.08 (10/04/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.08 | 10/04/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **SNMP master agent no longer terminates unexpectedly if junk data is received on the port using the AgentX++ protocol. Previously, when an unknown protocol-based component, such as a port scanner or HTTP, is connected to the SNMP master agent on the AgentX++ port, the SNMP master agent sometimes stopped unexpectedly. To prevent this from happening in earlier releases, do not connect any other protocol-based components to the AgentX++ port of SNMP master agent. (MFWK-18351)**
* **SNMP master agent no longer terminates unexpectedly if junk data is received on the port using the AgentX++ protocol. Previously, when an unknown protocol-based component, such as a port scanner or HTTP, is connected to the SNMP master agent on the AgentX++ port, the SNMP master agent sometimes stopped unexpectedly. To prevent this from happening in earlier releases, do not connect any other protocol-based components to the AgentX++ port of SNMP master agent. (MFWK-18351)**

Component: DB Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 7.2.0  07/13/11  General  8.1.0  07/13/11  General  8.1.000.05  07/13/11  General  8.1.300.05  07/11/13  Hot Fix  8.1.301.03  06/25/15  General  8.1.301.13  03/03/17  General |  | 8.1.301.18  12/22/17  General | 16  16  16  11  9  5 | 8.1.301.18  12/22/17  General | 16  16  16  11  9  5 |

## **Release 8.1.000.05 (07/13/11)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.05 | 07/13/11 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.100.04 (04/06/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.100.04 | 04/06/12 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.200.06 (11/21/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.200.06 | 11/21/12 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.200.08 (07/10/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.200.08 | 07/10/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.03 (07/03/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.03 | 07/03/13 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.05 (07/11/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.05 | 07/11/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.07 (04/10/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.07 | 04/10/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.03 (06/25/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.03 | 06/25/15 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.04 (03/25/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.04 | 03/25/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.11 (04/29/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.11 | 04/29/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.12 (08/05/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.12 | 08/05/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.13 (03/03/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.13 | 03/03/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.14 (04/07/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.14 | 04/07/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.15 (06/05/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.15 | 06/05/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.16 (08/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.16 | 08/22/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.301.18 (12/22/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.301.18 | 12/22/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

Component: Chat Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.000.26  03/07/12  General  8.5.108.03  05/03/17  General  8.5.109.06  06/26/17  General |  | 8.5.201.07  09/08/17  Hot Fix | 3  4  3 | 8.5.201.07  09/08/17  Hot Fix | 17  4  3 |

## **Release 8.1.000.26 (03/07/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.000.26 | 03/07/12 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.001.40 (08/15/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.001.40 | 08/15/13 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.001.41 (04/04/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.001.41 | 04/04/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.5.000.30 (04/17/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.30 | 04/17/15 | General |  | X | X | X | X |

### New Features:

* **The default values of the following options have changed:
  In the [log] section: verbose
  In the [log-filter-data] section: MessageText
  In the [settings] section: flex-disconnect-timeout, max-waiting-requests, message-log-print-size, stop-abandoned-interaction, user-register-timeout.**
* **In the [log] section: verbose**
* **In the [log-filter-data] section: MessageText**
* **In the [settings] section: flex-disconnect-timeout, max-waiting-requests, message-log-print-size, stop-abandoned-interaction, user-register-timeout.**
* **You can enhance performance by limiting the maximum number of chat sessions that each Chat Server can accept and/or restore.**
* **You can enable and configure masking of sensitive data (such as credit card numbers, Social Security numbers, and other patterns) in logs and transcripts.**
* **Support for UTF-8.**
* **Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Windows Server 2012
  Red Hat Enterprise Linux 6**
* **Windows Server 2012**
* **Red Hat Enterprise Linux 6**
* **The default values of the following options have changed:
  In the [log] section: verbose
  In the [log-filter-data] section: MessageText
  In the [settings] section: flex-disconnect-timeout, max-waiting-requests, message-log-print-size, stop-abandoned-interaction, user-register-timeout.**
* **In the [log] section: verbose**
* **In the [log-filter-data] section: MessageText**
* **In the [settings] section: flex-disconnect-timeout, max-waiting-requests, message-log-print-size, stop-abandoned-interaction, user-register-timeout.**
* **You can enhance performance by limiting the maximum number of chat sessions that each Chat Server can accept and/or restore.**
* **You can enable and configure masking of sensitive data (such as credit card numbers, Social Security numbers, and other patterns) in logs and transcripts.**
* **Support for UTF-8.**
* **Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Windows Server 2012
  Red Hat Enterprise Linux 6**
* **Windows Server 2012**
* **Red Hat Enterprise Linux 6**

### **Resolved issues:**

* **This release introduces the connection-down-report-scs configuration option. If Chat Server is configured in primary/backup mode, you may want to stop it from reporting service unavailable to SCS when it detects disconnection from Interaction Server and/or UCS; you can do so by setting connection-down-report-scs to false. Blocking these notifications avoids a scenario in which Chat Server in primary/backup mode closes a chat session because (1) Chat Server detects disconnection from Interaction Server and/or UCS, (2) it sends a service unavailable notification to Solution Control Server, (3) SCS switches Chat Server to backup, which closes the chat session. (This scenario does not apply if Chat Server is in N+1 mode: multiple Chat Servers with no backup configured). (ESR-7623)**
* **Chat Server now properly reads the command-line argument -transport-ip-version 6,4 while connecting to Configuration Server. Previously, Chat Server's failure to read this argument prevented it from connecting to Configuration Server using IPv6. (ESR-7234)**
* **This release introduces the connection-down-report-scs configuration option. If Chat Server is configured in primary/backup mode, you may want to stop it from reporting service unavailable to SCS when it detects disconnection from Interaction Server and/or UCS; you can do so by setting connection-down-report-scs to false. Blocking these notifications avoids a scenario in which Chat Server in primary/backup mode closes a chat session because (1) Chat Server detects disconnection from Interaction Server and/or UCS, (2) it sends a service unavailable notification to Solution Control Server, (3) SCS switches Chat Server to backup, which closes the chat session. (This scenario does not apply if Chat Server is in N+1 mode: multiple Chat Servers with no backup configured). (ESR-7623)**
* **Chat Server now properly reads the command-line argument -transport-ip-version 6,4 while connecting to Configuration Server. Previously, Chat Server's failure to read this argument prevented it from connecting to Configuration Server using IPv6. (ESR-7234)**

## **Release 8.5.101.07 (07/31/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.07 | 07/31/15 | General |  | X | X | X | X |

### New Features:

* **In High Availability mode, Chat Server now restores interrupted sessions only if it is properly configured for High Availability. In particular, setting session-restoration-mode to simple (which enables Chat Server's session restoration functionality) has no effect unless transcript-auto-save is enabled (has a valid positive value).**
* **The option attach-session-statistics is added. If this option is set to all or fired, Chat Server generates statistics about the chat transcript and attaches them to the interaction's user data at the end of the chat session.**
* **In High Availability mode, Chat Server now restores interrupted sessions only if it is properly configured for High Availability. In particular, setting session-restoration-mode to simple (which enables Chat Server's session restoration functionality) has no effect unless transcript-auto-save is enabled (has a valid positive value).**
* **The option attach-session-statistics is added. If this option is set to all or fired, Chat Server generates statistics about the chat transcript and attaches them to the interaction's user data at the end of the chat session.**

### **Resolved issues:**

* **Chat Server no longer adds an extra hour between transcript events after a chat session is restored (in HA mode) when DST (Daylight Saving Time) is in effect. (ESR-10184)**
* **Chat Server now adjusts the from-position (for the first request after session restoration) to the latest position in the restored transcript (obtained from UCS). Previously, customer-facing (web) applications might not receive some transcript events after session restoration (in HA mode) if the from-position was advanced by non-saved events in the UCS transcript. (ESR-10036)**
* **Chat Server no longer adds an extra hour between transcript events after a chat session is restored (in HA mode) when DST (Daylight Saving Time) is in effect. (ESR-10184)**
* **Chat Server now adjusts the from-position (for the first request after session restoration) to the latest position in the restored transcript (obtained from UCS). Previously, customer-facing (web) applications might not receive some transcript events after session restoration (in HA mode) if the from-position was advanced by non-saved events in the UCS transcript. (ESR-10036)**

## **Release 8.5.102.08 (10/09/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.08 | 10/09/15 | General |  | X | X | X | X |

### New Features:

* **It is possible to establish inactivity control monitoring, which automatically closes inactive chat sessions.**
* **Chat Server can replace all digits in typing preview content, if desired for purposes of masking sensitive information.**
* **Chat Server can output KPI counters to logs, monitoring the health of the chat deployment.**
* **Log messages are improved, making tracing of activity more efficient.**
* **Support for the following operating systems.See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Windows Server 2012 Hyper-V
  Red Hat Enterprise Linux 7**
* **Windows Server 2012 Hyper-V**
* **Red Hat Enterprise Linux 7**
* **It is possible to establish inactivity control monitoring, which automatically closes inactive chat sessions.**
* **Chat Server can replace all digits in typing preview content, if desired for purposes of masking sensitive information.**
* **Chat Server can output KPI counters to logs, monitoring the health of the chat deployment.**
* **Log messages are improved, making tracing of activity more efficient.**
* **Support for the following operating systems.See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Windows Server 2012 Hyper-V
  Red Hat Enterprise Linux 7**
* **Windows Server 2012 Hyper-V**
* **Red Hat Enterprise Linux 7**

### **Resolved issues:**

* **Chat Server replaces illegal XML characters in incoming data with the character specified by the illegal-xml-char-mask option. (ESR-10332)**
* **Chat Server replaces illegal XML characters in incoming data with the character specified by the illegal-xml-char-mask option. (ESR-10332)**

## **Release 8.5.103.22 (01/06/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.22 | 01/06/16 | General |  | X | X | X | X |

### New Features:

* **In Chat Server the personally identifiable information (PII) configuration can now be read from UCS, where it must be specified by the Privacy Manager (GAX plugin). This expands the currently available ability of the Chat Server configuration to mask sensitive data. See the Chat Server Administration Guide for more information. Note: UCS 8.5.200.08 or later is required.**
* **Chat Server now publishes Key Performance Indicator (KPI) counters about the server performance through the HTTP API interface. See the Chat Server Administration Guide for more information.**
* **Chat Server now prints application configurations in the header of log files to assist with troubleshooting.**
* **In Chat Server the personally identifiable information (PII) configuration can now be read from UCS, where it must be specified by the Privacy Manager (GAX plugin). This expands the currently available ability of the Chat Server configuration to mask sensitive data. See the Chat Server Administration Guide for more information. Note: UCS 8.5.200.08 or later is required.**
* **Chat Server now publishes Key Performance Indicator (KPI) counters about the server performance through the HTTP API interface. See the Chat Server Administration Guide for more information.**
* **Chat Server now prints application configurations in the header of log files to assist with troubleshooting.**

### **Resolved issues:**

* **The ChatServer.xml template file now allows metadata importing. Previously, this file contained an error that blocked the import of metadata. (ESR-10934)**
* **The ChatServer.xml template file now allows metadata importing. Previously, this file contained an error that blocked the import of metadata. (ESR-10934)**

## **Release 8.5.104.07 (03/28/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.07 | 03/28/16 | General |  | X | X | X | X |

### New Features:

* **To provide better scalability, high availability, and reduce the UCS load, Chat Server now supports optional storage of intermediate transcripts in Cassandra. Please see Deploying Chat Server with Cassandra for more information.**
* **To provide better scalability, high availability, and reduce the UCS load, Chat Server now supports optional storage of intermediate transcripts in Cassandra. Please see Deploying Chat Server with Cassandra for more information.**

### **Resolved issues:**

* **Chat Server now correctly processes requests for changing the visibility of agents in a session. In release 8.5.103.22, this issue caused an exception in the Platform Software Development Kit (PSDK) in Chat Server replies. (ESR-11525)**
* **Chat Server now correctly processes notices, including typing on/off, for Agent Desktop after high availability session restoration. (ESR-11388)**
* **Chat Server now correctly processes requests for changing the visibility of agents in a session. In release 8.5.103.22, this issue caused an exception in the Platform Software Development Kit (PSDK) in Chat Server replies. (ESR-11525)**
* **Chat Server now correctly processes notices, including typing on/off, for Agent Desktop after high availability session restoration. (ESR-11388)**

## **Release 8.5.104.08 (04/06/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.08 | 04/06/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **If Chat Server is switched from backup mode to primary mode, Chat Server no longer exits if inactivity control is enabled and the alert timer expires. (ESR-11548)**
* **If Chat Server is switched from backup mode to primary mode, Chat Server no longer exits if inactivity control is enabled and the alert timer expires. (ESR-11548)**

## **Release 8.5.104.10 (04/22/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.10 | 04/22/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Chat Server now reads data masking rules for the personally identifiable information (PII) configuration correctly if added to UCS while Chat Server is running, even if that configuration was originally empty when Chat Server started. (ESR-11623)**
* **Chat Server no longer exits when a chat session is restored after the corresponding interaction was stopped in Interaction Server and the UCS record was not updated with status 3 (completed by workflow). (ESR-11618)**
* **When using a custom agent desktop, Chat Server no longer exits when an agent participates in multiple, concurrent chat sessions on the same connection. (ESR-11613)**
* **Transcripts are no longer sent as a reply from one session to another if during session restoration the original connection ID was re-used by another client. This occurred when the original connection was closed or the same client used another connection to send another request. (ESR-11588)**
* **Chat Server now reads data masking rules for the personally identifiable information (PII) configuration correctly if added to UCS while Chat Server is running, even if that configuration was originally empty when Chat Server started. (ESR-11623)**
* **Chat Server no longer exits when a chat session is restored after the corresponding interaction was stopped in Interaction Server and the UCS record was not updated with status 3 (completed by workflow). (ESR-11618)**
* **When using a custom agent desktop, Chat Server no longer exits when an agent participates in multiple, concurrent chat sessions on the same connection. (ESR-11613)**
* **Transcripts are no longer sent as a reply from one session to another if during session restoration the original connection ID was re-used by another client. This occurred when the original connection was closed or the same client used another connection to send another request. (ESR-11588)**

## **Release 8.5.105.05 (07/29/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.105.05 | 07/29/16 | General |  | X | X | X | X |

### New Features:

* **Documentation regarding data retention (TTL) and sample initialization scripts for automating cleanup procedures in case of failure.**
* **Ability for agent to alter participant nicknames while a chat session is in progress.**
* **Improvement to Chat Server load control management (configuration option limit-for-reply-delay). This improvement is essential for deployments running several Chat Server instances.**
* **New key-value pairs attached at the end of a session describing the reason that the session ended:
  csg\_SessionEndedBy indicates the type of user that initiated the end of the session: CLIENT (i.e. end customer), AGENT, SUPERVISOR, SYSTEM.
  csg\_SessionEndedReason describes how the session was closed: DISCONNECT, QUIT (participant logged out), FORCE (participant requested that the session be closed), INACTIVE, DB\_ERROR**
* **csg\_SessionEndedBy indicates the type of user that initiated the end of the session: CLIENT (i.e. end customer), AGENT, SUPERVISOR, SYSTEM.**
* **csg\_SessionEndedReason describes how the session was closed: DISCONNECT, QUIT (participant logged out), FORCE (participant requested that the session be closed), INACTIVE, DB\_ERROR**
* **Support of read receipt notifications. Notification can be used by widgets and desktops to display read receipts to agents and customers.\***
* **Ability to send notifications to participants when an agent or supervisor joins a chat session for coaching or silent monitoring, based on configuration. The notification message can then be used by Chat Widget or Desktop to notify the respective attendees.\***
* **Documentation regarding data retention (TTL) and sample initialization scripts for automating cleanup procedures in case of failure.**
* **Ability for agent to alter participant nicknames while a chat session is in progress.**
* **Improvement to Chat Server load control management (configuration option limit-for-reply-delay). This improvement is essential for deployments running several Chat Server instances.**
* **New key-value pairs attached at the end of a session describing the reason that the session ended:
  csg\_SessionEndedBy indicates the type of user that initiated the end of the session: CLIENT (i.e. end customer), AGENT, SUPERVISOR, SYSTEM.
  csg\_SessionEndedReason describes how the session was closed: DISCONNECT, QUIT (participant logged out), FORCE (participant requested that the session be closed), INACTIVE, DB\_ERROR**
* **csg\_SessionEndedBy indicates the type of user that initiated the end of the session: CLIENT (i.e. end customer), AGENT, SUPERVISOR, SYSTEM.**
* **csg\_SessionEndedReason describes how the session was closed: DISCONNECT, QUIT (participant logged out), FORCE (participant requested that the session be closed), INACTIVE, DB\_ERROR**
* **Support of read receipt notifications. Notification can be used by widgets and desktops to display read receipts to agents and customers.\***
* **Ability to send notifications to participants when an agent or supervisor joins a chat session for coaching or silent monitoring, based on configuration. The notification message can then be used by Chat Widget or Desktop to notify the respective attendees.\***

### **Resolved issues:**

## **Release 8.5.106.10 (11/14/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.106.10 | 11/14/16 | General |  | X | X | X | X |

### New Features:

* **Inactivity control configurations can be set differently for each chat session, either manually by a request from the agent desktop (currently supported only for custom desktops) or triggered by the workflow.**
* **A new configuration option, unmask-live-dialog (section [transcript-cleanup]), makes it possible to suppress sensitive data masking (when enabled) in an ongoing chat session only for the customer and the active/serving agent, keeping it masked for other participants and in the contact history transcript.**
* **Chat Server provides control and notification API for GMS and Workspace (supported by Desktop Edition only, not supported by Web Edition) for bidirectional file transfer between a customer and an agent. See File Transfer for more information.**
* **New health metrics about Cassandra operation were added.**
* **eServices Administrator's Guide (Chat Server Administration) was rearranged and extended with several useful topics.**
* **Inactivity control configurations can be set differently for each chat session, either manually by a request from the agent desktop (currently supported only for custom desktops) or triggered by the workflow.**
* **A new configuration option, unmask-live-dialog (section [transcript-cleanup]), makes it possible to suppress sensitive data masking (when enabled) in an ongoing chat session only for the customer and the active/serving agent, keeping it masked for other participants and in the contact history transcript.**
* **Chat Server provides control and notification API for GMS and Workspace (supported by Desktop Edition only, not supported by Web Edition) for bidirectional file transfer between a customer and an agent. See File Transfer for more information.**
* **New health metrics about Cassandra operation were added.**
* **eServices Administrator's Guide (Chat Server Administration) was rearranged and extended with several useful topics.**

### **Resolved issues:**

* **Chat Server now logs the detailed reason why it could not connect to Configuration Server during the initialization procedure. (ESR-12037)**
* **The ChatServer.xml template file now allows metadata importing. Previously, this file contained an error that blocked the import of the metadata. (ESR-12033)**
* **Chat Server now logs the detailed reason why it could not connect to Configuration Server during the initialization procedure. (ESR-12037)**
* **The ChatServer.xml template file now allows metadata importing. Previously, this file contained an error that blocked the import of the metadata. (ESR-12033)**

## **Release 8.5.107.11 (03/24/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.11 | 03/24/17 | General |  | X | X | X | X |

### New Features:

* **Chat Server now supports case-insensitive file extensions (see the option upload-file-types).**
* **A language code can be assigned for every chat session. This language code is used to display inactivity control messages according to the language configuration in Configuration Server.**
* **The end session and transcript statistic are always attached to an interaction in Interaction Server. Previously, depending on the value of the stop-abandoned-interaction option, the end session and transcript statistic were not always attached.**
* **Two new configuration options, message-alert2 and timeout-alert2, allow you to specify an additional intermediate timer for inactivity monitoring control. See documentation for more details.**
* **A new configuration option, security-token-size, allows you to increase the security token length in a chat protocol.**
* **New documentation topics:**
* **How to send messages from routing workflow/strategies in different languages.**
* **How Chat Server reports end session reason codes and transcript statistics.**
* **Chat Server now supports case-insensitive file extensions (see the option upload-file-types).**
* **A language code can be assigned for every chat session. This language code is used to display inactivity control messages according to the language configuration in Configuration Server.**
* **The end session and transcript statistic are always attached to an interaction in Interaction Server. Previously, depending on the value of the stop-abandoned-interaction option, the end session and transcript statistic were not always attached.**
* **Two new configuration options, message-alert2 and timeout-alert2, allow you to specify an additional intermediate timer for inactivity monitoring control. See documentation for more details.**
* **A new configuration option, security-token-size, allows you to increase the security token length in a chat protocol.**
* **New documentation topics:**
* **How to send messages from routing workflow/strategies in different languages.**
* **How Chat Server reports end session reason codes and transcript statistics.**

### **Resolved issues:**

## **Release 8.5.108.03 (05/03/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.108.03 | 05/03/17 | General |  | X | X | X | X |

### New Features:

* **Chat Server now supports push notifications about session activity via flex protocol, which is required by GMS for CometD support.**
* **Chat Server now provides the ability to send a direct message in a chat conference and/or coaching mode. For example, in a conference with 3 agents, an agent can send a direct message to another agent, and this message will not be visible to the third agent.**
* **Chat Server now supports push notifications about session activity via flex protocol, which is required by GMS for CometD support.**
* **Chat Server now provides the ability to send a direct message in a chat conference and/or coaching mode. For example, in a conference with 3 agents, an agent can send a direct message to another agent, and this message will not be visible to the third agent.**

### **Resolved issues:**

* **Chat Server now correctly processes the closing of chat sessions when an ESP message is received during a chat session closure. Previously, in certain environments, chat interactions might get stuck looping after upgrading to chat server 8.5.x from 8.1.x. (ESR-12822)**
* **Chat Server now correctly processes the closing of chat sessions when an ESP message is received during a chat session closure. Previously, in certain environments, chat interactions might get stuck looping after upgrading to chat server 8.5.x from 8.1.x. (ESR-12822)**

## **Release 8.5.109.06 (06/26/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.109.06 | 06/26/17 | General |  | X | X | X | X |

### New Features:

* **GMS CometD support improvements.**
* **Agent and supervisor participants can now be marked as automated chat bot participants, which implies a special handling during session closure and for reporting purposes.**
* **Chat Server can now associate an optional session password (a crypto-random security token) with the chat session ID. This feature prevents join attempts from unintended participants.**
* **If any PII rule is executed for a chat message, Chat Server now attaches information about what was changed/modified or detected in the message.**
* **GMS CometD support improvements.**
* **Agent and supervisor participants can now be marked as automated chat bot participants, which implies a special handling during session closure and for reporting purposes.**
* **Chat Server can now associate an optional session password (a crypto-random security token) with the chat session ID. This feature prevents join attempts from unintended participants.**
* **If any PII rule is executed for a chat message, Chat Server now attaches information about what was changed/modified or detected in the message.**

### **Resolved issues:**

* **Chat Server no longer terminates when agent is removing a flex user with push-notification subscription from the chat session. This applies only to push-flex notification functionality which is used by GMS for CometD support. (ESR-12995)**
* **Chat Server now connects to Message Server via TLS using host-level or application-level configuration. Previously, when configuring Chat Server on Linux, the TLS connection to Message Server would not work using these configuration levels. (ESR-12958)**
* **Chat Server no longer terminates when agent is removing a flex user with push-notification subscription from the chat session. This applies only to push-flex notification functionality which is used by GMS for CometD support. (ESR-12995)**
* **Chat Server now connects to Message Server via TLS using host-level or application-level configuration. Previously, when configuring Chat Server on Linux, the TLS connection to Message Server would not work using these configuration levels. (ESR-12958)**

## **Release 8.5.201.05 (08/23/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.05 | 08/23/17 | General |  |  | X |  | X |

### New Features:

* **Redesigned Chat Server IP to align with new Genesys branding.**
* **Chat Server now accepts event attributes in nested lists in ESP requests from a workflow.**
* **A new configuration option, allow-duplicated-kvp, allows you to prohibit duplicated key-value pairs in userdata and event attributes in chat protocol requests.**
* **Chat Server now attaches an additional set of chat session characteristics at the end of each chat session. For more information on these chat session characteristics, refer to the Chat Server Reporting Data section in the Administrator's Guide.**
* **Chat Server now allows you to retain the latest version of the intermediate transcript in the Cassandra Database when Cassandra is used for High Availability mode.**
* **Improved support for GMS CometD, including combined flex join and subscription, repeating reply as push-notification, and return transcript in system notice reply.**
* **Redesigned Chat Server IP to align with new Genesys branding.**
* **Chat Server now accepts event attributes in nested lists in ESP requests from a workflow.**
* **A new configuration option, allow-duplicated-kvp, allows you to prohibit duplicated key-value pairs in userdata and event attributes in chat protocol requests.**
* **Chat Server now attaches an additional set of chat session characteristics at the end of each chat session. For more information on these chat session characteristics, refer to the Chat Server Reporting Data section in the Administrator's Guide.**
* **Chat Server now allows you to retain the latest version of the intermediate transcript in the Cassandra Database when Cassandra is used for High Availability mode.**
* **Improved support for GMS CometD, including combined flex join and subscription, repeating reply as push-notification, and return transcript in system notice reply.**

### **Resolved issues:**

* **Chat Server now correctly accepts typing notification requests from Siebel Gplus Adapter (default client protocol version set to 101). Previously, Chat Server would reply with error 8233 "Unsupported request".(CHAT-235)**
* **Chat Server now correctly accepts typing notification requests from Siebel Gplus Adapter (default client protocol version set to 101). Previously, Chat Server would reply with error 8233 "Unsupported request".(CHAT-235)**

## **Release 8.5.201.07 (09/08/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.07 | 09/08/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **For Workspace Desktop Edition, Chat Server now allows agents to end chat consultations that are in progress with another agent. Previously, when the initiating agent tried to end a chat consultation, Chat Server replied with error 8226 Invalid parameters. (CHAT-1286)**
* **For Workspace Desktop Edition, Chat Server now allows agents to end chat consultations that are in progress with another agent. Previously, when the initiating agent tried to end a chat consultation, Chat Server replied with error 8226 Invalid parameters. (CHAT-1286)**

Component: Universal Contact Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.1  05/29/12  General  8.5.0  08/21/14  General  8.5.100.04  01/20/15  General  8.5.200.17  12/07/16  General |  | 8.5.300.09  12/20/17  General | 9  12  10  4 | 8.5.300.09  12/20/17  General | 21  12  10  4 |

## **Release 8.1.100.11 (05/29/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.100.11 | 05/29/12 | General |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.100.12 (07/12/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.100.12 | 07/12/12 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.200.03 (10/29/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.200.03 | 10/29/12 | General |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.08 (04/02/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.08 | 04/02/13 | General |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.12 (05/31/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.12 | 05/31/13 | General |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.300.15 (11/08/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.300.15 | 11/08/13 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.11 (12/17/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.11 | 12/17/13 | General |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.13 (06/18/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.13 | 06/18/14 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.15 (07/18/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.15 | 07/18/14 | Hot Fix |  | X | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.5.000.12 (08/21/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.12 | 08/21/14 | General |  | X | X | X | X |

### New Features:

* **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)**
* **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 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 12g RAC. (ESR-7679)**
* **This release supports Windows 2012 Server. (ESR-7673)**
* **This release supports Windows Server 2012 64-bit native. (ESR-7672)**
* **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)**
* **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 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 12g RAC. (ESR-7679)**
* **This release supports Windows 2012 Server. (ESR-7673)**
* **This release supports Windows Server 2012 64-bit native. (ESR-7672)**

### **Resolved issues:**

* **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)**
* **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)**
* **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)**
* **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)**
* **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)**
* **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)**
* **To receive the best performance when using Context Services extensions and IDKeys with a MSSQL database, the Latin1\_General\_CI\_AS collation should be used. Note that existing tables should be converted to this collation manually. (ESR-8028)**
* **UCS can now connect to a Configuration Server that has no defined host in its application. (ESR-7940)**
* **The Server no longer enters a deadlock situation when a new log file is created. (ESR-7790)**
* **A NullPointerException is no longer displayed in logs when creating the first Person of a new AccessGroup in Configuration Server. (ESR-7868)**
* **UCS can now connect to Configuration Server version 7.6 (ESR-7818)**
* **UCS now properly archives interactions when more than 2000 non-archivable root interaction threads are older than the newer archivable interactions. (ESR-7805)**
* **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)**
* **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)**
* **When reconnecting to a server the "Reconnecting" warm standby log now always displays the correct application name. (ESR-7634)**
* **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)**
* **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)**
* **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)**
* **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)**
* **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)**
* **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)**
* **To receive the best performance when using Context Services extensions and IDKeys with a MSSQL database, the Latin1\_General\_CI\_AS collation should be used. Note that existing tables should be converted to this collation manually. (ESR-8028)**
* **UCS can now connect to a Configuration Server that has no defined host in its application. (ESR-7940)**
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* **UCS can now connect to Configuration Server version 7.6 (ESR-7818)**
* **UCS now properly archives interactions when more than 2000 non-archivable root interaction threads are older than the newer archivable interactions. (ESR-7805)**
* **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)**
* **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)**
* **When reconnecting to a server the "Reconnecting" warm standby log now always displays the correct application name. (ESR-7634)**

## **Release 8.5.000.14 (04/10/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.14 | 04/10/15 | Hot Fix |  |  | X |  |  |

### New Features:

### **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 eServices API, in which case the index is updated instantly. (ESR-9945)**
* **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)**

## **Release 8.5.100.04 (01/20/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.04 | 01/20/15 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**
* **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.**
* **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.**

### **Resolved issues:**

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

## **Release 8.5.100.06 (04/10/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.06 | 04/10/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **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)**
* **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)**
* **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)**
* **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)**

## **Release 8.5.100.07 (09/03/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.07 | 09/03/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

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

## **Release 8.5.100.10 (10/23/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.10 | 10/23/15 | Hot Fix |  | X | X | X | X |

### New Features:

* **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:**
* **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:**

### **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)**
* **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)**

## **Release 8.5.200.08 (11/18/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.08 | 11/18/15 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **Resolved issues:**

* **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)**
* **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)**

## **Release 8.5.200.09 (03/30/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.09 | 03/30/16 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **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)**
* **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)**

## **Release 8.5.200.17 (12/07/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.17 | 12/07/16 | General |  | X | X | X | X |

### New Features:

### **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)**
* **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)**
* **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)**
* **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)**

## **Release 8.5.200.19 (04/10/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.19 | 04/10/17 | Hot Fix |  | X | X | X | X |

### New Features:

* **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: <$Error: No value provided or unknown identifier (CompanyName)$>.**
* **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: <$Error: No value provided or unknown identifier (CompanyName)$>.**

### **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)**
* **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)**

## **Release 8.5.300.05 (10/16/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.05 | 10/16/17 | General |  | X | X | X | X |

### New Features:

* **UCS supports the new Genesys brand in this release.**
* **Support for the following Supported Operating Environment scenarios:**
* **Discontinued support for the following Supported Operating Environment scenarios:**
* **UCS supports the new Genesys brand in this release.**
* **Support for the following Supported Operating Environment scenarios:**
* **Discontinued support for the following Supported Operating Environment scenarios:**

### **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)**
* **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)**

## **Release 8.5.300.09 (12/20/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.09 | 12/20/17 | General |  | X | X | X | X |

### New Features:

* **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.**
* **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.**

### **Resolved issues:**

* **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. (ESR-13622)**
* **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 MergeId is now returned correctly during a Contact.GetAttributes request. (ESR-11679)**
* **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. (ESR-13622)**
* **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 MergeId is now returned correctly during a Contact.GetAttributes request. (ESR-11679)**

Component: E-mail Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.103.18  03/10/17  General |  | 8.5.104.17  11/09/17  Hot Fix | 8 | 8.5.104.17  11/09/17  Hot Fix | 8 |

## **Release 8.5.103.18 (03/10/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.18 | 03/10/17 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **For E-mail Server's ChatTranscript method, user data key-value pairs that start with an underscore (\_) are no longer inheritable, and are not passed to any child interactions. In other words, E-mail Server no longer saves these key-value pairs from the parent interaction. (ESR-12566)**
* **E-mail Server now deletes the SMTP connection when there is a connection failure with a java.lang.IllegalStateException: Not Connected error. (ESR-12525)**
* **When an email without a "From" address is received from EWS, a NullPointerException is no longer thrown.**
* **When receiving email from EWS, E-mail Server now ignores the counter variable returned from EWS. Instead, it uses the actual number of email messages as a counter. Previously, there was a discrepancy between the variable and the actual number of email messages, which resulted in a failed cycle run. (ESR-12035)**
* **For E-mail Server's ChatTranscript method, user data key-value pairs that start with an underscore (\_) are no longer inheritable, and are not passed to any child interactions. In other words, E-mail Server no longer saves these key-value pairs from the parent interaction. (ESR-12566)**
* **E-mail Server now deletes the SMTP connection when there is a connection failure with a java.lang.IllegalStateException: Not Connected error. (ESR-12525)**
* **When an email without a "From" address is received from EWS, a NullPointerException is no longer thrown.**
* **When receiving email from EWS, E-mail Server now ignores the counter variable returned from EWS. Instead, it uses the actual number of email messages as a counter. Previously, there was a discrepancy between the variable and the actual number of email messages, which resulted in a failed cycle run. (ESR-12035)**

## **Release 8.5.103.19 (03/23/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.19 | 03/23/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

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

## **Release 8.5.103.20 (05/08/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.20 | 05/08/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

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

## **Release 8.5.103.21 (05/25/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.21 | 05/25/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **The CSS style of the table that displays the start time, duration, and subject of the chat session is now specified as inline, so that the style applies to this table only. Previously, the style was specified as internal, which made the style apply globally to all tables in the HTML Standard Response. (ESR-12796)**
* **In the HTML version of Standard Responses, the CSS tag <style type="text/css"> can now be placed anywhere. Previously, this tag was required to follow the transcript delimiters <Genesys\_Chat\_Transcript> </Genesys\_Chat\_Transcript>. (ESR-12732)**
* **The CSS style of the table that displays the start time, duration, and subject of the chat session is now specified as inline, so that the style applies to this table only. Previously, the style was specified as internal, which made the style apply globally to all tables in the HTML Standard Response. (ESR-12796)**
* **In the HTML version of Standard Responses, the CSS tag <style type="text/css"> can now be placed anywhere. Previously, this tag was required to follow the transcript delimiters <Genesys\_Chat\_Transcript> </Genesys\_Chat\_Transcript>. (ESR-12732)**

## **Release 8.5.103.22 (09/27/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.22 | 09/27/17 | Hot Fix |  | X | X | X | X |

### New Features:

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

### **Resolved issues:**

## **Release 8.5.104.13 (07/26/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.13 | 07/26/17 | General |  | X | X | X | X |

### New Features:

* **The JavaMail used in this release is upgraded to version 1.5.6 (javax.mail.jar). As a result, the format used for email addresses now strictly follows
  RFC 3696 Section 3.**
* **E-mail Server Java now supports TLS 1.2.**
* **The JavaMail used in this release is upgraded to version 1.5.6 (javax.mail.jar). As a result, the format used for email addresses now strictly follows
  RFC 3696 Section 3.**
* **E-mail Server Java now supports TLS 1.2.**

### **Resolved issues:**

* **In the HTML version of Standard Responses, the CSS tag <style type="text/css"> can now be placed anywhere. Previously, this tag was required to follow the transcript delimiters <Genesys\_Chat\_Transcript> </Genesys\_Chat\_Transcript>. (ESR-12732)**
* **E-mail Server now correctly handles the situation in which Microsoft Exchange sends details of messages before it has notified the client that those messages exist. Previously, this situation caused E-mail Server to post an exception. (ESR-12243)**
* **When the MIME message of the email structure contains more than one text/html content type MIME part, E-mail Server concatenates the parts and returns them as the complete email body. Previously, it returned only the first MIME part and omitted the other parts of the email body. (ESR-12647)**
* **In the HTML version of Standard Responses, the CSS tag <style type="text/css"> can now be placed anywhere. Previously, this tag was required to follow the transcript delimiters <Genesys\_Chat\_Transcript> </Genesys\_Chat\_Transcript>. (ESR-12732)**
* **E-mail Server now correctly handles the situation in which Microsoft Exchange sends details of messages before it has notified the client that those messages exist. Previously, this situation caused E-mail Server to post an exception. (ESR-12243)**
* **When the MIME message of the email structure contains more than one text/html content type MIME part, E-mail Server concatenates the parts and returns them as the complete email body. Previously, it returned only the first MIME part and omitted the other parts of the email body. (ESR-12647)**

## **Release 8.5.104.14 (10/12/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.14 | 10/12/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **E-mail Server now generates chat transcript emails even if there are unexpected elements in the transcript. Previously, these elements caused an exception and the email was not generated. (ESR-13501)**
* **E-mail Server now correctly processes inbound emails that only specify BCC recipients. (ESR-13457)**
* **E-mail Server now generates chat transcript emails even if there are unexpected elements in the transcript. Previously, these elements caused an exception and the email was not generated. (ESR-13501)**
* **E-mail Server now correctly processes inbound emails that only specify BCC recipients. (ESR-13457)**

## **Release 8.5.104.17 (11/09/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.17 | 11/09/17 | Hot Fix |  | X | X | X | X |

### New Features:

* **E-mail Server now uses JavaMail 1.6.0 (javax.mail.jar). This version includes support for internationalized email addresses (RFC 6530/RFC 6531/RFC 6532).
  Note: New options that were introduced with JavaMail 1.6.0 are not currently supported by E-mail Server.
  (ESR-13578)**
* **E-mail Server now uses JavaMail 1.6.0 (javax.mail.jar). This version includes support for internationalized email addresses (RFC 6530/RFC 6531/RFC 6532).
  Note: New options that were introduced with JavaMail 1.6.0 are not currently supported by E-mail Server.
  (ESR-13578)**

### **Resolved issues:**

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

Component: Web API Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.2  05/31/12  General  8.1.200.03  05/31/12  General  8.1.200.05  06/06/13  Hot Fix |  | 8.1.200.05  06/06/13  Hot Fix | 2  2  1 | 8.5.000.20  10/19/15  Hot Fix | 10  10  9 |

## **Release 8.1.200.03 (05/31/12)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.200.03 | 05/31/12 | General |  |  | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.200.05 (06/06/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.200.05 | 06/06/13 | Hot Fix |  |  | X | X |  |

### New Features:

### **Resolved issues:**

## **Release 8.5.000.09 (09/30/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.09 | 09/30/14 | General |  |  | X | X | X |

### New Features:

* **Includes the new Web Server API for RESTful chat interactions**
* **Exposes the ability to submit e-mail interactions from web forms**
* **Includes support for the following Host Operating System Support:
  Windows Server 2012 - 64 bit
  IBM AIX 7.1 - 64 bit
  Solaris 10 - 64 bit
  Red Hat Enterprise Linux 6 - 64 bit
  New Windows Server 2012 - Hyper-V**
* **Windows Server 2012 - 64 bit**
* **IBM AIX 7.1 - 64 bit**
* **Solaris 10 - 64 bit**
* **Red Hat Enterprise Linux 6 - 64 bit**
* **New Windows Server 2012 - Hyper-V**
* **The Chat Widget includes support for the following web browsers:
  Google Chrome
  Mozilla Firefox
  Microsoft Internet Explorer 10, 11
  Apple Safari 7**
* **Google Chrome**
* **Mozilla Firefox**
* **Microsoft Internet Explorer 10, 11**
* **Apple Safari 7**
* **Includes the new Web Server API for RESTful chat interactions**
* **Exposes the ability to submit e-mail interactions from web forms**
* **Includes support for the following Host Operating System Support:
  Windows Server 2012 - 64 bit
  IBM AIX 7.1 - 64 bit
  Solaris 10 - 64 bit
  Red Hat Enterprise Linux 6 - 64 bit
  New Windows Server 2012 - Hyper-V**
* **Windows Server 2012 - 64 bit**
* **IBM AIX 7.1 - 64 bit**
* **Solaris 10 - 64 bit**
* **Red Hat Enterprise Linux 6 - 64 bit**
* **New Windows Server 2012 - Hyper-V**
* **The Chat Widget includes support for the following web browsers:
  Google Chrome
  Mozilla Firefox
  Microsoft Internet Explorer 10, 11
  Apple Safari 7**
* **Google Chrome**
* **Mozilla Firefox**
* **Microsoft Internet Explorer 10, 11**
* **Apple Safari 7**

### **Resolved issues:**

* **There are no corrections or modifications for this release.**
* **There are no corrections or modifications for this release.**

## **Release 8.5.000.11 (11/24/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.11 | 11/24/14 | General |  |  | X | X | X |

### New Features:

* **Performance enhancements obtained through the use of information caching.**
* **Added a data.zip archive for use with Microsoft Windows servers.**
* **Performance enhancements obtained through the use of information caching.**
* **Added a data.zip archive for use with Microsoft Windows servers.**

### **Resolved issues:**

* **There are no corrections or modifications for this release.**
* **There are no corrections or modifications for this release.**

## **Release 8.5.000.13 (02/10/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.13 | 02/10/15 | General |  |  | X | X | X |

### New Features:

* **The status codes in the HTTP response are now represented as follows:
  statusCode 0 - represents a successful communication with Chat Server.
  statusCode 1 - represents a connection error with Chat Server, or if Chat Server gives an error response that corresponds to a recoverable error.
  statusCode 2 - represent a non-recoverable error.**
* **statusCode 0 - represents a successful communication with Chat Server.**
* **statusCode 1 - represents a connection error with Chat Server, or if Chat Server gives an error response that corresponds to a recoverable error.**
* **statusCode 2 - represent a non-recoverable error.**
* **WebAPI now allows the endpoint definition to submit Chat interactions.**
* **Web API Server now provides aggregate operation statistics across all Chat Servers.**
* **The status codes in the HTTP response are now represented as follows:
  statusCode 0 - represents a successful communication with Chat Server.
  statusCode 1 - represents a connection error with Chat Server, or if Chat Server gives an error response that corresponds to a recoverable error.
  statusCode 2 - represent a non-recoverable error.**
* **statusCode 0 - represents a successful communication with Chat Server.**
* **statusCode 1 - represents a connection error with Chat Server, or if Chat Server gives an error response that corresponds to a recoverable error.**
* **statusCode 2 - represent a non-recoverable error.**
* **WebAPI now allows the endpoint definition to submit Chat interactions.**
* **Web API Server now provides aggregate operation statistics across all Chat Servers.**

### **Resolved issues:**

* **For existing Chat sessions, Web API no longer uses the application status from Solution Control Server (SCS). (ESR-8748)**
* **Error code 8198 from Chat Server is now a recoverable error and returns HTTP 200 OK, with the field statusCode in the JSON response set to 1. Previously, this error code was returning HTTP 400. (ESR-9385)**
* **All responses to RequestRefresh now monitor lastPosition=0 and set chatEnded=true/false. (ESR-9384)**
* **For existing Chat sessions, Web API no longer uses the application status from Solution Control Server (SCS). (ESR-8748)**
* **Error code 8198 from Chat Server is now a recoverable error and returns HTTP 200 OK, with the field statusCode in the JSON response set to 1. Previously, this error code was returning HTTP 400. (ESR-9385)**
* **All responses to RequestRefresh now monitor lastPosition=0 and set chatEnded=true/false. (ESR-9384)**

## **Release 8.5.000.16 (03/27/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.16 | 03/27/15 | Hot Fix |  |  | X | X | X |

### New Features:

* **Web API Server Chat Service now includes status codes in the HTTP response. Here is a list of the codes and their meanings:
  statusCode 0—The attempted communication with Chat Server was successful.
  statusCode 1—If Chat Server sends an error response that corresponds to a recoverable error, then there was a recoverable error. Otherwise, there was a connection error with Chat Server.
  statusCode 2—There was a non-recoverable error.**
* **statusCode 0—The attempted communication with Chat Server was successful.**
* **statusCode 1—If Chat Server sends an error response that corresponds to a recoverable error, then there was a recoverable error. Otherwise, there was a connection error with Chat Server.**
* **statusCode 2—There was a non-recoverable error.**
* **The Web API now allows endpoints other than the default endpoint to submit Chat interactions. This means that your applications can now choose which queue to use for chat applications, based on the needs of your business logic.**
* **The Send Email request now allows you to add attached data.**
* **Web API Server Chat Service now includes status codes in the HTTP response. Here is a list of the codes and their meanings:
  statusCode 0—The attempted communication with Chat Server was successful.
  statusCode 1—If Chat Server sends an error response that corresponds to a recoverable error, then there was a recoverable error. Otherwise, there was a connection error with Chat Server.
  statusCode 2—There was a non-recoverable error.**
* **statusCode 0—The attempted communication with Chat Server was successful.**
* **statusCode 1—If Chat Server sends an error response that corresponds to a recoverable error, then there was a recoverable error. Otherwise, there was a connection error with Chat Server.**
* **statusCode 2—There was a non-recoverable error.**
* **The Web API now allows endpoints other than the default endpoint to submit Chat interactions. This means that your applications can now choose which queue to use for chat applications, based on the needs of your business logic.**
* **The Send Email request now allows you to add attached data.**

### **Resolved issues:**

* **Web API Server no longer sends unnecessary requests to Solution Control Server (SCS) when a new chat server session is created. It now relies on notification events instead. (ESR-9351)**
* **Web API Server no longer sends unnecessary requests to Solution Control Server (SCS) when a new chat server session is created. It now relies on notification events instead. (ESR-9351)**

## **Release 8.5.000.17 (04/17/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.17 | 04/17/15 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

* **When a Get Messages call is issued, a TypingStarted notification is now sent only when text is submitted in the customer request. Previously, a TypingStarted notification was always sent in response to a Get Messages call—even if the customer had not been typing—resulting in the agent desktop application always indicating that the customer had been typing, even if they had not been. (ESR-10015)**
* **Web API Server no longer uses all of the memory that has been assigned to Java before releasing memory, resulting in improved performance. (ESR-9645)**
* **When a Get Messages call is issued, a TypingStarted notification is now sent only when text is submitted in the customer request. Previously, a TypingStarted notification was always sent in response to a Get Messages call—even if the customer had not been typing—resulting in the agent desktop application always indicating that the customer had been typing, even if they had not been. (ESR-10015)**
* **Web API Server no longer uses all of the memory that has been assigned to Java before releasing memory, resulting in improved performance. (ESR-9645)**

## **Release 8.5.000.18 (08/21/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.18 | 08/21/15 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

* **The Email API's performance has been improved, through caching the list of connected Email Servers and by updating the event cache when event updates are received from Configuration Server. (ESR-10558)**
* **Both primary and backup servers can now be specified in Web API Server's startup parameters. At startup, Web API Server will connect to the one running in primary mode. Backup server configuration is supported through the use of the following parameters in server-settings.yaml:**
* **The Email API's performance has been improved, through caching the list of connected Email Servers and by updating the event cache when event updates are received from Configuration Server. (ESR-10558)**
* **Both primary and backup servers can now be specified in Web API Server's startup parameters. At startup, Web API Server will connect to the one running in primary mode. Backup server configuration is supported through the use of the following parameters in server-settings.yaml:**

## **Release 8.5.000.19 (09/04/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.19 | 09/04/15 | Hot Fix |  |  | X | X | X |

### New Features:

### **Resolved issues:**

* **The list of connected Interaction Servers is now cached and is updated when event updates are received from Configuration Server. (ESR-10628)**
* **The list of connected Interaction Servers is now cached and is updated when event updates are received from Configuration Server. (ESR-10628)**

## **Release 8.5.000.20 (10/19/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.20 | 10/19/15 | Hot Fix |  |  | X | X | X |

### New Features:

* **The Send Email API now allows you to specify a specific endpoint when you submit an interaction, as long as you are using Genesys E-mail Server version 8.5.101.06 and higher.**
* **The Send Email API now allows you to specify a specific endpoint when you submit an interaction, as long as you are using Genesys E-mail Server version 8.5.101.06 and higher.**

### **Resolved issues:**

* **You can now use special characters when submitting an email web form. (ESR-10746)**
* **You can now use special characters when submitting an email web form. (ESR-10746)**

Component: Classification Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.200.05  03/10/17  General |  | 8.5.300.04  01/30/18  Hot Fix | 3 | 8.5.300.04  01/30/18  Hot Fix | 3 |

## **Release 8.5.200.05 (03/10/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.05 | 03/10/17 | General |  | X | X | X | X |

### New Features:

* **Classification Server now uses all models specified in the Analyze request, regardless of whether the models are set to Active or Not Active.**
* **The parameter TestingMode has been added to the ClassifyScreenUniversal method of the Analyze service. If this parameter has the value all, disabled screening rules are treated as enabled for this ESP request, allowing Classification Server to test all Screening Rules specified in the Analyze request, regardless of whether the rules are enabled or disabled.**
* **Classification Server no longer creates special "CEngine" log files. That information is now included in the regular logs.**
* **The setup procedure for the Windows platform now allows you to specify the location of application startup log files.**
* **Classification Server now uses all models specified in the Analyze request, regardless of whether the models are set to Active or Not Active.**
* **The parameter TestingMode has been added to the ClassifyScreenUniversal method of the Analyze service. If this parameter has the value all, disabled screening rules are treated as enabled for this ESP request, allowing Classification Server to test all Screening Rules specified in the Analyze request, regardless of whether the rules are enabled or disabled.**
* **Classification Server no longer creates special "CEngine" log files. That information is now included in the regular logs.**
* **The setup procedure for the Windows platform now allows you to specify the location of application startup log files.**

### **Resolved issues:**

* **Classification Server no longer undergoes an Out of Memory exception in scenarios in which all of the following are true:**
* **If processing a Screening Rule takes more than 15 seconds, Classification Server terminates the processing and sends Fault ESP response to the requester. This prevents the Server from hanging when processing a regular expression takes an excessively long time. (KM-3119)**
* **When Classification Server receives an ESP request to screen an interaction that includes a chat session transcript, it now correctly returns an Event3rdServerResponse response, even if the interaction's Text field is empty and the screening rule is set to process the Subject field only. Previously, the Server returned Event3rdServerFault in this scenario. (KM-3068)**
* **Screening rules that use RegExFind now correctly pass back the matched expression. (KM-2024)**
* **Classification Server no longer undergoes an Out of Memory exception in scenarios in which all of the following are true:**
* **If processing a Screening Rule takes more than 15 seconds, Classification Server terminates the processing and sends Fault ESP response to the requester. This prevents the Server from hanging when processing a regular expression takes an excessively long time. (KM-3119)**
* **When Classification Server receives an ESP request to screen an interaction that includes a chat session transcript, it now correctly returns an Event3rdServerResponse response, even if the interaction's Text field is empty and the screening rule is set to process the Subject field only. Previously, the Server returned Event3rdServerFault in this scenario. (KM-3068)**
* **Screening rules that use RegExFind now correctly pass back the matched expression. (KM-2024)**

## **Release 8.5.300.03 (09/27/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.03 | 09/27/17 | General |  |  | X |  | X |

### New Features:

* **Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Red Hat Enterprise Linux 7.
  Oracle Linux 7 coupled with Unbreakable Enterprise Kernel Release 4.**
* **Red Hat Enterprise Linux 7.**
* **Oracle Linux 7 coupled with Unbreakable Enterprise Kernel Release 4.**
* **Classification Server can now classify chat transcripts after the interaction has concluded.**
* **Genesys Content Analyzer adds support for the following languages:
  Bulgarian
  Czech
  Danish
  Dutch (Netherlands)
  Finnish
  Greek
  Korean
  Norwegian
  Polish
  Romanian
  Slovakian
  Swedish
  Turkish**
* **Bulgarian**
* **Czech**
* **Danish**
* **Dutch (Netherlands)**
* **Finnish**
* **Greek**
* **Korean**
* **Norwegian**
* **Polish**
* **Romanian**
* **Slovakian**
* **Swedish**
* **Turkish**
* **Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Red Hat Enterprise Linux 7.
  Oracle Linux 7 coupled with Unbreakable Enterprise Kernel Release 4.**
* **Red Hat Enterprise Linux 7.**
* **Oracle Linux 7 coupled with Unbreakable Enterprise Kernel Release 4.**
* **Classification Server can now classify chat transcripts after the interaction has concluded.**
* **Genesys Content Analyzer adds support for the following languages:
  Bulgarian
  Czech
  Danish
  Dutch (Netherlands)
  Finnish
  Greek
  Korean
  Norwegian
  Polish
  Romanian
  Slovakian
  Swedish
  Turkish**
* **Bulgarian**
* **Czech**
* **Danish**
* **Dutch (Netherlands)**
* **Finnish**
* **Greek**
* **Korean**
* **Norwegian**
* **Polish**
* **Romanian**
* **Slovakian**
* **Swedish**
* **Turkish**

### **Resolved issues:**

## **Release 8.5.300.04 (01/30/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.04 | 01/30/18 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **The Action Screen now implements the following logic:**
* **(KM-3536)**
* **The Action Screen now implements the following logic:**
* **(KM-3536)**

Component: Interaction Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.4  12/17/13  General  8.5.1  11/26/14  General  8.5.100.03  11/26/14  General  8.5.105.04  10/09/15  General  8.5.107.14  09/02/16  Hot Fix  8.5.108.05  11/10/16  General  8.5.109.11  09/08/17  General |  | 8.5.201.05  12/19/17  General | 8  18  18  13  7  6  2 | 8.5.201.05  12/19/17  General | 28  18  18  13  7  6  2 |

## **Release 8.1.400.16 (12/17/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.16 | 12/17/13 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.24 (05/09/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.24 | 05/09/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.25 (06/12/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.25 | 06/12/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.26 (06/20/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.26 | 06/20/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.28 (08/19/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.28 | 08/19/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.29 (12/12/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.29 | 12/12/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.30 (12/24/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.30 | 12/24/14 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.31 (12/07/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.31 | 12/07/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

## **Release 8.5.000.10 (08/21/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.10 | 08/21/14 | General |  | X | X | X | X |

### New Features:

* **Interaction Server can now cancel conferences and transfers. When it does this, it also sends EventRevoked to the invited party. (ESR-7741)**
* **The single Interaction Server in a multi-tenant environment now distributes events only to reporting clients that belong to the same tenant. (ESR-7704)**
* **This release supports MS SQL Server 2012. (ESR-7682)**
* **This release supports Oracle 12c. (ESR-7680)**
* **This release supports Windows Server 2012 Hyper-V. (ESR-7673)**
* **This release supports Windows Server 2012 64-bit native. (ESR-7672)**
* **Interaction Server can now cancel conferences and transfers. When it does this, it also sends EventRevoked to the invited party. (ESR-7741)**
* **The single Interaction Server in a multi-tenant environment now distributes events only to reporting clients that belong to the same tenant. (ESR-7704)**
* **This release supports MS SQL Server 2012. (ESR-7682)**
* **This release supports Oracle 12c. (ESR-7680)**
* **This release supports Windows Server 2012 Hyper-V. (ESR-7673)**
* **This release supports Windows Server 2012 64-bit native. (ESR-7672)**

### **Resolved issues:**

* **Routing now consistently proceeds when (a) Interaction Server and Universal Routing Server (URS) have a slow connection, and (b) a backup URS is also present. Previously, in rare instances of this scenario, routing would stop. (ESR-8235)**
* **Interaction Server now correctly tracks dynamic changes in the list of applications included in the Connection Tab of the configuration object of type Application Cluster. (ESR-7742)**
* **Routing now consistently proceeds when (a) Interaction Server and Universal Routing Server (URS) have a slow connection, and (b) a backup URS is also present. Previously, in rare instances of this scenario, routing would stop. (ESR-8235)**
* **Interaction Server now correctly tracks dynamic changes in the list of applications included in the Connection Tab of the configuration object of type Application Cluster. (ESR-7742)**

## **Release 8.5.000.11 (02/20/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.000.11 | 02/20/15 | Hot Fix |  | X | X | X | X |

### New Features:

* **This version updates the assigned\_to field of the interactions table after the interaction is accepted as a result of transfer or conference.**
* **This version updates the assigned\_to field of the interactions table after the interaction is accepted as a result of transfer or conference.**

### **Resolved issues:**

* **In a scenario in which a backup Interaction Server loses its connection to DB Server and switches to primary mode after restoring the connection, the invalid binding ID error no longer occurs. (ESR-9443)**
* **In a scenario in which a backup Interaction Server loses its connection to DB Server and switches to primary mode after restoring the connection, the invalid binding ID error no longer occurs. (ESR-9443)**

## **Release 8.5.100.18 (11/26/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.18 | 11/26/14 | General |  | X | X | X | X |

### New Features:

* **Support for MS SQL Server 2012 Cluster**
* **Support for Oracle 12g RAC**
* **Support for Windows Server 2012 Hyper-V**
* **Support for functionality that enables new features and enhancements of
  Orchestration Server (ORS).**
* **Support for UTF-8 on Windows as well as on other platforms. On Windows, this support requires Interaction Server to connect to its database using ODBC (not DB Server).**
* **The way that Interaction Server communicates with its database has been modified to optimize performance (limited to Windows and Linux only with IBM DB2, MSSQL and Oracle). The following new options were added:
  In the [settings] section of the Interaction Server DAP:
  blob-chunk-size
  connection-string
  connections
  dbprotocol
  odbc-string
  queue-size
  reconnection-pauseIn the [logger-settings] section of the Event Logger DAP:
  connection-string
  odbc-string
  reconnection-pauseAlso in the [logger-settings] section of the Event Logger DAP, the delivery-protocol option adds the valid value odbc.
  Corrections and ModificationsThis release also includes the following corrections or modifications:
  Interaction Server now provides standard-level messaging to indicate that all Capture Points are working as expected. (ESR-6010)
  Interaction Server now sends the correct EventTakenFromQueue message to Interaction Concentrator (ICON). (ESR-8534)
  Interaction Server now delays checking out licenses if there are errors encountered after checking out any non-feature license. (ESR-8234)
  If DB Server disconnects just when a database transaction is about to start, this particular interaction continues to be available for further requests. (ESR-8185)
  Now Interaction Server supports a mechanism for removing attached data keys, based on the response from ESP servers.
  (ESR-8070)
  This release corrects the limitation with the use of the Web Service Capture Point on Linux hosts that occurred when the number of open client connections to Interaction Server came close to or exceeded 1024. Previously, the Web Service Capture Point stopped working in such cases. (ESR-8382)**
* **In the [settings] section of the Interaction Server DAP:
  blob-chunk-size
  connection-string
  connections
  dbprotocol
  odbc-string
  queue-size
  reconnection-pause**
* **In the [logger-settings] section of the Event Logger DAP:
  connection-string
  odbc-string
  reconnection-pause**
* **Also in the [logger-settings] section of the Event Logger DAP, the delivery-protocol option adds the valid value odbc.**
* **Support for MS SQL Server 2012 Cluster**
* **Support for Oracle 12g RAC**
* **Support for Windows Server 2012 Hyper-V**
* **Support for functionality that enables new features and enhancements of
  Orchestration Server (ORS).**
* **Support for UTF-8 on Windows as well as on other platforms. On Windows, this support requires Interaction Server to connect to its database using ODBC (not DB Server).**
* **The way that Interaction Server communicates with its database has been modified to optimize performance (limited to Windows and Linux only with IBM DB2, MSSQL and Oracle). The following new options were added:
  In the [settings] section of the Interaction Server DAP:
  blob-chunk-size
  connection-string
  connections
  dbprotocol
  odbc-string
  queue-size
  reconnection-pauseIn the [logger-settings] section of the Event Logger DAP:
  connection-string
  odbc-string
  reconnection-pauseAlso in the [logger-settings] section of the Event Logger DAP, the delivery-protocol option adds the valid value odbc.
  Corrections and ModificationsThis release also includes the following corrections or modifications:
  Interaction Server now provides standard-level messaging to indicate that all Capture Points are working as expected. (ESR-6010)
  Interaction Server now sends the correct EventTakenFromQueue message to Interaction Concentrator (ICON). (ESR-8534)
  Interaction Server now delays checking out licenses if there are errors encountered after checking out any non-feature license. (ESR-8234)
  If DB Server disconnects just when a database transaction is about to start, this particular interaction continues to be available for further requests. (ESR-8185)
  Now Interaction Server supports a mechanism for removing attached data keys, based on the response from ESP servers.
  (ESR-8070)
  This release corrects the limitation with the use of the Web Service Capture Point on Linux hosts that occurred when the number of open client connections to Interaction Server came close to or exceeded 1024. Previously, the Web Service Capture Point stopped working in such cases. (ESR-8382)**
* **In the [settings] section of the Interaction Server DAP:
  blob-chunk-size
  connection-string
  connections
  dbprotocol
  odbc-string
  queue-size
  reconnection-pause**
* **In the [logger-settings] section of the Event Logger DAP:
  connection-string
  odbc-string
  reconnection-pause**
* **Also in the [logger-settings] section of the Event Logger DAP, the delivery-protocol option adds the valid value odbc.**

### **Resolved issues:**

* **Interaction Server now provides standard-level messaging to indicate that all Capture Points are working as expected. (ESR-6010)**
* **Interaction Server now sends the correct EventTakenFromQueue message to Interaction Concentrator (ICON). (ESR-8534)**
* **Interaction Server now delays checking out licenses if there are errors encountered after checking out any non-feature license. (ESR-8234)**
* **If DB Server disconnects just when a database transaction is about to start, this particular interaction continues to be available for further requests. (ESR-8185)**
* **Now Interaction Server supports a mechanism for removing attached data keys, based on the response from ESP servers.
  (ESR-8070)**
* **Interaction Server now provides standard-level messaging to indicate that all Capture Points are working as expected. (ESR-6010)**
* **Interaction Server now sends the correct EventTakenFromQueue message to Interaction Concentrator (ICON). (ESR-8534)**
* **Interaction Server now delays checking out licenses if there are errors encountered after checking out any non-feature license. (ESR-8234)**
* **If DB Server disconnects just when a database transaction is about to start, this particular interaction continues to be available for further requests. (ESR-8185)**
* **Now Interaction Server supports a mechanism for removing attached data keys, based on the response from ESP servers.
  (ESR-8070)**

## **Release 8.5.100.20 (12/24/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.20 | 12/24/14 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **On non-Windows platforms, Interaction Server no longer exits unexpectedly when it attempts to process multiple RequestPulls simultaneously. (ESR-8802)**
* **On non-Windows platforms, Interaction Server no longer exits unexpectedly when it attempts to process multiple RequestPulls simultaneously. (ESR-8802)**

## **Release 8.5.102.02 (03/03/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.102.02 | 03/03/15 | General |  | X | X | X | X |

### New Features:

* **This release provides additional KPI counters for monitoring the number of requests of different types received from clients.**
* **This release provides additional KPI counters for monitoring the number of error responses sent to clients, including ESP (External Service Protocol) errors.**
* **This release provides a means for Interaction Server clients to request agent state from the server--for example, in order to synchronize the agent state across multiple connections. This is done by means of the new RequestAgentState and its response, EventAgentState, both of which are documented in the Platform SDK API Reference.**
* **This release includes the following new configuration options:**
* **With this release it is possible to set a limit on the number of records returned in response to RequestGetWorkbinContent. The limit may be set within the request attribute, and as an option in the configuration object of Workbin type. If both are present, the value from the request is applied. As part of this feature, the following option is added to the Workbin section of the workbin script object:**
* **With this release it is possible to set attributes in RequestGetWorkbinContent that specify a filtering condition and the order in which records are returned in response to the request.**
* **Support of PostgreSQL database on Windows and Linux via an ODBC connection was added in this release. This requires using version 9.03.0400 of the client driver. Note: The use of PostgreSQL database via Genesys DB Server is not currently possible.**
* **This release enables the following options from the log library:
  enable-thread
  throttle-period
  throttle-threshold**
* **enable-thread**
* **throttle-period**
* **throttle-threshold**
* **This release provides additional KPI counters for monitoring the number of requests of different types received from clients.**
* **This release provides additional KPI counters for monitoring the number of error responses sent to clients, including ESP (External Service Protocol) errors.**
* **This release provides a means for Interaction Server clients to request agent state from the server--for example, in order to synchronize the agent state across multiple connections. This is done by means of the new RequestAgentState and its response, EventAgentState, both of which are documented in the Platform SDK API Reference.**
* **This release includes the following new configuration options:**
* **With this release it is possible to set a limit on the number of records returned in response to RequestGetWorkbinContent. The limit may be set within the request attribute, and as an option in the configuration object of Workbin type. If both are present, the value from the request is applied. As part of this feature, the following option is added to the Workbin section of the workbin script object:**
* **With this release it is possible to set attributes in RequestGetWorkbinContent that specify a filtering condition and the order in which records are returned in response to the request.**
* **Support of PostgreSQL database on Windows and Linux via an ODBC connection was added in this release. This requires using version 9.03.0400 of the client driver. Note: The use of PostgreSQL database via Genesys DB Server is not currently possible.**
* **This release enables the following options from the log library:
  enable-thread
  throttle-period
  throttle-threshold**
* **enable-thread**
* **throttle-period**
* **throttle-threshold**

### **Resolved issues:**

## **Release 8.5.103.05 (05/15/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.103.05 | 05/15/15 | General |  | X | X | X | X |

### New Features:

* **Starting with this release, the InteractionId property may include ASCII characters "hyphen-minus" (decimal code 45) and "underscore" (decimal code 95). Previously, only letters [A-Za-z] and numbers [0-9] were allowed in InteractionId.**
* **This release implements a new option have-segmentation-indexes that controls how segmentation SELECTs are generated. If this option is set to 'true', Interaction Server generates SELECT statements relating to segmentation with the assumption that there are appropriate covering indexes that account for specific segmentation fields, view condition, and view order. This option must be set to 'false' unless appropriate tests are done to show that indexes are appropriately used by the database to execute the segmentation SELECTs efficiently. When set to 'false' (the default), the SELECT statements are generated without using a UNION clause. If changed, the option takes effect after server restart.**
* **An agent can get statistics about all of their workbins or about group workbins, using the new RequestAgentWorkbinStats. The specification of the request is as follows:**
* **Proxy clients can now subscribe to workbin change notifications. To do this, the proxy must specify the following new attribute in RequestWorkbinNotification and RequestCancelWorkbinNotification:
  Attribute name: attr\_tenant\_id (12)
  Type: Integer
  Description: Tenant identifier (DBID) of the agent.**
* **Attribute name: attr\_tenant\_id (12)**
* **Type: Integer**
* **Description: Tenant identifier (DBID) of the agent.**
* **Starting with this release, the InteractionId property may include ASCII characters "hyphen-minus" (decimal code 45) and "underscore" (decimal code 95). Previously, only letters [A-Za-z] and numbers [0-9] were allowed in InteractionId.**
* **This release implements a new option have-segmentation-indexes that controls how segmentation SELECTs are generated. If this option is set to 'true', Interaction Server generates SELECT statements relating to segmentation with the assumption that there are appropriate covering indexes that account for specific segmentation fields, view condition, and view order. This option must be set to 'false' unless appropriate tests are done to show that indexes are appropriately used by the database to execute the segmentation SELECTs efficiently. When set to 'false' (the default), the SELECT statements are generated without using a UNION clause. If changed, the option takes effect after server restart.**
* **An agent can get statistics about all of their workbins or about group workbins, using the new RequestAgentWorkbinStats. The specification of the request is as follows:**
* **Proxy clients can now subscribe to workbin change notifications. To do this, the proxy must specify the following new attribute in RequestWorkbinNotification and RequestCancelWorkbinNotification:
  Attribute name: attr\_tenant\_id (12)
  Type: Integer
  Description: Tenant identifier (DBID) of the agent.**
* **Attribute name: attr\_tenant\_id (12)**
* **Type: Integer**
* **Description: Tenant identifier (DBID) of the agent.**

### **Resolved issues:**

* **This release provides a workaround for unexpected DB Server behavior when, in cases of database disconnection, DB Server sends a notification that the database has been disconnected, instead of closing the client connection itself. Now, when Interaction Server gets such a notification, it closes the connection and initiates reconnect. (ESR-10007)**
* **In this release, RequestChangeProperties from a media server does not reset the LastPlaceInQueueReason, keeping the reason set by the last RequestPlacedInQueue. In prior releases, Interaction Server changed the LastPlacedInQueueReason to a generic reason. (ESR-9935)**
* **This release provides a workaround for unexpected DB Server behavior when, in cases of database disconnection, DB Server sends a notification that the database has been disconnected, instead of closing the client connection itself. Now, when Interaction Server gets such a notification, it closes the connection and initiates reconnect. (ESR-10007)**
* **In this release, RequestChangeProperties from a media server does not reset the LastPlaceInQueueReason, keeping the reason set by the last RequestPlacedInQueue. In prior releases, Interaction Server changed the LastPlacedInQueueReason to a generic reason. (ESR-9935)**

## **Release 8.5.104.05 (08/04/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.104.05 | 08/04/15 | General |  | X | X | X | X |

### New Features:

* **This version supports dates up to the year 2999 on Windows platforms or up to the year 9999 on other platforms. Previously the dates were limited to year 2037. Among the drawbacks of that limit was that it prevented scheduling interaction processing far into the future.**
* **This version supports dates up to the year 2999 on Windows platforms or up to the year 9999 on other platforms. Previously the dates were limited to year 2037. Among the drawbacks of that limit was that it prevented scheduling interaction processing far into the future.**

### **Resolved issues:**

* **This release improves the handling of reconnection events on secure channels. Previously, in the rare circumstance of a relayed reconnection, Interaction Server exited unexpectedly. (ESR-10358)**
* **This release improves the handling of delayed responses from the database when the database-request-timeout option is set to a non-zero value. Interaction Server now:**
* **This release improves the handling of reconnection events on secure channels. Previously, in the rare circumstance of a relayed reconnection, Interaction Server exited unexpectedly. (ESR-10358)**
* **This release improves the handling of delayed responses from the database when the database-request-timeout option is set to a non-zero value. Interaction Server now:**

## **Release 8.5.105.04 (10/09/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.105.04 | 10/09/15 | General |  | X | X | X | X |

### New Features:

* **Now EventPartyRemoved, EventPlacedInQueue, and EventPlacedInWorkbin contain timestamps that show when the interaction was previously placed in a queue (specified in attr\_old\_queue). This feature enables Genesys real-time reporting (Stat Server) to provide additional metrics related to time in queue.**
* **This release corrects an issue with strict checking of the Interaction Server database tables in ODBC mode. Now Interaction Server does not check fields for the NOT NULL constraint, allowing for more flexible structure and making ODBC mode consistent with DB Server mode. Specifically, the strict check caused issues with the "external\_id" field, which by design may be either nullable or not nullable, allowing external interaction IDs to be either unique or non-unique.**
* **Now EventPartyRemoved, EventPlacedInQueue, and EventPlacedInWorkbin contain timestamps that show when the interaction was previously placed in a queue (specified in attr\_old\_queue). This feature enables Genesys real-time reporting (Stat Server) to provide additional metrics related to time in queue.**
* **This release corrects an issue with strict checking of the Interaction Server database tables in ODBC mode. Now Interaction Server does not check fields for the NOT NULL constraint, allowing for more flexible structure and making ODBC mode consistent with DB Server mode. Specifically, the strict check caused issues with the "external\_id" field, which by design may be either nullable or not nullable, allowing external interaction IDs to be either unique or non-unique.**

### **Resolved issues:**

* **This release corrects the Server's behavior in switchover scenarios: previously, requests to the database were kept waiting while Interaction Server was in backup mode, then they were executed when the Server switched to primary again. This behavior sometimes caused interactions to become unreachable. (ESR-10593)**
* **Interaction Server now consistently initializes the database properly during switchover to primary mode. Previously, Interaction Server sometimes failed to initialize the database after a switchover to backup mode that occurred while the connection to DB Server was not available. (ESR-10058)**
* **This release corrects the Server's behavior in switchover scenarios: previously, requests to the database were kept waiting while Interaction Server was in backup mode, then they were executed when the Server switched to primary again. This behavior sometimes caused interactions to become unreachable. (ESR-10593)**
* **Interaction Server now consistently initializes the database properly during switchover to primary mode. Previously, Interaction Server sometimes failed to initialize the database after a switchover to backup mode that occurred while the connection to DB Server was not available. (ESR-10058)**

## **Release 8.5.106.04 (02/05/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.106.04 | 02/05/16 | General |  | X | X | X | X |

### New Features:

* **PartyTenantId, PartyType, PartyStrategyId, PartyRouterId, PartyPlaceId, and PartyAgentId are available for Database Capture Point queries.**
* **Third-party Groovy libraries are upgraded to the most recent available version. The -Djava.class.path configuration option in the [jvm-options] section needs to be updated with the new jar file name.**
* **The media-types configuration option is added. This option requires Interaction Server Proxy version 8.5.106.14 (a Restricted release) or later.**
* **PartyTenantId, PartyType, PartyStrategyId, PartyRouterId, PartyPlaceId, and PartyAgentId are available for Database Capture Point queries.**
* **Third-party Groovy libraries are upgraded to the most recent available version. The -Djava.class.path configuration option in the [jvm-options] section needs to be updated with the new jar file name.**
* **The media-types configuration option is added. This option requires Interaction Server Proxy version 8.5.106.14 (a Restricted release) or later.**

### **Resolved issues:**

* **This release fixes an issue, existing on Windows platforms only, in which Interaction Server working in UTF-8 mode exited unexpectedly when processing requests containing Unicode strings. (ESR-11784)**
* **This release fixes an issue, existing on Windows platforms only, in which Interaction Server working in UTF-8 mode exited unexpectedly when processing requests containing Unicode strings. (ESR-11784)**

## **Release 8.5.106.05 (02/09/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.106.05 | 02/09/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Interaction Server now correctly loads interactions that are handled by agents prior to switch over from primary to backup. This issue occurred only when Interaction Server was working with Oracle database using DB Server and the agent-session-restore-timeout option was set to a non-zero value. (ESR-11335)**
* **Interaction Server now correctly loads interactions that are handled by agents prior to switch over from primary to backup. This issue occurred only when Interaction Server was working with Oracle database using DB Server and the agent-session-restore-timeout option was set to a non-zero value. (ESR-11335)**

## **Release 8.5.107.06 (05/20/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.06 | 05/20/16 | General |  | X | X | X | X |

### New Features:

* **Interaction Server prints out the current license usage upon any attempt to log an agent in or out, including any automatic logouts due to timeouts, license cut or client/proxy disconnect.**
* **The option log-custom-message-content, added to the log-control section, allows you to enable or disable (the default) printing of the binary content of EventCustom in the Interaction Server log.**
* **This release introduces agent auto-logout, which allows logging out agents due to inactivity. The new option login-session-timeout in the settings section specifies the inactivity timeout in minutes. If an agent application does not send any request to Interaction Server for the duration specified by the option, Interaction Server logs out and disconnects that agent.**
* **The option reset-states-on-shutdown, added to the settings section, controls the behavior of Interaction Server when it is shut down normally. Previously, as part of shutting down when working with DB Server, Interaction Server finished all database updates and reset all interaction states to queued. Now, if this option is set to false, the Server does not update interaction states, so the agents have a chance to use the session restoration feature after reconnecting to a backup server. Note that when working with ODBC, the option has no effect and interaction states are not reset on shutdown.**
* **Interaction Server supports Red Hat Enterprise Linux (RHEL) 7 64-bit native.**
* **Interaction Server prints out the current license usage upon any attempt to log an agent in or out, including any automatic logouts due to timeouts, license cut or client/proxy disconnect.**
* **The option log-custom-message-content, added to the log-control section, allows you to enable or disable (the default) printing of the binary content of EventCustom in the Interaction Server log.**
* **This release introduces agent auto-logout, which allows logging out agents due to inactivity. The new option login-session-timeout in the settings section specifies the inactivity timeout in minutes. If an agent application does not send any request to Interaction Server for the duration specified by the option, Interaction Server logs out and disconnects that agent.**
* **The option reset-states-on-shutdown, added to the settings section, controls the behavior of Interaction Server when it is shut down normally. Previously, as part of shutting down when working with DB Server, Interaction Server finished all database updates and reset all interaction states to queued. Now, if this option is set to false, the Server does not update interaction states, so the agents have a chance to use the session restoration feature after reconnecting to a backup server. Note that when working with ODBC, the option has no effect and interaction states are not reset on shutdown.**
* **Interaction Server supports Red Hat Enterprise Linux (RHEL) 7 64-bit native.**

### **Resolved issues:**

* **When a request to the integrated Web Service Capture Point contains SOAP 1.2 namespaces, the Capture Point no longer attempts to upgrade the response to SOAP version 1.2. (ESR-11595)**
* **When a request to the integrated Web Service Capture Point contains SOAP 1.2 namespaces, the Capture Point no longer attempts to upgrade the response to SOAP version 1.2. (ESR-11595)**

## **Release 8.5.107.08 (06/03/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.08 | 06/03/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Interaction Server no longer exits in a scenario involving a conference or direct agent to agent transfer in which**
* **Interaction Server no longer exits in a scenario involving a conference or direct agent to agent transfer in which**

## **Release 8.5.107.11 (06/09/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.11 | 06/09/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **This release fixes an issue of constant CPU growth in a scenario in which a routing client reconnects frequently and registers with a unique (randomly generated) client name. (ESR-11769)**
* **This release fixes an issue of constant CPU growth in a scenario in which a routing client reconnects frequently and registers with a unique (randomly generated) client name. (ESR-11769)**

## **Release 8.5.107.22 (09/02/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.107.22 | 09/02/16 | Hot Fix |  | X | X | X | X |

### New Features:

* **This release introduces the option max-database-request-queue-size in the [settings] section. It sets the maximum size for the database request queue. Any client request that generates a database request will be rejected if the current queue size reaches the specified maximum. The default value is 10,000 and the valid value is any integer in the range 5,000–200,000. Changes take effect immediately.**
* **There are two new KPI counters: current\_request\_queue\_size and current\_request\_queue\_wait. Like all other counters, these are accessible in ping messages, the health monitor, or datastream reporting. This feature relates to the resolved issue described below.**
* **A new configuration option in the [health-service] section controls whether and how often the current counters are written to the log file: log-output-timeout specifies the time, in seconds, between these log messages. The default value is 0 seconds (no logging), and the valid value is an integer in the range 1–600 (10 minutes). Changes take effect immediately. This feature also relates to the resolved issue described below.**
* **This release introduces the option max-database-request-queue-size in the [settings] section. It sets the maximum size for the database request queue. Any client request that generates a database request will be rejected if the current queue size reaches the specified maximum. The default value is 10,000 and the valid value is any integer in the range 5,000–200,000. Changes take effect immediately.**
* **There are two new KPI counters: current\_request\_queue\_size and current\_request\_queue\_wait. Like all other counters, these are accessible in ping messages, the health monitor, or datastream reporting. This feature relates to the resolved issue described below.**
* **A new configuration option in the [health-service] section controls whether and how often the current counters are written to the log file: log-output-timeout specifies the time, in seconds, between these log messages. The default value is 0 seconds (no logging), and the valid value is an integer in the range 1–600 (10 minutes). Changes take effect immediately. This feature also relates to the resolved issue described below.**

### **Resolved issues:**

* **This release fixes an issue with the server exiting unexpectedly while trying to process corrupted XML messages that were captured by File Capture Point, or possibly by another capture point that handles XML messages. Such corrupted XML messages might be produced by custom transformation scripts. (ESR-12038)**
* **This release fixes an issue, which existed on Linux platforms only, in which the processing of requests slowed down when the internal queue of requests grew. Previously the rate of processing depended on the queue size and in this release there is no dependency. The new KPI counters and the log-output-timeout option described above also relate to this resolved issue. (ESR-11934, ESR-11974)**
* **This release fixes an issue with the server exiting unexpectedly, in some cases, when a connection of DB Server to an Oracle database was killed by Oracle administrative tools or scripts. (ESR-11823)**
* **When Interaction Server switches over in a high-availability configuration at a time when there are outstanding requests from Orchestration Server to pull interactions for processing, Interaction Server terminates properly. Previously, it did not terminate properly in some instances of this scenario. (ESR-11435)**
* **This release fixes an issue with the server exiting unexpectedly while trying to process corrupted XML messages that were captured by File Capture Point, or possibly by another capture point that handles XML messages. Such corrupted XML messages might be produced by custom transformation scripts. (ESR-12038)**
* **This release fixes an issue, which existed on Linux platforms only, in which the processing of requests slowed down when the internal queue of requests grew. Previously the rate of processing depended on the queue size and in this release there is no dependency. The new KPI counters and the log-output-timeout option described above also relate to this resolved issue. (ESR-11934, ESR-11974)**
* **This release fixes an issue with the server exiting unexpectedly, in some cases, when a connection of DB Server to an Oracle database was killed by Oracle administrative tools or scripts. (ESR-11823)**
* **When Interaction Server switches over in a high-availability configuration at a time when there are outstanding requests from Orchestration Server to pull interactions for processing, Interaction Server terminates properly. Previously, it did not terminate properly in some instances of this scenario. (ESR-11435)**

## **Release 8.5.108.05 (11/10/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.108.05 | 11/10/16 | General |  | X | X | X | X |

### New Features:

* **This release includes the most recent available version of third-party Groovy libraries. Be sure that you update the -Djava.class.path configuration option in the [jvm-options] section with the new .jar file name.**
* **MS SQL Server 2014 and MS SQL Server 2014 Cluster are supported.**
* **Java version 1.8 update 101 is supported.**
* **This release includes the most recent available version of third-party Groovy libraries. Be sure that you update the -Djava.class.path configuration option in the [jvm-options] section with the new .jar file name.**
* **MS SQL Server 2014 and MS SQL Server 2014 Cluster are supported.**
* **Java version 1.8 update 101 is supported.**

### **Resolved issues:**

* **This release fixes an issue with the segmentation process stopping when Interaction Server loses its connection to DB Server in the middle of the segmentation transaction, which may consist of multiple database update statements. Now, the segmentation process restarts properly after the connection to DB Server is reestablished. (ESR-11937)**
* **The statement of support for Red Hat Enterprise Linux 7 is no longer missing from the read\_me.html and ip\_description.xml files in the installation package. (ESR-11732)**
* **This release fixes an issue with the segmentation process stopping when Interaction Server loses its connection to DB Server in the middle of the segmentation transaction, which may consist of multiple database update statements. Now, the segmentation process restarts properly after the connection to DB Server is reestablished. (ESR-11937)**
* **The statement of support for Red Hat Enterprise Linux 7 is no longer missing from the read\_me.html and ip\_description.xml files in the installation package. (ESR-11732)**

## **Release 8.5.108.06 (01/24/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.108.06 | 01/24/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **This release fixes an issue with parsing of XML messages for File and JMS Capture Points. Previous versions of the 8.5.108 family could not parse any XML messages on Unix platforms. Older versions—8.5.107 and below—are not affected and do not have this issue. (ESR-12391)**
* **Interaction Server no longer deadlocks when the Desktop disconnects. Previously, this could happen either when the agent closed the Desktop or when an agent login session timed out. In those scenarios, the server would appear unresponsive and would not process any requests. This issue was introduced in the 8.5.107 release. (ESR-12373, ESR-12287, ESR-12343)**
* **This release fixes an issue with parsing of XML messages for File and JMS Capture Points. Previous versions of the 8.5.108 family could not parse any XML messages on Unix platforms. Older versions—8.5.107 and below—are not affected and do not have this issue. (ESR-12391)**
* **Interaction Server no longer deadlocks when the Desktop disconnects. Previously, this could happen either when the agent closed the Desktop or when an agent login session timed out. In those scenarios, the server would appear unresponsive and would not process any requests. This issue was introduced in the 8.5.107 release. (ESR-12373, ESR-12287, ESR-12343)**

## **Release 8.5.109.01 (05/01/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.109.01 | 05/01/17 | General |  | X | X | X | X |

### New Features:

* **This release supports Universal Contact Server v9.0 in N+1 mode.**
* **In this release, besides resetting the agent login session timeout when it receives requests that relate to interactions or agent states, Interaction Server also resets the timeout when it receives RequestGetWorkbinContent, RequestFindInteractions, or RequestTakeSnapshot from a client.
  Also, the valid range for the option login-session-timeout has been extended to include 0; a value of 0 disables the agent login session timeout.**
* **This release is accompanied by the new component Cluster Manager Plug-in for GAX, a user interface that you can use to configure Interaction Server and Interaction Server Proxy clusters.**
* **This release supports Universal Contact Server v9.0 in N+1 mode.**
* **In this release, besides resetting the agent login session timeout when it receives requests that relate to interactions or agent states, Interaction Server also resets the timeout when it receives RequestGetWorkbinContent, RequestFindInteractions, or RequestTakeSnapshot from a client.
  Also, the valid range for the option login-session-timeout has been extended to include 0; a value of 0 disables the agent login session timeout.**
* **This release is accompanied by the new component Cluster Manager Plug-in for GAX, a user interface that you can use to configure Interaction Server and Interaction Server Proxy clusters.**

### **Resolved issues:**

* **When there is an issue with the connection to a database or DB Server, Interaction Server keeps all transactions in the queue and executes them after the connection is restored. Previously, some of these transactions were aborted, depending on their stage of execution. (ESR-12127, ESR-12379)**
* **In this release, Interaction Server resets interaction states upon startup or switching to primary mode, regardless of the value of the server\_id field. This avoids the following scenario:**
* **When there is an issue with the connection to a database or DB Server, Interaction Server keeps all transactions in the queue and executes them after the connection is restored. Previously, some of these transactions were aborted, depending on their stage of execution. (ESR-12127, ESR-12379)**
* **In this release, Interaction Server resets interaction states upon startup or switching to primary mode, regardless of the value of the server\_id field. This avoids the following scenario:**

## **Release 8.5.109.03 (06/02/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.109.03 | 06/02/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **This version correctly handles character encoding in the Web Service Capture Point API. Previous versions, starting from 8.5.101, incorrectly used UTF-8 encoding when the Server was set to non-UTF-8 encoding, and used the current non-UTF-8 codepage when the Server was configured to use UTF-8. (ESR-12667)**
* **This version correctly handles character encoding in the Web Service Capture Point API. Previous versions, starting from 8.5.101, incorrectly used UTF-8 encoding when the Server was set to non-UTF-8 encoding, and used the current non-UTF-8 codepage when the Server was configured to use UTF-8. (ESR-12667)**

## **Release 8.5.110.10 (09/08/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.110.10 | 09/08/17 | General |  | X | X | X | X |

### New Features:

* **Interaction Server now supports TLS 1.2.**
* **Interaction Server can now generate a new reporting event, EventAbandoned, if a customer abandons an interaction (the attribute IsOnline changes value from 1 to 0) before an agent was assigned to it. You can use this event to track abandoned interactions, which are then calculated by reporting clients such as Stat Server. The Genesys Chat solution supports this feature out-of-the-box.**
* **Interaction Server no longer supports the T-Server application type. Customers must now use the Interaction Server application type. Additionally, the installation procedure no longer offers to install Interaction Server using the T-Server application type.**
* **This release adjusts the default values of the following options in section [log-control]:
  max-protocol-message-size=16384
  max-protocol-attribute-size=256**
* **max-protocol-message-size=16384**
* **max-protocol-attribute-size=256**
* **You can now use the Groovy Event Logger to process reporting events using custom Groovy scripts.**
* **This release adds the configuration option max-userdata-size to the section [settings]. Use this option to specify the maximum user data size, in kilobytes, that can be stored for any specific interaction. The value 0 disables the check.**
* **This release adds the configuration options trace-segmented-views and max-segments-traced-number in the section [log-control]. Use these options to control log messages regarding the segmentation process.**
* **Interaction Server now supports TLS 1.2.**
* **Interaction Server can now generate a new reporting event, EventAbandoned, if a customer abandons an interaction (the attribute IsOnline changes value from 1 to 0) before an agent was assigned to it. You can use this event to track abandoned interactions, which are then calculated by reporting clients such as Stat Server. The Genesys Chat solution supports this feature out-of-the-box.**
* **Interaction Server no longer supports the T-Server application type. Customers must now use the Interaction Server application type. Additionally, the installation procedure no longer offers to install Interaction Server using the T-Server application type.**
* **This release adjusts the default values of the following options in section [log-control]:
  max-protocol-message-size=16384
  max-protocol-attribute-size=256**
* **max-protocol-message-size=16384**
* **max-protocol-attribute-size=256**
* **You can now use the Groovy Event Logger to process reporting events using custom Groovy scripts.**
* **This release adds the configuration option max-userdata-size to the section [settings]. Use this option to specify the maximum user data size, in kilobytes, that can be stored for any specific interaction. The value 0 disables the check.**
* **This release adds the configuration options trace-segmented-views and max-segments-traced-number in the section [log-control]. Use these options to control log messages regarding the segmentation process.**

### **Resolved issues:**

* **Interaction Server now correctly generates the list of interaction identifiers for the select statement to load interaction data in cases when the transaction has been terminated due to a database deadlock. Previously in this situation, the select statement contained multiple copies of the interaction list. (ESR-13064)**
* **Database scripts now allow a higher maximum value for database ID fields. The new scripts use either int type or number(10). Previously, the scripts used smallint or number(5). (ESR-12944)**
* **Interaction Server now correctly generates the list of interaction identifiers for the select statement to load interaction data in cases when the transaction has been terminated due to a database deadlock. Previously in this situation, the select statement contained multiple copies of the interaction list. (ESR-13064)**
* **Database scripts now allow a higher maximum value for database ID fields. The new scripts use either int type or number(10). Previously, the scripts used smallint or number(5). (ESR-12944)**

## **Release 8.5.201.05 (12/19/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.201.05 | 12/19/17 | General |  | X | X | X | X |

### New Features:

* **You can now configure the minimum TLS protocol level for client connections and connections to other servers. Refer to the following page for more information: Advanced TLS.**
* **You can now set an Integrated Capture Point (ICP) to stopped mode by changing the state of the corresponding configuration object to disabled; changing the state to enabled restarts the inbound cycle of the ICP.**
* **You can now set the minimum TLS protocol level for the Web Service Capture Point by configuring the option <sec-protocol> in the section <settings> of the Capture Point object.**
* **Interaction Server now provides routing-related KPI counters that you can access using the built-in health service (health port) and monitor using the built-in KPI monitor.**
* **A new STANDARD-level log message, 30005, indicates when Interaction Server is ready to process clients connections and requests.**
* **The option max-interactions-per-snapshot now supports values up to 10,000.**
* **The option delivering-timeout now allows a minimum value of 1 (one second).
  Note: Any action related to this timer might not occur until a few seconds after expiration.**
* **The option submit-timer-interval now supports values up to 60,000 (milliseconds).**
* **Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Windows Server 2016 Hyper-V
  Windows Server 2016**
* **Windows Server 2016 Hyper-V**
* **Windows Server 2016**
* **Support for the following databases. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported databases.
  PostgreSQL 9.6
  Oracle 12c R2 RAC
  Oracle 12c R2
  MS SQL Server Cluster 2016 with AlwaysOn
  Microsoft SQL Server 2016**
* **PostgreSQL 9.6**
* **Oracle 12c R2 RAC**
* **Oracle 12c R2**
* **MS SQL Server Cluster 2016 with AlwaysOn**
* **Microsoft SQL Server 2016**
* **You can now configure the minimum TLS protocol level for client connections and connections to other servers. Refer to the following page for more information: Advanced TLS.**
* **You can now set an Integrated Capture Point (ICP) to stopped mode by changing the state of the corresponding configuration object to disabled; changing the state to enabled restarts the inbound cycle of the ICP.**
* **You can now set the minimum TLS protocol level for the Web Service Capture Point by configuring the option <sec-protocol> in the section <settings> of the Capture Point object.**
* **Interaction Server now provides routing-related KPI counters that you can access using the built-in health service (health port) and monitor using the built-in KPI monitor.**
* **A new STANDARD-level log message, 30005, indicates when Interaction Server is ready to process clients connections and requests.**
* **The option max-interactions-per-snapshot now supports values up to 10,000.**
* **The option delivering-timeout now allows a minimum value of 1 (one second).
  Note: Any action related to this timer might not occur until a few seconds after expiration.**
* **The option submit-timer-interval now supports values up to 60,000 (milliseconds).**
* **Support for the following operating systems. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported operating systems.
  Windows Server 2016 Hyper-V
  Windows Server 2016**
* **Windows Server 2016 Hyper-V**
* **Windows Server 2016**
* **Support for the following databases. See the Supported Operating Environment: eServices page for more detailed information and a list of all supported databases.
  PostgreSQL 9.6
  Oracle 12c R2 RAC
  Oracle 12c R2
  MS SQL Server Cluster 2016 with AlwaysOn
  Microsoft SQL Server 2016**
* **PostgreSQL 9.6**
* **Oracle 12c R2 RAC**
* **Oracle 12c R2**
* **MS SQL Server Cluster 2016 with AlwaysOn**
* **Microsoft SQL Server 2016**

### **Resolved issues:**

* **Interaction Server now correctly displays SQL statistics when you are viewing the Health monitor using your web browser. Previously, these statistics might not have displayed because of special characters that were not properly encoded in the JSON data. (IXN-103)**
* **Interaction Server now correctly displays SQL statistics when you are viewing the Health monitor using your web browser. Previously, these statistics might not have displayed because of special characters that were not properly encoded in the JSON data. (IXN-103)**

Component: Media Control Platform

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.410.21  09/27/11  Hot Fix  8.1.410.36  12/23/11  Hot Fix  8.5.0  12/20/13  General  8.5.050.37  03/10/14  Hot Fix  8.5.050.40  05/23/14  Hot Fix |  | 8.5.185.34  01/22/18  General | 31  45  29  27  25 | 8.5.185.34  01/22/18  General | 60  67  29  27  25 |

## **Release 8.1.410.21 (09/27/11)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.410.21 | 09/27/11 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.410.30 (11/23/11)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.410.30 | 11/23/11 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.410.33 (11/29/11)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.410.33 | 11/29/11 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.410.37 (03/30/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.410.37 | 03/30/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.80 (04/20/12)-General (Under Shipping Control)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.80 | 04/20/12 | General (Under Shipping Control) |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.86 (05/15/12)-undefined**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.86 | 05/15/12 | undefined |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.87 (06/01/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.87 | 06/01/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.88 (06/11/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.88 | 06/11/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.89 (06/13/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.89 | 06/13/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.90 (06/22/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.90 | 06/22/12 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.91 (08/06/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.91 | 08/06/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.93 (08/24/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.93 | 08/24/12 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.96 (10/26/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.96 | 10/26/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.97 (11/09/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.97 | 11/09/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.98 (11/23/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.98 | 11/23/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.504.99 (11/09/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.504.99 | 11/09/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.505.00 (12/10/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.505.00 | 12/10/12 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.505.01 (04/12/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.505.01 | 04/12/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.505.02 (05/08/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.505.02 | 05/08/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.603.45 (12/19/12)-General (Under Shipping Control)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.603.45 | 12/19/12 | General (Under Shipping Control) |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.603.51 (02/15/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.603.51 | 02/15/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.603.52 (03/05/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.603.52 | 03/05/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.603.56 (04/04/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.603.56 | 04/04/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.603.59 (05/09/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.603.59 | 05/09/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.603.60 (05/22/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.603.60 | 05/22/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.44 (07/26/13)-General (Under Shipping Control)l**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.44 | 07/26/13 | General (Under Shipping Control)l |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.52 (09/24/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.52 | 09/24/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.55 (11/04/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.55 | 11/04/13 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.59 (12/26/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.59 | 12/26/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.61 (04/04/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.61 | 04/04/14 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.64 (02/06/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.64 | 02/06/15 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

## **Release 8.5.041.14 (12/20/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.041.14 | 12/20/13 | General |  |  | X |  | X |

### New Features:

* **Additional features in support of the Genesys Interaction Recording (GIR) Solution:
  Call Recording Encryption Support.
  Stereo MP3 encoding for call recording.
  Submission to S3 storage and webDAV support.
  Interactions with GIR.**
* **Call Recording Encryption Support.**
* **Stereo MP3 encoding for call recording.**
* **Submission to S3 storage and webDAV support.**
* **Interactions with GIR.**
* **Additional features in support of the Genesys Interaction Recording (GIR) Solution:
  Call Recording Encryption Support.
  Stereo MP3 encoding for call recording.
  Submission to S3 storage and webDAV support.
  Interactions with GIR.**
* **Call Recording Encryption Support.**
* **Stereo MP3 encoding for call recording.**
* **Submission to S3 storage and webDAV support.**
* **Interactions with GIR.**

### **Resolved issues:**

* **The Media Control Platform no longer terminates in a race condition when a SIP INFO message is sent before a VXML session was terminated, but the response to that message was received after the termination. (GVP-20939. 20937, 20773, 20704, and 20699)**
* **The Media Control Platform no longer terminates when it fails to send a SIP response due to a network failure. Previously in this scenario, the MCP would run into an infinite loop and eventually terminate when it ran out of stack space. (GVP-20882)**
* **MCP no longer changes the cookie during a call. Previously, MCP applied the cookies from cached files (from other sessions) in error. (GVP-20824)**
* **The Media Control Platform no longer drops the buffered DTMF digits that are supposed to be sent to an off-board DTMF recognizer, when moving to the next input field without any prompt. (GVP-20820)**
* **MCP no longer terminates while handling an ASR reply. (GVP-20794)**
* **A new timer prevents a conference recording from continuing when the call disconnects before anyone joins the conference. (GVP-20758)**
* **The MCP no longer tries to decode an intentional % character in an HTTP URL. (GVP-20735)**
* **MCP no longer terminates during mp3 recording. Previously, this situation was caused by the encoder generating multiple frames at a lower bitrate. (GVP-20734)**
* **The MCP now ignores uppercase and lowercase differences between a pathname and a prompt when fetching (for example, pathname/prompt.wav and PATHname/PRompt.wav). Previously in this scenario, the MCP might be unable to play the file when the play cache was enabled. (GVP-20731 and 20808)**
* **MCP now supports specifying one recdest or recdest2 through MSML RURI and the other through gvp:param. Previously, both recdest or recdest2 needed to be specified either through MSML RURI or through gvp:param. (GVP-20683)**
* **Now, more than one stream can be recorded when both PCMU and PCMA negotiate in one of multiple call legs before a conference is created. (GVP-20677)**
* **The default encoding bitrate for mp3 recording was changed from 128kbps to 32kbps. (GVP-20671)**
* **Recordings from MCP in GSM format no longer contain intermittent static. The GSM library has been updated to use the new thread-safe version of the library with no impact to the original recording quality. (GVP-20660)**
* **Unknown IDs no longer occur under the default setting in the MF Sink Metrics Filter, because the metrics log entries 133 and 136-141 have been removed. (GVP-20656)**
* **MCP no longer returns unknown after a successful media redirect transfer is terminated by the far end. Previously in this scenario, MCP sent a Re-INVITE to bring the inbound call back, and if there was a delay for the remote to send back 200OK to the Re-INVITE, then a race condition occurred with the new outbound call request of the next transfer. (GVP-20640 and 20644)**
* **The MCP can now log the correct prompt status as barge-in when a DTMF digit is buffered before the prompt file is fetched. (GVP-20572)**
* **When custom headers are added, MCP no longer ignores the INVITE from Resource Manager due to a logic error when parsing the Content-Length header. (GVP-20528)**
* **During multiple Media Redirect transfers from within the same application, subsequent transfers no longer fail due to race conditions in the MCP. (GVP-20526)**
* **During GQM recording, if the MCP triggered a session reINVITE at the same time that the recorder triggered a reINVITE, the result could be the MCP terminating unexpectedly. (GVP-20421)**
* **In some rare race conditions, typeahead DTMFs or RRU data is now transmitted properly to the ASR engine. (GVP-20417)**
* **The MCP no longer terminates in an HA mode when a destination could not be reached. (GVP-20409)**
* **The Media Control Platform no longer terminates in a race condition when a SIP INFO message is sent before a VXML session was terminated, but the response to that message was received after the termination. (GVP-20939. 20937, 20773, 20704, and 20699)**
* **The Media Control Platform no longer terminates when it fails to send a SIP response due to a network failure. Previously in this scenario, the MCP would run into an infinite loop and eventually terminate when it ran out of stack space. (GVP-20882)**
* **MCP no longer changes the cookie during a call. Previously, MCP applied the cookies from cached files (from other sessions) in error. (GVP-20824)**
* **The Media Control Platform no longer drops the buffered DTMF digits that are supposed to be sent to an off-board DTMF recognizer, when moving to the next input field without any prompt. (GVP-20820)**
* **MCP no longer terminates while handling an ASR reply. (GVP-20794)**
* **A new timer prevents a conference recording from continuing when the call disconnects before anyone joins the conference. (GVP-20758)**
* **The MCP no longer tries to decode an intentional % character in an HTTP URL. (GVP-20735)**
* **MCP no longer terminates during mp3 recording. Previously, this situation was caused by the encoder generating multiple frames at a lower bitrate. (GVP-20734)**
* **The MCP now ignores uppercase and lowercase differences between a pathname and a prompt when fetching (for example, pathname/prompt.wav and PATHname/PRompt.wav). Previously in this scenario, the MCP might be unable to play the file when the play cache was enabled. (GVP-20731 and 20808)**
* **MCP now supports specifying one recdest or recdest2 through MSML RURI and the other through gvp:param. Previously, both recdest or recdest2 needed to be specified either through MSML RURI or through gvp:param. (GVP-20683)**
* **Now, more than one stream can be recorded when both PCMU and PCMA negotiate in one of multiple call legs before a conference is created. (GVP-20677)**
* **The default encoding bitrate for mp3 recording was changed from 128kbps to 32kbps. (GVP-20671)**
* **Recordings from MCP in GSM format no longer contain intermittent static. The GSM library has been updated to use the new thread-safe version of the library with no impact to the original recording quality. (GVP-20660)**
* **Unknown IDs no longer occur under the default setting in the MF Sink Metrics Filter, because the metrics log entries 133 and 136-141 have been removed. (GVP-20656)**
* **MCP no longer returns unknown after a successful media redirect transfer is terminated by the far end. Previously in this scenario, MCP sent a Re-INVITE to bring the inbound call back, and if there was a delay for the remote to send back 200OK to the Re-INVITE, then a race condition occurred with the new outbound call request of the next transfer. (GVP-20640 and 20644)**
* **The MCP can now log the correct prompt status as barge-in when a DTMF digit is buffered before the prompt file is fetched. (GVP-20572)**
* **When custom headers are added, MCP no longer ignores the INVITE from Resource Manager due to a logic error when parsing the Content-Length header. (GVP-20528)**
* **During multiple Media Redirect transfers from within the same application, subsequent transfers no longer fail due to race conditions in the MCP. (GVP-20526)**
* **During GQM recording, if the MCP triggered a session reINVITE at the same time that the recorder triggered a reINVITE, the result could be the MCP terminating unexpectedly. (GVP-20421)**
* **In some rare race conditions, typeahead DTMFs or RRU data is now transmitted properly to the ASR engine. (GVP-20417)**
* **The MCP no longer terminates in an HA mode when a destination could not be reached. (GVP-20409)**

## **Release 8.5.050.13 (12/20/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.050.13 | 12/20/13 | Hot Fix |  |  | X |  | X |

### New Features:

* **A new configuration parameter specifies the mode (HTTP or HTTPS)
  to be used for uploading recording files to Amazon s3 during MSML call recording.
  section: msml
  parameter: record.amazonpostmode
  Valid values: http (default) or https
  Takes effect: immediately / session
  Use this parameter to specify the mode (HTTP or HTTPS) used to upload recording
  files to Amazon s3 during MSML call recording.
  Set to http to enable that mode.
  Set to https to enable that mode.
  (GVP-20990)**
* **Set to http to enable that mode.**
* **Set to https to enable that mode.**
* **A new configuration parameter specifies the To Header mode (location
  of the Request URI parameters) for Third Party Call Recording:
  section: vrmrecorder
  parameter: toheadermode
  Valid values: legacy, uriparams, toparams,
  bothtoanduriparams
  Takes effect: immediately / session
  Use this parameter to specify the To Header mode (location of the Request
  URI parameters) for Third Party Call Recording.
  Set to legacy to specify that the MCP will copy the Request
  URI of the INVITE request into the To Header (this is identical to pre-GVP
  8.5.0 behavior).
  Set to uriparams to specify that the Request
  URI parameters will be included in the Request URI part of the To Header.
  Set to toparams (default) to specify that
  the Request URI parameters will be included in the To params
  of the To Header.
  Set to bothtoanduriparams to specify that the Request
  URI parameters will be included in both the Request URI part
  of the To Header and the To params of the To Header.
  (GVP-20875)**
* **Set to legacy to specify that the MCP will copy the Request
  URI of the INVITE request into the To Header (this is identical to pre-GVP
  8.5.0 behavior).**
* **Set to uriparams to specify that the Request
  URI parameters will be included in the Request URI part of the To Header.**
* **Set to toparams (default) to specify that
  the Request URI parameters will be included in the To params
  of the To Header.**
* **Set to bothtoanduriparams to specify that the Request
  URI parameters will be included in both the Request URI part
  of the To Header and the To params of the To Header.**
* **A new configuration parameter specifies the mode (HTTP or HTTPS)
  to be used for uploading recording files to Amazon s3 during MSML call recording.
  section: msml
  parameter: record.amazonpostmode
  Valid values: http (default) or https
  Takes effect: immediately / session
  Use this parameter to specify the mode (HTTP or HTTPS) used to upload recording
  files to Amazon s3 during MSML call recording.
  Set to http to enable that mode.
  Set to https to enable that mode.
  (GVP-20990)**
* **Set to http to enable that mode.**
* **Set to https to enable that mode.**
* **A new configuration parameter specifies the To Header mode (location
  of the Request URI parameters) for Third Party Call Recording:
  section: vrmrecorder
  parameter: toheadermode
  Valid values: legacy, uriparams, toparams,
  bothtoanduriparams
  Takes effect: immediately / session
  Use this parameter to specify the To Header mode (location of the Request
  URI parameters) for Third Party Call Recording.
  Set to legacy to specify that the MCP will copy the Request
  URI of the INVITE request into the To Header (this is identical to pre-GVP
  8.5.0 behavior).
  Set to uriparams to specify that the Request
  URI parameters will be included in the Request URI part of the To Header.
  Set to toparams (default) to specify that
  the Request URI parameters will be included in the To params
  of the To Header.
  Set to bothtoanduriparams to specify that the Request
  URI parameters will be included in both the Request URI part
  of the To Header and the To params of the To Header.
  (GVP-20875)**
* **Set to legacy to specify that the MCP will copy the Request
  URI of the INVITE request into the To Header (this is identical to pre-GVP
  8.5.0 behavior).**
* **Set to uriparams to specify that the Request
  URI parameters will be included in the Request URI part of the To Header.**
* **Set to toparams (default) to specify that
  the Request URI parameters will be included in the To params
  of the To Header.**
* **Set to bothtoanduriparams to specify that the Request
  URI parameters will be included in both the Request URI part
  of the To Header and the To params of the To Header.**

### **Resolved issues:**

* **The Media Control Platform no longer terminates during an MSML call recording, when there is a race condition between the recording pause (conference modified) and disconnection (conference destroyed) (GVP-20954)**
* **MCP no longer terminates with a core dump when doing treatments. (GVP-20153)**
* **MSML file-based call recordings can now be played by Windows Media Player. (GVP 21044, GVP-21045)**
* **When uploading recording files to Speech Miner for analysis (as part of Genesys Interaction Recording), MCP no longer logs an ERROR and moves the envelope file used for encryption (\*.pem) and the recording file to a "failed" location (i.e., the upload was considered a failure) even though the file was decrypted and PUT to Speech Miner correctly.**
* **This issue was related to the improper handling of CURL callback when requesting data for upload. (GVP-21023)**
* **A metadata post to the Recording Processor (as part of Genesys Interaction Recording) now works correctly on Linux when Chinese characters were present in the post content. Previously, the Recording Processor returned the error message 400 Bad Request. (GVP-21022)**
* **A metadata post to the Recording Processor (as part of Genesys Interaction Recording) is now enhanced to include custom parameters passed through MSML Request URI. All parameters in the MSML Request URI with the prefix rp. are passed along in the metadata post.**
* **(GVP-21015)**
* **The Media Control Platform no longer terminates during an MSML call recording, when there is a race condition between the recording pause (conference modified) and disconnection (conference destroyed) (GVP-20954)**
* **MCP no longer terminates with a core dump when doing treatments. (GVP-20153)**
* **MSML file-based call recordings can now be played by Windows Media Player. (GVP 21044, GVP-21045)**
* **When uploading recording files to Speech Miner for analysis (as part of Genesys Interaction Recording), MCP no longer logs an ERROR and moves the envelope file used for encryption (\*.pem) and the recording file to a "failed" location (i.e., the upload was considered a failure) even though the file was decrypted and PUT to Speech Miner correctly.**
* **This issue was related to the improper handling of CURL callback when requesting data for upload. (GVP-21023)**
* **A metadata post to the Recording Processor (as part of Genesys Interaction Recording) now works correctly on Linux when Chinese characters were present in the post content. Previously, the Recording Processor returned the error message 400 Bad Request. (GVP-21022)**
* **A metadata post to the Recording Processor (as part of Genesys Interaction Recording) is now enhanced to include custom parameters passed through MSML Request URI. All parameters in the MSML Request URI with the prefix rp. are passed along in the metadata post.**
* **(GVP-21015)**

## **Release 8.5.050.37 (03/10/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.050.37 | 03/10/14 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **MCP no longer deadlocks while it is resolving SRV DNS addresses for SIP transport. (GVP-21217)**
* **MCP no longer deadlocks while it is resolving SRV DNS addresses for SIP transport. (GVP-21217)**

## **Release 8.5.050.38 (03/24/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.050.38 | 03/24/14 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **MCP no longer displays buffer overflow warnings and recording errors during MSML file-based call recording of MP3 files and GIR recording with MP3 files. (GVP-21268)**
* **Calls no longer end prematurely after this warning appears: VGDTMFRecognitionThread.C:1349 Recognition session 4612 does not exist. Previously, after the warning displayed, recognition and transfer attemps failed and the call ended. (GVP-21212)**
* **MCP now generates log messages with the correct log IDs (22022 for ASR and 22027 for TTS) when it is not able to connect to the MRCP ASR or TTS servers. (GVP-21149)**
* **MCP no longer displays buffer overflow warnings and recording errors during MSML file-based call recording of MP3 files and GIR recording with MP3 files. (GVP-21268)**
* **Calls no longer end prematurely after this warning appears: VGDTMFRecognitionThread.C:1349 Recognition session 4612 does not exist. Previously, after the warning displayed, recognition and transfer attemps failed and the call ended. (GVP-21212)**
* **MCP now generates log messages with the correct log IDs (22022 for ASR and 22027 for TTS) when it is not able to connect to the MRCP ASR or TTS servers. (GVP-21149)**

## **Release 8.5.050.40 (05/23/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.050.40 | 05/23/14 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **MCP no longer terminates when attempting to perform sampling rate conversion in response to fetching errors or ASR errors. (GVP-21350)**
* **MCP no longer terminates on the 64-bit Linux platform when it needs to re-initialize the pseudo-random number generator when SRTP is enabled. (GVP-21330)**
* **Calls are now recorded properly after an agent completes an external consult call and retrieves the call to the customer. Previously, call recording stopped when the consult call was finished, and the rest of the customer call was not recorded. (GVP-21272)**
* **MCP no longer terminates when an audio resource URL is incorrectly set to a directory. (GVP-21253)**
* **MCP no longer terminates when the user specifies an invalid URL in the VoiceXML menu block. (GVP-21285)**
* **MCP no longer terminates when attempting to perform sampling rate conversion in response to fetching errors or ASR errors. (GVP-21350)**
* **MCP no longer terminates on the 64-bit Linux platform when it needs to re-initialize the pseudo-random number generator when SRTP is enabled. (GVP-21330)**
* **Calls are now recorded properly after an agent completes an external consult call and retrieves the call to the customer. Previously, call recording stopped when the consult call was finished, and the rest of the customer call was not recorded. (GVP-21272)**
* **MCP no longer terminates when an audio resource URL is incorrectly set to a directory. (GVP-21253)**
* **MCP no longer terminates when the user specifies an invalid URL in the VoiceXML menu block. (GVP-21285)**

## **Release 8.5.050.41 (05/27/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.050.41 | 05/27/15 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Media Control Platform no longer terminates during the caller disconnect on a call transfer. (GVP-22309)**
* **Media Control Platform no longer terminates during the caller disconnect on a call transfer. (GVP-22309)**

## **Release 8.5.100.58 (12/19/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.58 | 12/19/14 | General |  |  | X |  | X |

### New Features:

* **This release adds support for MP3 encoding at 16kbps (default) and 24kbps, via the existing session configurable configuration parameter [mpc]mp3.bitrate.**
* **This release adds support for MP3 encoding at 16kbps (default) and 24kbps, via the existing session configurable configuration parameter [mpc]mp3.bitrate.**

### **Resolved issues:**

* **Now Media Control Platform can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server. (GVP-21938)**
* **Media Control Platform no longer terminates when the play cache contains an ASSERT. (GVP-21920)**
* **Media Control Platform no longer terminates when the recording server responds to a re-INVITE with a 611 Busy Everywhere, after receiving a 491 response from MCP. (GVP-21901)**
* **Now Media Control Platform does not revalidate an HTTP response that contains a must-revalidate directive until it has become "stale" (expired). (GVP-21865)**
* **Media Control Platform and Resource Manager may log incorrect port information when DNS SRV records are configured. For example, SetHostUnavailble for dest[172.24.130.158:5070] port[5060] - port 5060 is incorrect in this log message. (GVP-21853)**
* **Media Control Platform no longer uses a transport that is different from the original SIP request, while sending a CANCEL SIP request. (GVP-21851)**
* **Resource Manager, Media Control Platform, Call Control Platform, and CTI Connector all now send a CANCEL request using the same transport that is used when sending an INVITE request. (GVP-21850)**
* **Media Control Platform now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, MCP began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21828)**
* **Media Control Platform now retries posts during Genesys Interaction Recording (GIR) correctly, by obeying the setting in the configuration parameter [mpc].recordpostretrybackoff. Previously, MCP did not obey this setting, and sometimes took a long time to retry posts. (GVP-21823)**
* **Media Control Platform no longer terminates when the MRCP ASR Server returns an ASR result with slot variables in an unexpected format. (GVP-21759)**
* **MCP now correctly handles interleaved audio/DTMF packets in direct bridging mode, by dropping the interleaved audio packets. (GVP-21708)**
* **Media Control Platform is now able to fetch files correctly, when the web server redirects it to a different address with a 302 response and Squid is used as a proxy.
  (GVP-21655)**
* **Call sessions no longer become "stuck" because Media Control Platform now cleans them up properly. Previously, MCP's failure to properly clean up caused some call sessions to become stuck in MCP, which prevented a graceful shutdown of MCP by the Solution Control Interface (SCI). (GVP-21653)**
* **To improve security, OpenSSL library (used by MCP) was updated to version 0.9.8zb (from version 0.9.8q).
  (GVP-21652)**
* **Media Control Platform now detects SIT tones correctly during Call Progress Detection (CPD).
  Previously, MCP sometimes detected SIT tones as no answer or answering machine. (GVP-21651)**
* **Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, SIP stack sometimes failed to send the first message properly. (GVP-21626)**
* **Prompt playback no longer fails when the Media Control Platform logs the ERROR message Invalid Media - Cache track header not valid for media type audio. (GVP-21511)**
* **The first SNMP Get to the Media Control Platform now succeeds—it no longer times out. (GVP-21357)**
* **Media Control Platform no longer fails to copy a recording file to a drive where MCP is not installed.
  (GVP-21342)**
* **Media Control Platform now correctly interprets a caller-inputted DTMF. Previously, MCP failed this task, in the Polish language. (GVP-21297)**
* **Now Media Control Platform can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server. (GVP-21938)**
* **Media Control Platform no longer terminates when the play cache contains an ASSERT. (GVP-21920)**
* **Media Control Platform no longer terminates when the recording server responds to a re-INVITE with a 611 Busy Everywhere, after receiving a 491 response from MCP. (GVP-21901)**
* **Now Media Control Platform does not revalidate an HTTP response that contains a must-revalidate directive until it has become "stale" (expired). (GVP-21865)**
* **Media Control Platform and Resource Manager may log incorrect port information when DNS SRV records are configured. For example, SetHostUnavailble for dest[172.24.130.158:5070] port[5060] - port 5060 is incorrect in this log message. (GVP-21853)**
* **Media Control Platform no longer uses a transport that is different from the original SIP request, while sending a CANCEL SIP request. (GVP-21851)**
* **Resource Manager, Media Control Platform, Call Control Platform, and CTI Connector all now send a CANCEL request using the same transport that is used when sending an INVITE request. (GVP-21850)**
* **Media Control Platform now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, MCP began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21828)**
* **Media Control Platform now retries posts during Genesys Interaction Recording (GIR) correctly, by obeying the setting in the configuration parameter [mpc].recordpostretrybackoff. Previously, MCP did not obey this setting, and sometimes took a long time to retry posts. (GVP-21823)**
* **Media Control Platform no longer terminates when the MRCP ASR Server returns an ASR result with slot variables in an unexpected format. (GVP-21759)**
* **MCP now correctly handles interleaved audio/DTMF packets in direct bridging mode, by dropping the interleaved audio packets. (GVP-21708)**
* **Media Control Platform is now able to fetch files correctly, when the web server redirects it to a different address with a 302 response and Squid is used as a proxy.
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* **Media Control Platform now detects SIT tones correctly during Call Progress Detection (CPD).
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* **Prompt playback no longer fails when the Media Control Platform logs the ERROR message Invalid Media - Cache track header not valid for media type audio. (GVP-21511)**
* **The first SNMP Get to the Media Control Platform now succeeds—it no longer times out. (GVP-21357)**
* **Media Control Platform no longer fails to copy a recording file to a drive where MCP is not installed.
  (GVP-21342)**
* **Media Control Platform now correctly interprets a caller-inputted DTMF. Previously, MCP failed this task, in the Polish language. (GVP-21297)**

## **Release 8.5.101.41 (07/15/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.41 | 07/15/14 | General |  |  | X |  | X |

### New Features:

* **Support for Nuance Vocalizer 6.0.2 and Nuance Speech Server 6.2.5**
* **Route Unavailable Wakeup**
* **Reliable Connection Retry**
* **Third Party Recording with MCP and the Resource Manager**
* **Configuration Options Changed**
* **Support for Nuance Vocalizer 6.0.2 and Nuance Speech Server 6.2.5**
* **Route Unavailable Wakeup**
* **Reliable Connection Retry**
* **Third Party Recording with MCP and the Resource Manager**
* **Configuration Options Changed**

### **Resolved issues:**

* **The Media Control Platform no longer interleaves DTMF RTP event packets with silent RTP packets during MSML conference recording. (GVP-21495)**
* **The MCP now supports the use of a relative URL reference inside the Location header of a 302 Found response. (GVP-21472)**
* **The configuration options routefailovertime and routerecoverytime are now unhidden in the MCP configuration template.**
* **Option: routefailovertime**
* **Application: Media Control Platform**
* **Section: transport**
* **Valid values: 1-32**
* **Specifies the failover time, in seconds, for SIP static routing and DNS HA routing. If a SIP request has not received a response within the failover time, and SIP static routing or DNS HA routing is enabled, then the SIP request will be retransmitted to an alternate route.**
* **Takes effect: At restart**
* **Option: routerecoverytime**
* **Application: Media Control Platform**
* **Section: transport**
* **Valid Values: 1-600**
* **Takes effect: At restart.**
* **Specifies the recovery time in seconds for SIP static routing and DNS HA routing. When SIP static routing or DNS HA routing is enabled and the route is marked as unavailable due to an error or a SIP response timeout, then the route will be marked as available again after the recovery time. (GVP-21439)**
* **The MCP now correctly passes child variables to the parent VXML page. Previously, during a multi-phase consultation, a transfer semantic error was thrown while MCP accessed child variables in the parent VXML page. (GVP-21412)**
* **The MCP now accepts new incoming calls during mp3 recording. Previously, the MCP rejected those calls on rare occasions. (GVP-21394)**
* **Push-video now plays properly on a pre-existing conference. You can also specify an extension for the push-video file, to avoid unnecessary fetching and optimize the video's performance. (GVP-21358)**
* **The MCP no longer terminates when it encounters a Fetch error or an ASR error while performing audio transcoding. (GVP-21352)**
* **On the RHEL 64-bit platform, the MCP no longer terminates while re-seeding random keys and after the MCP has generated approximately 34,000 SRTP session keys. (GVP-21351)**
* **The MCP can now correctly navigate to the next page inside the catch block. Previously, MCP terminated when in the choice tag contained an invalid URL. (GVP-21331)**
* **MCP now correctly resumes recording a call when an Agent returns to the caller after a consult. (GVP-21273)**
* **The MCP no longer warns of buffer overflow and recording errors during MSML file-based call recording with mp3 files or GIR recording with mp3 files. The buffer capacity was increased to address this issue. (GVP-21269)**
* **MCP no longer terminates when the VoiceXML application has an audio URL set to a directory. (GVP-21265)**
* **Resource Manager no longer terminates while sending a SIP message to an invalid TCP destination (resolved by DNS SRV query), due to a network problem. (GVP-21232)**
* **During a video mix conference, MCP now requests a new iFrame from the endpoints more frequently, to ensure that video is still being processed. Previously, video processing would stop when the buffer filled, because the endpoint's iFrame period was too long.
  (GVP-21186)**
* **MCP no longer sends an incorrect error message id (20004 instead of 22022) and as a result, the SNMP Trap Receiver now receives this trap correctly. (GVP-21183)**
* **Calls no longer end prematurely after this warning displays: VGDTMFRecognitionThread.C:1349 Recognition session 4612 does not exist. Previously, after this warning displayed, recognition and transfer attempts failed, and the call ended. (GVP-21164)**
* **These configuration options are now session-configurable:**
* **Previously, they were not, even though the MCP configuration document stated that they were. Now, that statement is true. (GVP-21094)**
* **Mixed video conferencing (video\_output\_type=mixed) with Genesys SIP endpoints now works correctly. Previously, conferences of this type stopped working after one minute. (GVP-21030)**
* **Alarms with the message id 22022 and message id 22027 now correctly appear in MCP logs for the MRCPv2 TTS/ASR server. (GVP-21011)**
* **To achieve optimal performance for MCP on RHEL 6, you must use the ext3 file system. This change resolves a performance issue with RHEL 6. (GVP-19454)**
* **The Media Control Platform no longer interleaves DTMF RTP event packets with silent RTP packets during MSML conference recording. (GVP-21495)**
* **The MCP now supports the use of a relative URL reference inside the Location header of a 302 Found response. (GVP-21472)**
* **The configuration options routefailovertime and routerecoverytime are now unhidden in the MCP configuration template.**
* **Option: routefailovertime**
* **Application: Media Control Platform**
* **Section: transport**
* **Valid values: 1-32**
* **Specifies the failover time, in seconds, for SIP static routing and DNS HA routing. If a SIP request has not received a response within the failover time, and SIP static routing or DNS HA routing is enabled, then the SIP request will be retransmitted to an alternate route.**
* **Takes effect: At restart**
* **Option: routerecoverytime**
* **Application: Media Control Platform**
* **Section: transport**
* **Valid Values: 1-600**
* **Takes effect: At restart.**
* **Specifies the recovery time in seconds for SIP static routing and DNS HA routing. When SIP static routing or DNS HA routing is enabled and the route is marked as unavailable due to an error or a SIP response timeout, then the route will be marked as available again after the recovery time. (GVP-21439)**
* **The MCP now correctly passes child variables to the parent VXML page. Previously, during a multi-phase consultation, a transfer semantic error was thrown while MCP accessed child variables in the parent VXML page. (GVP-21412)**
* **The MCP now accepts new incoming calls during mp3 recording. Previously, the MCP rejected those calls on rare occasions. (GVP-21394)**
* **Push-video now plays properly on a pre-existing conference. You can also specify an extension for the push-video file, to avoid unnecessary fetching and optimize the video's performance. (GVP-21358)**
* **The MCP no longer terminates when it encounters a Fetch error or an ASR error while performing audio transcoding. (GVP-21352)**
* **On the RHEL 64-bit platform, the MCP no longer terminates while re-seeding random keys and after the MCP has generated approximately 34,000 SRTP session keys. (GVP-21351)**
* **The MCP can now correctly navigate to the next page inside the catch block. Previously, MCP terminated when in the choice tag contained an invalid URL. (GVP-21331)**
* **MCP now correctly resumes recording a call when an Agent returns to the caller after a consult. (GVP-21273)**
* **The MCP no longer warns of buffer overflow and recording errors during MSML file-based call recording with mp3 files or GIR recording with mp3 files. The buffer capacity was increased to address this issue. (GVP-21269)**
* **MCP no longer terminates when the VoiceXML application has an audio URL set to a directory. (GVP-21265)**
* **Resource Manager no longer terminates while sending a SIP message to an invalid TCP destination (resolved by DNS SRV query), due to a network problem. (GVP-21232)**
* **During a video mix conference, MCP now requests a new iFrame from the endpoints more frequently, to ensure that video is still being processed. Previously, video processing would stop when the buffer filled, because the endpoint's iFrame period was too long.
  (GVP-21186)**
* **MCP no longer sends an incorrect error message id (20004 instead of 22022) and as a result, the SNMP Trap Receiver now receives this trap correctly. (GVP-21183)**
* **Calls no longer end prematurely after this warning displays: VGDTMFRecognitionThread.C:1349 Recognition session 4612 does not exist. Previously, after this warning displayed, recognition and transfer attempts failed, and the call ended. (GVP-21164)**
* **These configuration options are now session-configurable:**
* **Previously, they were not, even though the MCP configuration document stated that they were. Now, that statement is true. (GVP-21094)**
* **Mixed video conferencing (video\_output\_type=mixed) with Genesys SIP endpoints now works correctly. Previously, conferences of this type stopped working after one minute. (GVP-21030)**
* **Alarms with the message id 22022 and message id 22027 now correctly appear in MCP logs for the MRCPv2 TTS/ASR server. (GVP-21011)**
* **To achieve optimal performance for MCP on RHEL 6, you must use the ext3 file system. This change resolves a performance issue with RHEL 6. (GVP-19454)**

## **Release 8.5.101.52 (08/20/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.52 | 08/20/14 | General |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **MCP no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21615)**
* **MCP no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21615)**

## **Release 8.5.110.33 (09/19/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.110.33 | 09/19/14 | General |  |  | X |  | X |

### New Features:

* **Added support for Windows 2012 64-bit.**
* **Added support for Windows 2012 64-bit.**

### **Resolved issues:**

* **Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, SIP stack sometimes failed to send the first message properly. (GVP-21626)**
* **Media Control Platform now performs bargein correctly, when it receives a DTMF between issuing MediaPlay and the actual play. (GVP-21619)**
* **Media Control Platform no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21615)**
* **Media Control Platform no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21604)**
* **Media Control Platform no longer stops reacting to OPTIONS calls from Resource Manager. Previously, a race condition could occur when MCP tried to send CPD results at the same time that the SIP transaction timer fired. This conflict could cause MCP to freeze and not respond to OPTIONS calls from Resource Manager. (GVP-21601)**
* **An existing setting for the video\_output\_type option was modified to enable Media Server to identify the speaker in a conference, to the other attendees.**
* **Option: video\_output\_type
  Application: MCP
  Section: conference
  Valid values: single (this new setting is the default), mixed
  Takes effect: Immediately**
* **During a three-or-more-party conference, Media Control Platform no longer sends out audio packets between telephone-event packets of a DTMF. During a two-party conference recording, MCP no longer adds silence audio packets between telephone-event packets of a DTMF. Previously, the audio/telephone-event interleaved packets could cause problems with SBCs, leading to problems interacting with IVRs. (GVP-21571)**
* **Media Control Platform now sends VAR and custom VAR data to the Reporting Server correctly. (GVP-21570)**
* **64-bit Windows Media Control Platform deployments can now send Maintainer email notifications successfully. (GVP-21564)**
* **Media Control Platform no longer terminates once every 49.7 days, due to a race condition related to Fetch Audio timers. (GVP-21525)**
* **Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, SIP stack sometimes failed to send the first message properly. (GVP-21626)**
* **Media Control Platform now performs bargein correctly, when it receives a DTMF between issuing MediaPlay and the actual play. (GVP-21619)**
* **Media Control Platform no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21615)**
* **Media Control Platform no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21604)**
* **Media Control Platform no longer stops reacting to OPTIONS calls from Resource Manager. Previously, a race condition could occur when MCP tried to send CPD results at the same time that the SIP transaction timer fired. This conflict could cause MCP to freeze and not respond to OPTIONS calls from Resource Manager. (GVP-21601)**
* **An existing setting for the video\_output\_type option was modified to enable Media Server to identify the speaker in a conference, to the other attendees.**
* **Option: video\_output\_type
  Application: MCP
  Section: conference
  Valid values: single (this new setting is the default), mixed
  Takes effect: Immediately**
* **During a three-or-more-party conference, Media Control Platform no longer sends out audio packets between telephone-event packets of a DTMF. During a two-party conference recording, MCP no longer adds silence audio packets between telephone-event packets of a DTMF. Previously, the audio/telephone-event interleaved packets could cause problems with SBCs, leading to problems interacting with IVRs. (GVP-21571)**
* **Media Control Platform now sends VAR and custom VAR data to the Reporting Server correctly. (GVP-21570)**
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* **Media Control Platform no longer terminates once every 49.7 days, due to a race condition related to Fetch Audio timers. (GVP-21525)**

## **Release 8.5.120.66 (12/18/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.120.66 | 12/18/14 | General |  |  | X |  | X |

### New Features:

* **This release adds support for MP3 encoding at 16kbps (default) and 24kbps, via the existing session configurable configuration parameter [mpc]mp3.bitrate.**
* **This release adds support for MP3 encoding at 16kbps (default) and 24kbps, via the existing session configurable configuration parameter [mpc]mp3.bitrate.**

### **Resolved issues:**

* **Now Media Control Platform can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server.
  This new configuration option controls this behavior:
  Option: rc.amq\_thread\_exit\_timeout
  Section: grpReporting
  Valid Value: An integer greater than 0, in seconds
  Default Value: 60
  Takes effect: At start
  Specifies in seconds the maximum time to wait for the AMQ thread to exit gracefully, after a shutdown is triggered. If not configured, the graceful exit may slow down or never complete. (GVP-21938)**
* **Media Control Platform no longer terminates when the play cache contains an ASSERT. (GVP-21920)**
* **Media Control Platform no longer terminates when the recording server responds to a re-INVITE with a 611 Busy Everywhere, after receiving a 491 response from MCP. (GVP-21901)**
* **Now Media Control Platform does not revalidate an HTTP response that contains a must-revalidate directive until it has become "stale" (expired). (GVP-21865)**
* **Media Control Platform and Resource Manager may log incorrect port information when DNS SRV records are configured. For example, SetHostUnavailble for dest[172.24.130.158:5070] port[5060] - port 5060 is incorrect in this log message. (GVP-21853)**
* **Media Control Platform no longer uses a transport that is different from the original SIP request, while sending a CANCEL SIP request. (GVP-21851)**
* **Resource Manager, Media Control Platform, Call Control Platform, and CTI Connector all now send a CANCEL request using the same transport that is used when sending an INVITE request. (GVP-21850)**
* **Media Control Platform now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, MCP began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21828)**
* **Media Control Platform now retries posts during Genesys Interaction Recording (GIR) correctly, by obeying the setting in the configuration parameter [mpc].recordpostretrybackoff. Previously, MCP did not obey this setting, and sometimes took a long time to retry posts. (GVP-21823)**
* **Media Control Platform no longer terminates when the MRCP ASR Server returns an ASR result with slot variables in an unexpected format. (GVP-21759)**
* **MCP now correctly handles interleaved audio/DTMF packets in direct bridging mode, by dropping the interleaved audio packets. (GVP-21708)**
* **Media Control Platform is now able to fetch files correctly, when the web server redirects it to a different address with a 302 response and Squid is used as a proxy.
  (GVP-21655)**
* **Call sessions no longer become "stuck" because Media Control Platform now cleans them up properly. Previously, MCP's failure to properly clean up caused some call sessions to become stuck in MCP, which prevented a graceful shutdown of MCP by the Solution Control Interface (SCI). (GVP-21653)**
* **To improve security, OpenSSL library (used by MCP) was updated to version 0.9.8zb (from version 0.9.8q).
  (GVP-21652)**
* **Media Control Platform now detects SIT tones correctly during Call Progress Detection (CPD). Previously, MCP sometimes detected SIT tones as no answer or answering machine.
  This new configuration option control this behavior:
  Option: cpa.enable\_alternate\_signals
  Section: grpMedia
  Valid Values: true, false (default)
  Takes effect: On start
  Set to true to enable CPA alternate signals checking— for when a SIT tone (or a voice following a SIT tone) arrives 100 or fewer milliseconds after a ring tone. (GVP-21651)**
* **The SIP stack is now able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21626)**
* **You must follow these steps to enable inline grammar access by URL:**
* **Windows IIS Environment**
* **1. Verify that IIS is installed and started, and that MCP is installed.**
* **2. Create and add the directory inlinetmp under C:\Program Files\Common Files\GCTI\www\gvp\mcp\<MCP\_application>\grammar\.**
* **The final two steps are automatically performed by the MCP installation in a Windows 32-bit environment:**
* **3. Add the application mcp in IIS, which points to C:\Program Files\Common Files\GCTI\www\gvp\mcp.**
* **4. Enable Directory Browsing and add the MIME type application/octet-stream for the extension \* to the application mcp in IIS.**
* **Linux Environment**
* **1. Verify that MCP is installed.**
* **2. Create the virtual directory /var/www/gvp/mcp/ by adding these lines of code to the file /etc/http/conf/httpd.conf:**
* **3. Enable the httpd service
  (run chkconfig and specify level 345 httpd on)**
* **4. Start the httpd service
  (run start in the directory /etc/init.d/httpd)**
* **5. Add the directory inlinetmp, and grant read and access permission to all files and directories beneath /var/www/gvp/mcp/<MCP\_application>/grammar/ (GVP-21625)**
* **Prompt playback no longer fails when the Media Control Platform logs the ERROR message Invalid Media - Cache track header not valid for media type audio. (GVP-21511)**
* **The first SNMP GET to the Media Control Platform now succeeds—it no longer times out. (GVP-21357)**
* **Media Control Platform no longer fails to copy a recording file to a drive where MCP is not installed.
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  Default Value: 60
  Takes effect: At start
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* **Now Media Control Platform does not revalidate an HTTP response that contains a must-revalidate directive until it has become "stale" (expired). (GVP-21865)**
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* **Media Control Platform now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, MCP began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21828)**
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  (GVP-21655)**
* **Call sessions no longer become "stuck" because Media Control Platform now cleans them up properly. Previously, MCP's failure to properly clean up caused some call sessions to become stuck in MCP, which prevented a graceful shutdown of MCP by the Solution Control Interface (SCI). (GVP-21653)**
* **To improve security, OpenSSL library (used by MCP) was updated to version 0.9.8zb (from version 0.9.8q).
  (GVP-21652)**
* **Media Control Platform now detects SIT tones correctly during Call Progress Detection (CPD). Previously, MCP sometimes detected SIT tones as no answer or answering machine.
  This new configuration option control this behavior:
  Option: cpa.enable\_alternate\_signals
  Section: grpMedia
  Valid Values: true, false (default)
  Takes effect: On start
  Set to true to enable CPA alternate signals checking— for when a SIT tone (or a voice following a SIT tone) arrives 100 or fewer milliseconds after a ring tone. (GVP-21651)**
* **The SIP stack is now able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21626)**
* **You must follow these steps to enable inline grammar access by URL:**
* **Windows IIS Environment**
* **1. Verify that IIS is installed and started, and that MCP is installed.**
* **2. Create and add the directory inlinetmp under C:\Program Files\Common Files\GCTI\www\gvp\mcp\<MCP\_application>\grammar\.**
* **The final two steps are automatically performed by the MCP installation in a Windows 32-bit environment:**
* **3. Add the application mcp in IIS, which points to C:\Program Files\Common Files\GCTI\www\gvp\mcp.**
* **4. Enable Directory Browsing and add the MIME type application/octet-stream for the extension \* to the application mcp in IIS.**
* **Linux Environment**
* **1. Verify that MCP is installed.**
* **2. Create the virtual directory /var/www/gvp/mcp/ by adding these lines of code to the file /etc/http/conf/httpd.conf:**
* **3. Enable the httpd service
  (run chkconfig and specify level 345 httpd on)**
* **4. Start the httpd service
  (run start in the directory /etc/init.d/httpd)**
* **5. Add the directory inlinetmp, and grant read and access permission to all files and directories beneath /var/www/gvp/mcp/<MCP\_application>/grammar/ (GVP-21625)**
* **Prompt playback no longer fails when the Media Control Platform logs the ERROR message Invalid Media - Cache track header not valid for media type audio. (GVP-21511)**
* **The first SNMP GET to the Media Control Platform now succeeds—it no longer times out. (GVP-21357)**
* **Media Control Platform no longer fails to copy a recording file to a drive where MCP is not installed.
  (GVP-21342)**
* **Media Control Platform now correctly interprets a caller-inputted DTMF. Previously, MCP failed this task, in the Polish language. (GVP-21297)**

## **Release 8.5.130.82 (04/17/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.130.82 | 04/17/15 | General |  |  | X |  | X |

### New Features:

* **The following parameters now have a maximum limit to their values of 2,147,483,647:
  [vxmli] cache.document.max\_count
  [vxmli] cache.document.max\_size
  [vxmli] cache.document.max\_entry\_size**
* **[vxmli] cache.document.max\_count**
* **[vxmli] cache.document.max\_size**
* **[vxmli] cache.document.max\_entry\_size**
* **The Media Server function Call Progress Detection (CPD) now performs voice print analysis and beep analysis to identify the specific preconnect carrier messages that occur in different countries.
  Media Server's configurable database of preconnect tones is initiated during installation and loaded when Media Server starts. You can update the database with different carrier messages at any time, without stopping Media Control Platform. Refer to the page Setting Up Voiceprint Carrier Message Detection for more details on how to setup and use the voiceprints.
  Other features include the ability to leave postconnection messages such as voicemail.
  You can read about additional CPD functionality in "Appendix C: Tuning Call Progress Detection" of the
  GVP 8.5 User's Guide.
  Some new VoicePrint Configuration Options support this functionality.**
* **Media Server's configurable database of preconnect tones is initiated during installation and loaded when Media Server starts. You can update the database with different carrier messages at any time, without stopping Media Control Platform. Refer to the page Setting Up Voiceprint Carrier Message Detection for more details on how to setup and use the voiceprints.**
* **Other features include the ability to leave postconnection messages such as voicemail.
  You can read about additional CPD functionality in "Appendix C: Tuning Call Progress Detection" of the
  GVP 8.5 User's Guide.**
* **Some new VoicePrint Configuration Options support this functionality.**
* **Media Control Platform now plays a dynamic prompt correctly. Previously, MCP incorrectly encoded the symbols < and > in SSML tags before queuing a dynamic prompt to TTS Servers.**
* **The following parameters now have a maximum limit to their values of 2,147,483,647:
  [vxmli] cache.document.max\_count
  [vxmli] cache.document.max\_size
  [vxmli] cache.document.max\_entry\_size**
* **[vxmli] cache.document.max\_count**
* **[vxmli] cache.document.max\_size**
* **[vxmli] cache.document.max\_entry\_size**
* **The Media Server function Call Progress Detection (CPD) now performs voice print analysis and beep analysis to identify the specific preconnect carrier messages that occur in different countries.
  Media Server's configurable database of preconnect tones is initiated during installation and loaded when Media Server starts. You can update the database with different carrier messages at any time, without stopping Media Control Platform. Refer to the page Setting Up Voiceprint Carrier Message Detection for more details on how to setup and use the voiceprints.
  Other features include the ability to leave postconnection messages such as voicemail.
  You can read about additional CPD functionality in "Appendix C: Tuning Call Progress Detection" of the
  GVP 8.5 User's Guide.
  Some new VoicePrint Configuration Options support this functionality.**
* **Media Server's configurable database of preconnect tones is initiated during installation and loaded when Media Server starts. You can update the database with different carrier messages at any time, without stopping Media Control Platform. Refer to the page Setting Up Voiceprint Carrier Message Detection for more details on how to setup and use the voiceprints.**
* **Other features include the ability to leave postconnection messages such as voicemail.
  You can read about additional CPD functionality in "Appendix C: Tuning Call Progress Detection" of the
  GVP 8.5 User's Guide.**
* **Some new VoicePrint Configuration Options support this functionality.**
* **Media Control Platform now plays a dynamic prompt correctly. Previously, MCP incorrectly encoded the symbols < and > in SSML tags before queuing a dynamic prompt to TTS Servers.**

### **Resolved issues:**

* **Media Control Platform now plays a dynamic prompt correctly. Previously, MCP incorrectly encoded the symbols < , > and & in SSML tags before queuing a dynamic prompt to TTS.**
* **Use the new parameter com.genesyslab.escapespecialchars in the VXML application to specify not encoding the special characters before queuing the prompt, and thus avoiding the problem.**
* **The option [ems] rc.amq\_connection\_send\_timeout (new in GVP 8.5.1) in the Media Control Platform application specifies the maximum time in seconds to wait for ActiveMQ Producer send message response.
  Option: rc.amq\_connection\_send\_timeout
  Section: ems
  Valid Value: An integer >= 45 seconds
  Default Value: 60
  Takes Effect: At start/restart
  Use this option to compensate for network disconnect or congestion issues that may block the connection to Reporting Server, by giving MCP more time to wait for the ActiveMQ Producer Send Message response after sending a message. The blocked connection is released once the configured timeout expires.
  (GVP-22155)**
* **With the option [mpc]rtp.senduponrecv set to 1, Media Control Platform now plays the next announcement after playing the first.
  Previously when using this option, MCP sometimes waited for a trigger that never arrived, and thus did not play the next announcements. (GVP-22151)**
* **Now when two calls with recording enabled are joined successfully, both ends can hear each other. (GVP-22134)**
* **Media Control Platform now obeys the new setting of the configuration parameter mpc.cpa.maxrings, following a change. Previously, changing the value had no effect. (GVP-22124)**
* **Media Control Platform RTP threads no longer become stuck if they are idle for 25 days. (GVP-22045)**
* **The BRIA4.1 video conference now works properly. Previously, the BRIA4.1 video conference failed after a re-INVITE and displayed only the Genesys logo. (GVP-21993)**
* **Media Control Platform now updates Play cache entries correctly, when Content-Type for a file on the websever is modified to a different type. (GVP-21948)**
* **Media Control Platform now correctly handles a fetch failure. Previously, a fetch failure during root initialization caused the Next Generation Interpreter (NGi) to go into an infinite loop. (GVP-21904)**
* **MCP no longer changes the SDP when responding to a SIP Session Refresh re-INVITE. (GVP-21843)**
* **Media Control Platform can now play a stereo MP3 file for a coaching conference scenario. (GVP-21528)**
* **Media Control Platform now cleans up PEM files from the recording cache correctly, when an mp3 encoder error is encountered during encrypted recording. (GVP-21476)**
* **Media Control Platform no longer uses excessive memory over time, when DOM Object is returned from the subdialog in a VXML application. (GVP-21463)**
* **Resource Manager no longer rejects a Picture Fast Update INFO request that was sent by Media Control Platform during a bridge transfer. (GVP-21415)**
* **Inband DTMF is no longer garbled during recorded conferences. (GVP-21396)**
* **Media Control Platform no longer terminates when releasing a reference to VGMediaInfo. (GVP-19474)**
* **Media Control Platform now plays a dynamic prompt correctly. Previously, MCP incorrectly encoded the symbols < , > and & in SSML tags before queuing a dynamic prompt to TTS.**
* **Use the new parameter com.genesyslab.escapespecialchars in the VXML application to specify not encoding the special characters before queuing the prompt, and thus avoiding the problem.**
* **The option [ems] rc.amq\_connection\_send\_timeout (new in GVP 8.5.1) in the Media Control Platform application specifies the maximum time in seconds to wait for ActiveMQ Producer send message response.
  Option: rc.amq\_connection\_send\_timeout
  Section: ems
  Valid Value: An integer >= 45 seconds
  Default Value: 60
  Takes Effect: At start/restart
  Use this option to compensate for network disconnect or congestion issues that may block the connection to Reporting Server, by giving MCP more time to wait for the ActiveMQ Producer Send Message response after sending a message. The blocked connection is released once the configured timeout expires.
  (GVP-22155)**
* **With the option [mpc]rtp.senduponrecv set to 1, Media Control Platform now plays the next announcement after playing the first.
  Previously when using this option, MCP sometimes waited for a trigger that never arrived, and thus did not play the next announcements. (GVP-22151)**
* **Now when two calls with recording enabled are joined successfully, both ends can hear each other. (GVP-22134)**
* **Media Control Platform now obeys the new setting of the configuration parameter mpc.cpa.maxrings, following a change. Previously, changing the value had no effect. (GVP-22124)**
* **Media Control Platform RTP threads no longer become stuck if they are idle for 25 days. (GVP-22045)**
* **The BRIA4.1 video conference now works properly. Previously, the BRIA4.1 video conference failed after a re-INVITE and displayed only the Genesys logo. (GVP-21993)**
* **Media Control Platform now updates Play cache entries correctly, when Content-Type for a file on the websever is modified to a different type. (GVP-21948)**
* **Media Control Platform now correctly handles a fetch failure. Previously, a fetch failure during root initialization caused the Next Generation Interpreter (NGi) to go into an infinite loop. (GVP-21904)**
* **MCP no longer changes the SDP when responding to a SIP Session Refresh re-INVITE. (GVP-21843)**
* **Media Control Platform can now play a stereo MP3 file for a coaching conference scenario. (GVP-21528)**
* **Media Control Platform now cleans up PEM files from the recording cache correctly, when an mp3 encoder error is encountered during encrypted recording. (GVP-21476)**
* **Media Control Platform no longer uses excessive memory over time, when DOM Object is returned from the subdialog in a VXML application. (GVP-21463)**
* **Resource Manager no longer rejects a Picture Fast Update INFO request that was sent by Media Control Platform during a bridge transfer. (GVP-21415)**
* **Inband DTMF is no longer garbled during recorded conferences. (GVP-21396)**
* **Media Control Platform no longer terminates when releasing a reference to VGMediaInfo. (GVP-19474)**

## **Release 8.5.130.93 (06/10/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.130.93 | 06/10/15 | Hot Fix |  |  | X |  |  |

### New Features:

* **The new configuration parameter [fm]revalidatestaleresponse changes the rules for handling a stale response: you can specify to revalidate only a stale response, or to revalidate any response that contains a “must-revalidate” directive.
  Set revalidatestaleresponse to 0 (for false) to specify revalidation of all responses having the “must-revalidate” directive.
  Set revalidatestaleresponse to 1 (for true, the default) to specify that only stale responses are revalidated.
  Your new setting takes effect following a start or a restart.
  (GVP-22409)**
* **Set revalidatestaleresponse to 0 (for false) to specify revalidation of all responses having the “must-revalidate” directive.**
* **Set revalidatestaleresponse to 1 (for true, the default) to specify that only stale responses are revalidated.**
* **DTMF clamping (also known as masking) guards a customer's sensitive credit card information from an agent's ears and from call recording. An MSML conference request enables clamping. To filter DTMFs from the recording, set the new option callrecording.dtmfhandling to no-digits.
  [msml]callrecording.dtmfhandling has three settings:
  no-digits: Mask all DTMF digits.
  as-is: Record everything from the RTP stream as-is. Inband DTMFs are recorded, but not RFC2833 digits.
  all-digits: Record all DTMF digits, including inband; generate audio for RFC2833 digits.
  Your new setting is effective immediately.
   
  Use the new option clampdtmf.presilencepackets to define the length of time that silence occurs before a clamped DTMF. This is important when a DTMF tone appears before the DTMF RFC2833 event, which might happen when the SIP gateway converts DTMF tones to DTMF RFC2833 events. Beware: setting a big number will cause more audio delays in a conference.
  [msml]clampdtmf.presilencepackets has a default setting of zero (0), and must be an integer from 0-50. This number specifies how many audio packets are replaced with silence after a clamped DTMF. 1 packet usually = 20ms, but that varies with traffic and other factors.
  Your new setting is effective immediately.
   
  Use the new option clampdtmf.postsilencepackets to define the length of time that silence occurs after a clamped DTMF. This is important when a DTMF tone appears after the DTMF RFC2833 event.
  [msml]clampdtmf.postsilencepackets has a default setting of zero (0), and must be an integer from 0 or greater. This number specifies how many audio packets are replaced with silence after a clamped DTMF. 1 packet usually = 20ms, but that varies with traffic and other factors.
  Your new setting is effective immediately.
  (GVP-22370)**
* **no-digits: Mask all DTMF digits.**
* **as-is: Record everything from the RTP stream as-is. Inband DTMFs are recorded, but not RFC2833 digits.**
* **all-digits: Record all DTMF digits, including inband; generate audio for RFC2833 digits.**
* **The new configuration parameter [fm]revalidatestaleresponse changes the rules for handling a stale response: you can specify to revalidate only a stale response, or to revalidate any response that contains a “must-revalidate” directive.
  Set revalidatestaleresponse to 0 (for false) to specify revalidation of all responses having the “must-revalidate” directive.
  Set revalidatestaleresponse to 1 (for true, the default) to specify that only stale responses are revalidated.
  Your new setting takes effect following a start or a restart.
  (GVP-22409)**
* **Set revalidatestaleresponse to 0 (for false) to specify revalidation of all responses having the “must-revalidate” directive.**
* **Set revalidatestaleresponse to 1 (for true, the default) to specify that only stale responses are revalidated.**
* **DTMF clamping (also known as masking) guards a customer's sensitive credit card information from an agent's ears and from call recording. An MSML conference request enables clamping. To filter DTMFs from the recording, set the new option callrecording.dtmfhandling to no-digits.
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  no-digits: Mask all DTMF digits.
  as-is: Record everything from the RTP stream as-is. Inband DTMFs are recorded, but not RFC2833 digits.
  all-digits: Record all DTMF digits, including inband; generate audio for RFC2833 digits.
  Your new setting is effective immediately.
   
  Use the new option clampdtmf.presilencepackets to define the length of time that silence occurs before a clamped DTMF. This is important when a DTMF tone appears before the DTMF RFC2833 event, which might happen when the SIP gateway converts DTMF tones to DTMF RFC2833 events. Beware: setting a big number will cause more audio delays in a conference.
  [msml]clampdtmf.presilencepackets has a default setting of zero (0), and must be an integer from 0-50. This number specifies how many audio packets are replaced with silence after a clamped DTMF. 1 packet usually = 20ms, but that varies with traffic and other factors.
  Your new setting is effective immediately.
   
  Use the new option clampdtmf.postsilencepackets to define the length of time that silence occurs after a clamped DTMF. This is important when a DTMF tone appears after the DTMF RFC2833 event.
  [msml]clampdtmf.postsilencepackets has a default setting of zero (0), and must be an integer from 0 or greater. This number specifies how many audio packets are replaced with silence after a clamped DTMF. 1 packet usually = 20ms, but that varies with traffic and other factors.
  Your new setting is effective immediately.
  (GVP-22370)**
* **no-digits: Mask all DTMF digits.**
* **as-is: Record everything from the RTP stream as-is. Inband DTMFs are recorded, but not RFC2833 digits.**
* **all-digits: Record all DTMF digits, including inband; generate audio for RFC2833 digits.**

### **Resolved issues:**

## **Release 8.5.141.00 (08/28/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.141.00 | 08/28/15 | General |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Third-party recording applications no longer consume excessive memory. (GVP-22567)**
* **The description of the new parameter [fm]revalidatestaleresponse is incorrect inside the MCP configuration XML file (mcp.xml). You can find the correct description in the What's New section of the MCP 8.5.130.93 Release Note. (GVP-22421)**
* **The Media Control Platform no longer terminates unexpectedly when it encounters a socket error while sending the response to a SIP message that has no branch in the via header. (GVP-22412)**
* **MCP no longer terminates during a bridge transfer from a caller with a display name that contains the symbol <. (GVP-22411)**
* **MCP no longer provides anonymous download access to recording files uploaded to Amazon Simple Storage Service (S3) during MSML GIR recording. (GVP-22395)**
* **The Media Control Platform no longer terminates after a call transfer failure. (GVP-22368)**
* **MCP no longer terminates after application connections were updated. (GVP-22292)**
* **Media Control Platform no longer terminates when a URL ends with the fragment separator #. (GVP-22284)**
* **SIP INFO DTMF messages generated by Media Control Platform during a conference now conform to the standard format, which enables third-party software to read these messages. (GVP-22259)**
* **Difficulties when sending SIP responses no longer cause MCP to leak calls. (GVP-22258)**
* **The Media Control Platform can now correctly expose a header with multiple dots (.) in its name, when comparing the header with a key from session\_vars. (GVP-22216)**
* **The MRCPv1 client now correctly picks an alternate port once it reaches the edge of the port range. (GVP-22215)**
* **Now, when the Media Control Platform is configured with connections to a primary and backup MRCP Proxy, MCP can use the MRCP Proxy backup server if it is needed when the Configuration Server is not accessible and the local configuration file of the MCP is used. (GVP-22213)**
* **When handling SRTP packets, the Media Control Platform no longer terminates calls with the error message Error 7 decrypting an SRTP packet.
  (GVP-21498)**
* **Third-party recording applications no longer consume excessive memory. (GVP-22567)**
* **The description of the new parameter [fm]revalidatestaleresponse is incorrect inside the MCP configuration XML file (mcp.xml). You can find the correct description in the What's New section of the MCP 8.5.130.93 Release Note. (GVP-22421)**
* **The Media Control Platform no longer terminates unexpectedly when it encounters a socket error while sending the response to a SIP message that has no branch in the via header. (GVP-22412)**
* **MCP no longer terminates during a bridge transfer from a caller with a display name that contains the symbol <. (GVP-22411)**
* **MCP no longer provides anonymous download access to recording files uploaded to Amazon Simple Storage Service (S3) during MSML GIR recording. (GVP-22395)**
* **The Media Control Platform no longer terminates after a call transfer failure. (GVP-22368)**
* **MCP no longer terminates after application connections were updated. (GVP-22292)**
* **Media Control Platform no longer terminates when a URL ends with the fragment separator #. (GVP-22284)**
* **SIP INFO DTMF messages generated by Media Control Platform during a conference now conform to the standard format, which enables third-party software to read these messages. (GVP-22259)**
* **Difficulties when sending SIP responses no longer cause MCP to leak calls. (GVP-22258)**
* **The Media Control Platform can now correctly expose a header with multiple dots (.) in its name, when comparing the header with a key from session\_vars. (GVP-22216)**
* **The MRCPv1 client now correctly picks an alternate port once it reaches the edge of the port range. (GVP-22215)**
* **Now, when the Media Control Platform is configured with connections to a primary and backup MRCP Proxy, MCP can use the MRCP Proxy backup server if it is needed when the Configuration Server is not accessible and the local configuration file of the MCP is used. (GVP-22213)**
* **When handling SRTP packets, the Media Control Platform no longer terminates calls with the error message Error 7 decrypting an SRTP packet.
  (GVP-21498)**

## **Release 8.5.141.08 (11/24/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.141.08 | 11/24/15 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Media Control Platform restarts no longer generate duplicate SIP call IDs, which could prevent call recording. (GVP-22719)**
* **Media Control Platform no longer terminates in response to a timing issue when call recording ends. Previously, MCP termination could occur when a 200 OK message arrived at the same time that a recording conference was being closed. (GVP-22704)**
* **Media Control Platform restarts no longer generate duplicate SIP call IDs, which could prevent call recording. (GVP-22719)**
* **Media Control Platform no longer terminates in response to a timing issue when call recording ends. Previously, MCP termination could occur when a 200 OK message arrived at the same time that a recording conference was being closed. (GVP-22704)**

## **Release 8.5.150.63 (12/15/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.150.63 | 12/15/15 | General |  |  | X |  | X |

### New Features:

* **The Sip.Body value in the [vxmli] session\_vars configuration option enables access to the body of SIP INVITE messages. Now VXML application developers can take advantage of the additional information available in the body of an INVITE message, to better customize their applications.
  To enable, add this line to your [vxmli] session\_vars default configuration and restart MCP:
  session.connection.protocol.sip.body | Sip.Body |0
  Note: Requires SIP Server v8.1.102.00.**
* **Use the configuration parameter [callmgr] enable\_sip\_response\_in\_transfer\_metric to configure Media Control Platform to append the SIP response code (when it is available) to transfer\_result metrics. This improves standard/interaction logging and simplifies analysis of the SIP response code in case of a failure.
  enable\_sip\_response\_in\_transfer\_metric
  Application: Media Control Platform
  Section: callmgr
  Valid Values: true (enabled) , false (disabled and the default value)
  Takes Effect: Immediately
  Specifies whether or not the SIP response code is appended in the transfer\_result metrics. If the SIP response code is not available and this parameter is enabled, 'N/A' is appended in the metrics.
  Metrics Examples of Valid Value Usage
  False (disabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho
  True (enabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho|sip<span style="color:red"> [401]</span>
  True (enabled), but the SIP response code is not available:
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho<span style="color:red"> |sip[N/A]</span>**
* **False (disabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho**
* **True (enabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho|sip<span style="color:red"> [401]</span>**
* **True (enabled), but the SIP response code is not available:
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho<span style="color:red"> |sip[N/A]</span>**
* **TCP Timer Setup
  You can configure the wait time to keep a needed resource available, when waiting to establish a TCP or TLS connection.
  transport.setuptimer.tcp
  Application: MCP
  Section: SIP
  Takes effect: At start/restart
  Valid values: Integers 1,000-32,000 (milliseconds)
  Default: 3,0000 (3 seconds)**
* **The Sip.Body value in the [vxmli] session\_vars configuration option enables access to the body of SIP INVITE messages. Now VXML application developers can take advantage of the additional information available in the body of an INVITE message, to better customize their applications.
  To enable, add this line to your [vxmli] session\_vars default configuration and restart MCP:
  session.connection.protocol.sip.body | Sip.Body |0
  Note: Requires SIP Server v8.1.102.00.**
* **Use the configuration parameter [callmgr] enable\_sip\_response\_in\_transfer\_metric to configure Media Control Platform to append the SIP response code (when it is available) to transfer\_result metrics. This improves standard/interaction logging and simplifies analysis of the SIP response code in case of a failure.
  enable\_sip\_response\_in\_transfer\_metric
  Application: Media Control Platform
  Section: callmgr
  Valid Values: true (enabled) , false (disabled and the default value)
  Takes Effect: Immediately
  Specifies whether or not the SIP response code is appended in the transfer\_result metrics. If the SIP response code is not available and this parameter is enabled, 'N/A' is appended in the metrics.
  Metrics Examples of Valid Value Usage
  False (disabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho
  True (enabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho|sip<span style="color:red"> [401]</span>
  True (enabled), but the SIP response code is not available:
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho<span style="color:red"> |sip[N/A]</span>**
* **False (disabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho**
* **True (enabled):
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho|sip<span style="color:red"> [401]</span>**
* **True (enabled), but the SIP response code is not available:
  transfer\_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho<span style="color:red"> |sip[N/A]</span>**
* **TCP Timer Setup
  You can configure the wait time to keep a needed resource available, when waiting to establish a TCP or TLS connection.
  transport.setuptimer.tcp
  Application: MCP
  Section: SIP
  Takes effect: At start/restart
  Valid values: Integers 1,000-32,000 (milliseconds)
  Default: 3,0000 (3 seconds)**

### **Resolved issues:**

* **Certificates saved in the Media Control Platform initialization file now work correctly when Configuration Server is not available. (GVP-22777)**
* **MCP no longer terminates in a race condition when a conference is terminated but the fetch request for some prompts is still in progress. (GVP-22751)**
* **Restarting Media Control Platform no longer generates duplicate SIP call IDs, which can prevent call recording. (GVP-22747)**
* **Media Control Platform no longer generates -301 errors that cause it to drop messages. Previously, MCP sometimes generated -301 errors because the TCP message queue limit was exceeded due to a race condition. (GVP-22708)**
* **Media Control Platform can now send a JavaScript object containing an empty array correctly, using the tag. (GVP-22582)**
* **Media Control Platform no longer becomes unresponsive, because of invalid VAR messages, when the logging queue is overloaded. (GVP-22576)**
* **Media Control Platform no longer terminates when call recording ends, in response to a timing issue. Previously, MCP could terminate when a 200 OK message arrived at the same time that a recording conference was being closed (GVP-22524)**
* **Media Control Platform now updates the recording cache correctly and does not terminate when updating recording certificates in the IVR profile. (GVP-22519)**
* **Now, when Media Control Platform receives a malformed MRCPv1 request message, it generates an error log and sends a proper error message to the server, which allows a normal TTS session cancellation to proceed. (GVP-21490)**
* **Media Control Platform no longer creates empty (size=0) recording files during an unsupported scenario of stereo MP3 8kbps recording. (GVP-22468)**
* **Certificates saved in the Media Control Platform initialization file now work correctly when Configuration Server is not available. (GVP-22777)**
* **MCP no longer terminates in a race condition when a conference is terminated but the fetch request for some prompts is still in progress. (GVP-22751)**
* **Restarting Media Control Platform no longer generates duplicate SIP call IDs, which can prevent call recording. (GVP-22747)**
* **Media Control Platform no longer generates -301 errors that cause it to drop messages. Previously, MCP sometimes generated -301 errors because the TCP message queue limit was exceeded due to a race condition. (GVP-22708)**
* **Media Control Platform can now send a JavaScript object containing an empty array correctly, using the tag. (GVP-22582)**
* **Media Control Platform no longer becomes unresponsive, because of invalid VAR messages, when the logging queue is overloaded. (GVP-22576)**
* **Media Control Platform no longer terminates when call recording ends, in response to a timing issue. Previously, MCP could terminate when a 200 OK message arrived at the same time that a recording conference was being closed (GVP-22524)**
* **Media Control Platform now updates the recording cache correctly and does not terminate when updating recording certificates in the IVR profile. (GVP-22519)**
* **Now, when Media Control Platform receives a malformed MRCPv1 request message, it generates an error log and sends a proper error message to the server, which allows a normal TTS session cancellation to proceed. (GVP-21490)**
* **Media Control Platform no longer creates empty (size=0) recording files during an unsupported scenario of stereo MP3 8kbps recording. (GVP-22468)**

## **Release 8.5.150.81 (01/21/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.150.81 | 01/21/16 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **MCP no longer fails to post recordings to S3, due to a mismatched signature. (GVP-22781)**
* **MCP no longer fails to post recordings to S3, due to a mismatched signature. (GVP-22781)**

## **Release 8.5.150.84 (02/15/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.150.84 | 02/15/16 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **During video streaming, Media Control Platform no longer adds an extra padding byte to the end of H.264 RTP packets. (GVP-22806)**
* **During video streaming, Media Control Platform no longer adds an extra padding byte to the end of H.264 RTP packets. (GVP-22806)**

## **Release 8.5.150.90 (03/24/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.150.90 | 03/24/16 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **Media Control Platform now correctly processes DTMF packets that arrive at 10 ms intervals during call recording. (GVP-23043)**
* **Media Control Platform now correctly processes DTMF packets that arrive at 10 ms intervals during call recording. (GVP-23043)**

## **Release 8.5.161.34 (06/16/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.161.34 | 06/16/16 | General |  |  | X |  | X |

### New Features:

* **GIR call recording can now continue even if the public key recording certificate has expired. This feature is enabled by default, and configured by this option:**
* **Now you can use the option curlredirect to control how HTTP redirects are handled, so that HTTP redirection can function properly.**
* **Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system. See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.**
* **Support for the Red Hat Enterprise Linux (RHEL) 7 operating system. See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.**
* **Genesys Media Server now supports Apple's HTTP Live streaming (draft-pantos-http-live-streaming-16) subset of features. Media Server can now play media and master playlists of the type On-Demand, Event and Live.**
* **GIR call recording can now continue even if the public key recording certificate has expired. This feature is enabled by default, and configured by this option:**
* **Now you can use the option curlredirect to control how HTTP redirects are handled, so that HTTP redirection can function properly.**
* **Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system. See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.**
* **Support for the Red Hat Enterprise Linux (RHEL) 7 operating system. See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.**
* **Genesys Media Server now supports Apple's HTTP Live streaming (draft-pantos-http-live-streaming-16) subset of features. Media Server can now play media and master playlists of the type On-Demand, Event and Live.**

### **Resolved issues:**

* **Media Control Platform now can play back all the MP3 recording files generated from a Full Call Recording. (GVP-23130)**
* **MCP no longer terminates, under heavy loads, when a DTMF arrives between the playstop and its notification to the CMAPI layer. (GVP-23127)**
* **Media Control Platform no longer reuses cookies from previous sessions when dealing with 304 HTTP responses to fetching queries during the current session. (GVP-23068)**
* **Media Control Platform now corrects a duplicated user=phone in the Refer-To header, when performing a transfer and the destination is a tel: URI. (GVP-23055)**
* **Media Control Platform no longer buffers DTMF input during voicemail recording in an active ASR session, causing digits to propagate to the next logical page.
  (GVP-23033)**
* **Media Control Platform now correctly processes RTP DTMF events that arrive at 10 ms intervals. Previously, MCP did not process the all DTMF events that arrived at 10ms duration from the caller (a remote peer). (GVP-23022)**
* **Media Control Platform no longer terminates when cloning the Javascript Date object from the main dialog to a subdialog in a vxml application. (GVP-22990)**
* **Media Control Platform now correctly sends the content-type application/json to RP. (GVP-22968)**
* **Media Control Platform no longer terminates in a race condition when an RTCP application packet arrives while MCP is tearing down the corresponding call. (GVP-22948)**
* **Media Control Platform no longer logs this unnecessary warning: Recognition session does not exist. (GVP-22908)**
* **Media Control Platform now calculates NAL size correctly as required by the H.264 video standard. (GVP-22896)**
* **Media Control Platform no longer terminates when a DTMF is entered immediately after a no-input timer was triggered.
  (GVP-22863)**
* **Media Control Platform no longer fails to post recordings to S3 due to a mismatched signature. (GVP-22862)**
* **Media Control Platform no longer terminates when <ruleref> contains a <tag> in a DTMF grammar, and an on-board DTMF recognizer is used. (GVP-22861)**
* **Media Control Platform support of pause/resume recording functionality for GIR recording now works correctly for a "mono" recording file. Previously, a pause in a "mono" recording lasted only 4 seconds, even when the original duration was longer. (GVP-22730)**
* **Media Control Platform no longer logs successive file open failed errors related to an MSML play request. (GVP-22406)**
* **Media Control Platform no longer terminates unexpectedly when a transfer is terminated immediately after it was started. (GVP-21467)**
* **Media Control Platform now can play back all the MP3 recording files generated from a Full Call Recording. (GVP-23130)**
* **MCP no longer terminates, under heavy loads, when a DTMF arrives between the playstop and its notification to the CMAPI layer. (GVP-23127)**
* **Media Control Platform no longer reuses cookies from previous sessions when dealing with 304 HTTP responses to fetching queries during the current session. (GVP-23068)**
* **Media Control Platform now corrects a duplicated user=phone in the Refer-To header, when performing a transfer and the destination is a tel: URI. (GVP-23055)**
* **Media Control Platform no longer buffers DTMF input during voicemail recording in an active ASR session, causing digits to propagate to the next logical page.
  (GVP-23033)**
* **Media Control Platform now correctly processes RTP DTMF events that arrive at 10 ms intervals. Previously, MCP did not process the all DTMF events that arrived at 10ms duration from the caller (a remote peer). (GVP-23022)**
* **Media Control Platform no longer terminates when cloning the Javascript Date object from the main dialog to a subdialog in a vxml application. (GVP-22990)**
* **Media Control Platform now correctly sends the content-type application/json to RP. (GVP-22968)**
* **Media Control Platform no longer terminates in a race condition when an RTCP application packet arrives while MCP is tearing down the corresponding call. (GVP-22948)**
* **Media Control Platform no longer logs this unnecessary warning: Recognition session does not exist. (GVP-22908)**
* **Media Control Platform now calculates NAL size correctly as required by the H.264 video standard. (GVP-22896)**
* **Media Control Platform no longer terminates when a DTMF is entered immediately after a no-input timer was triggered.
  (GVP-22863)**
* **Media Control Platform no longer fails to post recordings to S3 due to a mismatched signature. (GVP-22862)**
* **Media Control Platform no longer terminates when <ruleref> contains a <tag> in a DTMF grammar, and an on-board DTMF recognizer is used. (GVP-22861)**
* **Media Control Platform support of pause/resume recording functionality for GIR recording now works correctly for a "mono" recording file. Previously, a pause in a "mono" recording lasted only 4 seconds, even when the original duration was longer. (GVP-22730)**
* **Media Control Platform no longer logs successive file open failed errors related to an MSML play request. (GVP-22406)**
* **Media Control Platform no longer terminates unexpectedly when a transfer is terminated immediately after it was started. (GVP-21467)**

## **Release 8.5.161.49 (07/13/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.161.49 | 07/13/16 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **MCP no longer terminates when a type-ahead DTMF terminates a <record> input. Previously, the type-ahead triggered a second recording request before the first one was resolved. (GVP-23236)**
* **MCP no longer terminates when a type-ahead DTMF terminates a <record> input. Previously, the type-ahead triggered a second recording request before the first one was resolved. (GVP-23236)**

## **Release 8.5.170.71 (09/27/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.170.71 | 09/27/16 | General |  |  | X |  | X |

### New Features:

* **Media Control Platform supports TCP keep-alive functionality. Manage Keep Alive functionality with these configuration options, all in the Media Control Platform application:**
* **To support IVR Recording , Media Control Platform honors these recording Request URI parameters when executing VoiceXML applications: start, stop, pause, and resume. Previously for recording IVR, MCP supported only the start and stop parameters.**
* **Media Control Platform supports pass-through when caller and agent are using the same codecs and GIR recording is enabled. This parameter, new in release 8.5.170.71, configures pass-through:**
* **Media Control Platform supports TCP keep-alive functionality. Manage Keep Alive functionality with these configuration options, all in the Media Control Platform application:**
* **To support IVR Recording , Media Control Platform honors these recording Request URI parameters when executing VoiceXML applications: start, stop, pause, and resume. Previously for recording IVR, MCP supported only the start and stop parameters.**
* **Media Control Platform supports pass-through when caller and agent are using the same codecs and GIR recording is enabled. This parameter, new in release 8.5.170.71, configures pass-through:**

### **Resolved issues:**

* **MCP no longer generates dupliate callid previously it generated duplicate callid when more than 1 instance of MCP in a host is started in the same moment. (GVP-23366)**
* **Placing the tag <gvp:recorder> into the SIP INFO request for a conference creation is now mandatory to start a conference recording. Previously, Media Control Platform started a recording even when the <gvp:recorder> tag was not present, which caused a error. (GVP-23346)**
* **Media Control Platform now correctly generates an ERROR message when a user tries to post a recorded file to Amazon s3 without the mandatory parameters AWSAccessKeyId and AWSSecretAccessKey. (GVP-23329)**
* **Media Control Platform (MCP) now handles type-ahead DTMF during <record> tag execution without problems. (GVP-23289)**
* **Media Control Platform no longer terminates when, while MCP attempts to fetch failed audio, an abortNotify message arrives before the fetch has completed. (GVP-23263)**
* **Media Control Platform no longer terminates when a consultation transfer call is answered simultaneously with DTMF detection in the primary call, which is then followed by a transfer failure. (GVP-23211)**
* **Media Control Platform no longer terminates when it finds capitalized schemes for http requests in VXML applications. (GVP-23141)**
* **Media Control Platform no longer terminates when it finds an invalid media type configured in the <record> tag. (GVP-22945)**
* **MCP no longer generates dupliate callid previously it generated duplicate callid when more than 1 instance of MCP in a host is started in the same moment. (GVP-23366)**
* **Placing the tag <gvp:recorder> into the SIP INFO request for a conference creation is now mandatory to start a conference recording. Previously, Media Control Platform started a recording even when the <gvp:recorder> tag was not present, which caused a error. (GVP-23346)**
* **Media Control Platform now correctly generates an ERROR message when a user tries to post a recorded file to Amazon s3 without the mandatory parameters AWSAccessKeyId and AWSSecretAccessKey. (GVP-23329)**
* **Media Control Platform (MCP) now handles type-ahead DTMF during <record> tag execution without problems. (GVP-23289)**
* **Media Control Platform no longer terminates when, while MCP attempts to fetch failed audio, an abortNotify message arrives before the fetch has completed. (GVP-23263)**
* **Media Control Platform no longer terminates when a consultation transfer call is answered simultaneously with DTMF detection in the primary call, which is then followed by a transfer failure. (GVP-23211)**
* **Media Control Platform no longer terminates when it finds capitalized schemes for http requests in VXML applications. (GVP-23141)**
* **Media Control Platform no longer terminates when it finds an invalid media type configured in the <record> tag. (GVP-22945)**

## **Release 8.5.170.86 (11/28/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.170.86 | 11/28/16 | Hot Fix |  |  | X |  |  |

### New Features:

* **Media Control Platform now supports uploading the call recordings to S3 servers that need Amazon Web Services (AWS) V4 signature.**
* **Media Control Platform now supports uploading the call recordings to S3 servers that need Amazon Web Services (AWS) V4 signature.**

### **Resolved issues:**

## **Release 8.5.176.05 (01/30/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.176.05 | 01/30/17 | General |  |  | X |  | X |

### New Features:

* **Two new configuration options are now available to allow the Media Control Platform (MCP) to perform health check on the media threads.**
* **MCP now uses OpenSSL libraries version 1.0.2j. MCP supports these versions of Transport Layer Security (TLS): TLSv1.2, TLSv1.1, and TLSv1; and these versions of Secure Sockets Layer (SSL): SSLv2, SSLv3, and SSLv23.**
* **You can now mask a customer’s sensitive information in MCP log files with asterisks (\*) by using a new configuration option mask\_sensitive\_data in the [log] section. Masking sensitive data using this new option applies only when the MCP logging level is set to trace, debug, or all. This masking capability is not available for the standard or interaction levels of MCP logging, use the gvp:private option in such cases.**
* **MCP now supports uploading the call recordings to S3 servers that need Amazon Web Services (AWS) V4 signature.**
* **Two new configuration options are now available to allow the Media Control Platform (MCP) to perform health check on the media threads.**
* **MCP now uses OpenSSL libraries version 1.0.2j. MCP supports these versions of Transport Layer Security (TLS): TLSv1.2, TLSv1.1, and TLSv1; and these versions of Secure Sockets Layer (SSL): SSLv2, SSLv3, and SSLv23.**
* **You can now mask a customer’s sensitive information in MCP log files with asterisks (\*) by using a new configuration option mask\_sensitive\_data in the [log] section. Masking sensitive data using this new option applies only when the MCP logging level is set to trace, debug, or all. This masking capability is not available for the standard or interaction levels of MCP logging, use the gvp:private option in such cases.**
* **MCP now supports uploading the call recordings to S3 servers that need Amazon Web Services (AWS) V4 signature.**

### **Resolved issues:**

* **MCP no longer enters into an unresponsive state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23620)**
* **MCP now generates the SNMP traps for non-recoverable errors.**
* **The non-recoverable error occurs in specific scenarios during the post-processing operations of the recording files. (GVP-23592)**
* **When using SIP Secure, the MCP no longer terminates abnormally. Also, the issue of calls getting dropped is now resolved. (GVP-23540)**
* **MCP no longer terminates abnormally when its recorder UserAgent receives the non-REGISTER SIP requests with wrong transports in the VIA header. (GVP-23528)**
* **MCP now correctly uploads the recorded files to the newly created Amazon S3 buckets by enabling a new configuration option enableuploadcontentrewind.**
* **enableuploadcontentrewind
  Section: fm
  Valid values: 0, 1
  Default value: 1**
* **Specifies whether the libcurl resends the uploaded content during PUT requests when the content is redirected.**
* **MCP no longer enters into an unresponsive state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23620)**
* **MCP now generates the SNMP traps for non-recoverable errors.**
* **The non-recoverable error occurs in specific scenarios during the post-processing operations of the recording files. (GVP-23592)**
* **When using SIP Secure, the MCP no longer terminates abnormally. Also, the issue of calls getting dropped is now resolved. (GVP-23540)**
* **MCP no longer terminates abnormally when its recorder UserAgent receives the non-REGISTER SIP requests with wrong transports in the VIA header. (GVP-23528)**
* **MCP now correctly uploads the recorded files to the newly created Amazon S3 buckets by enabling a new configuration option enableuploadcontentrewind.**
* **enableuploadcontentrewind
  Section: fm
  Valid values: 0, 1
  Default value: 1**
* **Specifies whether the libcurl resends the uploaded content during PUT requests when the content is redirected.**

## **Release 8.5.176.13 (02/17/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.176.13 | 02/17/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **MCP no longer becomes unresponsive when performing Stop or Graceful Stop. (GVP-23761)**
* **MCP no longer becomes unresponsive when performing Stop or Graceful Stop. (GVP-23761)**

## **Release 8.5.176.16 (04/24/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.176.16 | 04/24/17 | Hot Fix |  |  | X |  |  |

### New Features:

### **Resolved issues:**

* **During a 'hold and resume' scenario in a Genesys Interaction Recording (GIR) call, Media Control Platform no longer fills the recording with silence beyond the expected time. (GVP-23879)**
* **During a 'hold and resume' scenario in a Genesys Interaction Recording (GIR) call, Media Control Platform no longer fills the recording with silence beyond the expected time. (GVP-23879)**

## **Release 8.5.178.78 (05/24/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.178.78 | 05/24/17 | General |  |  | X |  | X |

### New Features:

* **Media Control Platform (MCP) now supports two new security parameters specific to Nuance Server (version 10.2 and above). The supported parameters are swirec.secure\_context and swirec.mute\_wcr. According to Nuance's requirement, MCP sends the swirec.secure\_context parameter in the RECOGNIZE and DEFINE-GRAMMAR requests; and swirec.mute\_wcr in the RECOGNIZE request only.**
* **The description for the codec option in the [mpc] section within the MCP XML file now provides additional information about the order of codecs that MCP offers.**
* **The description for the record.appenduniqueid option in the [MSML] section within the MCP XML file now includes additional information about the exact MSML Dialog Based recording.**
* **Media Control Platform (MCP) now supports two new security parameters specific to Nuance Server (version 10.2 and above). The supported parameters are swirec.secure\_context and swirec.mute\_wcr. According to Nuance's requirement, MCP sends the swirec.secure\_context parameter in the RECOGNIZE and DEFINE-GRAMMAR requests; and swirec.mute\_wcr in the RECOGNIZE request only.**
* **The description for the codec option in the [mpc] section within the MCP XML file now provides additional information about the order of codecs that MCP offers.**
* **The description for the record.appenduniqueid option in the [MSML] section within the MCP XML file now includes additional information about the exact MSML Dialog Based recording.**

### **Resolved issues:**

* **MCP no longer encounters a race condition at the transport layer which, previously, could result in call leg rejections. (GVP-23926)**
* **During a 'hold and resume' scenario in a Genesys Interaction Recording (GIR) call, MCP no longer fills the recording with silence beyond the expected time regardless of the 'Music on Hold' setting. (GVP-23914, GVP-23877)**
* **MCP now correctly masks the DTMF inputs in the MCP logs in a scenario when the bargein option is set to false.**
* **Previously, MCP did not mask the DTMF input received during an announcement playback. (GVP-23894)**
* **MCP now correctly masks the DTMF inputs in the MCP logs in a scenario when the mask\_sensitive\_data option is set to true and when a grammar composed with a specific DIGIT rule is defined in the VXML. (GVP-23891)**
* **When the mask\_sensitive\_data option is set to true, MCP now correctly masks the DTMF inputs in the MCP logs in specific scenarios.**
* **Previously, MCP did not mask the DTMF inputs when an internal DTMF recognizer and grammar files were used or when ASR with MRCPv2 was used. (GVP-23838)**
* **MCP no longer terminates during a bargein event while playing a non-bargein prompt. (GVP-23825)**
* **MCP no longer enters into an error loop when there is a page fetch failure while initializing the main VXML application. (GVP-23747)**
* **MCP installed through RPM no longer becomes unresponsive when performing a graceful Stop/Stop through the Solution Control Server (SCS). (GVP-23746)**
* **MCP now correctly uploads the unencrypted recorded files (in .wav format) to the newly created S3 buckets.**
* **Previously, this did not happen when:**
* **MCP no longer terminates unexpectedly when the Service Quality Analysis (SQA) is enabled.**
* **Previously, when SQA was enabled, there was a rare chance for MCP to terminate unexpectedly. (GVP-23685)**
* **MCP no longer generates errors if the VXML parameter gvp:audioinexp evaluates an empty expression. MCP now correctly validates the empty expression and waits for user input. (GVP-23652)**
* **MCP no longer encounters a race condition at the transport layer which, previously, could result in call leg rejections. (GVP-23926)**
* **During a 'hold and resume' scenario in a Genesys Interaction Recording (GIR) call, MCP no longer fills the recording with silence beyond the expected time regardless of the 'Music on Hold' setting. (GVP-23914, GVP-23877)**
* **MCP now correctly masks the DTMF inputs in the MCP logs in a scenario when the bargein option is set to false.**
* **Previously, MCP did not mask the DTMF input received during an announcement playback. (GVP-23894)**
* **MCP now correctly masks the DTMF inputs in the MCP logs in a scenario when the mask\_sensitive\_data option is set to true and when a grammar composed with a specific DIGIT rule is defined in the VXML. (GVP-23891)**
* **When the mask\_sensitive\_data option is set to true, MCP now correctly masks the DTMF inputs in the MCP logs in specific scenarios.**
* **Previously, MCP did not mask the DTMF inputs when an internal DTMF recognizer and grammar files were used or when ASR with MRCPv2 was used. (GVP-23838)**
* **MCP no longer terminates during a bargein event while playing a non-bargein prompt. (GVP-23825)**
* **MCP no longer enters into an error loop when there is a page fetch failure while initializing the main VXML application. (GVP-23747)**
* **MCP installed through RPM no longer becomes unresponsive when performing a graceful Stop/Stop through the Solution Control Server (SCS). (GVP-23746)**
* **MCP now correctly uploads the unencrypted recorded files (in .wav format) to the newly created S3 buckets.**
* **Previously, this did not happen when:**
* **MCP no longer terminates unexpectedly when the Service Quality Analysis (SQA) is enabled.**
* **Previously, when SQA was enabled, there was a rare chance for MCP to terminate unexpectedly. (GVP-23685)**
* **MCP no longer generates errors if the VXML parameter gvp:audioinexp evaluates an empty expression. MCP now correctly validates the empty expression and waits for user input. (GVP-23652)**

## **Release 8.5.181.78 (09/15/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.181.78 | 09/15/17 | General |  |  | X |  | X |

### New Features:

* **Media Control Platform (MCP) no longer sends the swirec.secure\_context or swirec.mute\_wcr property to the ASR server through MRCPv1. Nuance Recognizer does not support these parameters with MRCPv1.**
* **A new MCP configuration option cpa.no\_ring\_result specifies the call progress analysis (CPA) result if no ringback is detected before the postconnect event arrives. The default option value is none (0), that is, postconnect CPA proceeds normally after the postconnect event arrives. Other valid values are busy (2), human (15), machine (16), fax (17), and no\_media (18). If this option value is set to any one of these values, the specified CPA result is returned immediately after the postconnect event arrives, and no further CPA occurs.**
* **MCP now supports MRCP 201 response. Previously, MCP was sending an error response for 201 responses.**
* **MCP now supports a new codec library for MP3 encoding/decoding. Using this codec library resolves the issue where MCP unexpectedly terminates in specific environments while performing MP3 recording using the earlier MP3 encoding library. As this issue occurs only in specific environments, Genesys recommends continuing with the existing default configuration if no issues are observed while performing MP3 recording. The legacy codec continues to be available and is set as the default option.**
* **MCP now supports configuring the TCP\_NODELAY option for LibCurl. Enabling enabletcpnodelay (default) causes small segments of data to be sent without delay (disabling the Nagle algorithm).**
* **Media Control Platform (MCP) no longer sends the swirec.secure\_context or swirec.mute\_wcr property to the ASR server through MRCPv1. Nuance Recognizer does not support these parameters with MRCPv1.**
* **A new MCP configuration option cpa.no\_ring\_result specifies the call progress analysis (CPA) result if no ringback is detected before the postconnect event arrives. The default option value is none (0), that is, postconnect CPA proceeds normally after the postconnect event arrives. Other valid values are busy (2), human (15), machine (16), fax (17), and no\_media (18). If this option value is set to any one of these values, the specified CPA result is returned immediately after the postconnect event arrives, and no further CPA occurs.**
* **MCP now supports MRCP 201 response. Previously, MCP was sending an error response for 201 responses.**
* **MCP now supports a new codec library for MP3 encoding/decoding. Using this codec library resolves the issue where MCP unexpectedly terminates in specific environments while performing MP3 recording using the earlier MP3 encoding library. As this issue occurs only in specific environments, Genesys recommends continuing with the existing default configuration if no issues are observed while performing MP3 recording. The legacy codec continues to be available and is set as the default option.**
* **MCP now supports configuring the TCP\_NODELAY option for LibCurl. Enabling enabletcpnodelay (default) causes small segments of data to be sent without delay (disabling the Nagle algorithm).**

### **Resolved issues:**

* **MCP no longer crashes during heavy load IVR Recording scenarios. Previously, during some extreme scenarios, the VXML call leg was terminated before the IVR recording started, due to delays in the media layer. (GVP-24088)**
* **MCP now terminates the call and throws a trap when the allocated JS memory limit for the call is exceeded. Previously, MCP continued processing the call and terminated after running out of JS memory. (GVP-24192)**
* **MCP now respects the value in msml.record.amazonpostmode parameter used to perform the Get bucket location request required for the Amazon Web Services (AWS) V4 signature. Previously, the AWS Get bucket location request required for the V4 Signature did not respect the msml.record.amazonpostmode configuration, and used HTTP, even when it was configured to use HTTPS. (GVP-24007)**
* **When Voiceprint CPD is enabled with a short postconnecttimeout value, MCP returns cpd.silence as the CPD result if it does not detect the actual CPD result. Previously, MCP sent cpd.preconnect\_timeout as the CPD result when the postconnect event arrived. (GVP-23943)**
* **MCP now validates the namelist elements of the send tag by evaluating them. If an element is found to be a Document Object Model (DOM) object, MCP returns an error and does not process the namelist further. Previously, MCP crashed when the DOM object was sent as a namelist property. (GVP-23874)**
* **Timestamps of Real-time Transport Protocol (RTP) packets sent to a third-party recording server now reflect the real-time stream when DTMF interleaves with audio packets. Previously, when MCP forwarded audio/DTMF interleave packets to a third-party recording server, the timestamps that the recording server relied on, were disarrayed. This resulted in the caller's audio stream becoming unsynchronized in the recorded file. (GVP-23821)**
* **MCP now reuses the SIP request’s TCP connection when responding to the request. Previously, MCP tried to initiate a new TCP connection to the FQDN or IP (and port) present in the VIA header of the request. As a result, MCP failed to send a SIP response to the request if the remote did not accept a new TCP connection (for example, if the remote was a F5 load balancer or Genesys Composer). (GVP-35065)**
* **MCP no longer crashes during heavy load IVR Recording scenarios. Previously, during some extreme scenarios, the VXML call leg was terminated before the IVR recording started, due to delays in the media layer. (GVP-24088)**
* **MCP now terminates the call and throws a trap when the allocated JS memory limit for the call is exceeded. Previously, MCP continued processing the call and terminated after running out of JS memory. (GVP-24192)**
* **MCP now respects the value in msml.record.amazonpostmode parameter used to perform the Get bucket location request required for the Amazon Web Services (AWS) V4 signature. Previously, the AWS Get bucket location request required for the V4 Signature did not respect the msml.record.amazonpostmode configuration, and used HTTP, even when it was configured to use HTTPS. (GVP-24007)**
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* **MCP now reuses the SIP request’s TCP connection when responding to the request. Previously, MCP tried to initiate a new TCP connection to the FQDN or IP (and port) present in the VIA header of the request. As a result, MCP failed to send a SIP response to the request if the remote did not accept a new TCP connection (for example, if the remote was a F5 load balancer or Genesys Composer). (GVP-35065)**

## **Release 8.5.185.34 (01/22/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.185.34 | 01/22/18 | General |  |  | X |  | X |

### New Features:

* **Media Control Platform (MCP) now supports configuration of the HTTP and HTTPS connection timeout through the parameter curlconnecttimeout. This parameter specifies the maximum time in seconds before the HTTP/HTTPS connection attempt times out. This value applies only to the connection phase, and has no effect once the connection is made.**
* **MCP is no longer blocked while waiting for an SSL connection to a web server through an HTTPS proxy to finish.**
* **MCP introduces two new configuration options, cpa.postconnsilresult and cpa.postconnsilduration, to return a configurable CPA result if a configurable length of silence is detected right after the postconnect event arrives.**
* **As part of the Cloud requirement, custom prompts under the /$installation location/music/on\_hold\_saas folder are now available as a part of MCP installation package.**
* **MCP now supports OPUS audio codec for RTP transport along with transcoding to and from OPUS. Recording and playback using OPUS are currently not supported. The following are the new MCP configuration parameters:
  opuspayload
  opus.apptype
  opus.complexity
  opus.packetloss
  opus.fmtp**
* **opuspayload**
* **opus.apptype**
* **opus.complexity**
* **opus.packetloss**
* **opus.fmtp**
* **MCP now displays the new Genesys logo for video conference participants who do not provide video input.**
* **MCP now supports internal caching of DNS A/AAAA queries for SIP interfaces. This feature can be enabled through the parameter enable\_dns\_cache. By default, DNS queries are not cached.**
* **Media Control Platform (MCP) now supports configuration of the HTTP and HTTPS connection timeout through the parameter curlconnecttimeout. This parameter specifies the maximum time in seconds before the HTTP/HTTPS connection attempt times out. This value applies only to the connection phase, and has no effect once the connection is made.**
* **MCP is no longer blocked while waiting for an SSL connection to a web server through an HTTPS proxy to finish.**
* **MCP introduces two new configuration options, cpa.postconnsilresult and cpa.postconnsilduration, to return a configurable CPA result if a configurable length of silence is detected right after the postconnect event arrives.**
* **As part of the Cloud requirement, custom prompts under the /$installation location/music/on\_hold\_saas folder are now available as a part of MCP installation package.**
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  opuspayload
  opus.apptype
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* **opuspayload**
* **opus.apptype**
* **opus.complexity**
* **opus.packetloss**
* **opus.fmtp**
* **MCP now displays the new Genesys logo for video conference participants who do not provide video input.**
* **MCP now supports internal caching of DNS A/AAAA queries for SIP interfaces. This feature can be enabled through the parameter enable\_dns\_cache. By default, DNS queries are not cached.**

### **Resolved issues:**

* **MCP now sends the RTSP DESCRIBE message when it connects to the MRCP Proxy regardless of when the MRCP proxy starts. (GVP-35379)**
* **MCP play cache is now cleaned up during MCP installation. (GVP-35375)**
* **MCP no longer crashes when a remote party fails to respond to a REFER request and MCP fails to respond to the BYE message with 200 OK. (GVP-35237)**
* **MCP no longer crashes when a transfer is started immediately after a previous, unsupported transfer fails and an error.unsupported.transfer event occurs. (GVP-35143)**
* **MCP now sends a detailed SNMP trap related to fetching errors. If the feature is enabled, MCP sends a new trap for HTTP 4xx failures. The old trap is still used for all other HTTP failures regardless of whether the feature is enabled or disabled. Moreover, the Call-ID is now added to both the new and existing traps. The feature can be enabled by setting the parameter detailed\_fetch\_error.enable to true. (GVP-34553)**
* **MCP no longer terminates when the RTCP port is explicitly offered in the SDP message. (GVP-24168)**
* **MCP now accepts the transport offered when MRCP server changes the transport in the Contact header of the 200 OK response. Previously, MCP did not accept the change and responded with the same transport as in the INVITE message. (GVP-24140)**
* **The MCP process no longer deadlocks when it is terminating a recording session and a response to a Re-INVITE message comes in at the same time. (GVP-22802)**
* **MCP now sends the RTSP DESCRIBE message when it connects to the MRCP Proxy regardless of when the MRCP proxy starts. (GVP-35379)**
* **MCP play cache is now cleaned up during MCP installation. (GVP-35375)**
* **MCP no longer crashes when a remote party fails to respond to a REFER request and MCP fails to respond to the BYE message with 200 OK. (GVP-35237)**
* **MCP no longer crashes when a transfer is started immediately after a previous, unsupported transfer fails and an error.unsupported.transfer event occurs. (GVP-35143)**
* **MCP now sends a detailed SNMP trap related to fetching errors. If the feature is enabled, MCP sends a new trap for HTTP 4xx failures. The old trap is still used for all other HTTP failures regardless of whether the feature is enabled or disabled. Moreover, the Call-ID is now added to both the new and existing traps. The feature can be enabled by setting the parameter detailed\_fetch\_error.enable to true. (GVP-34553)**
* **MCP no longer terminates when the RTCP port is explicitly offered in the SDP message. (GVP-24168)**
* **MCP now accepts the transport offered when MRCP server changes the transport in the Contact header of the 200 OK response. Previously, MCP did not accept the change and responded with the same transport as in the INVITE message. (GVP-24140)**
* **The MCP process no longer deadlocks when it is terminating a recording session and a response to a Re-INVITE message comes in at the same time. (GVP-22802)**

Component: Resource Manager

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.502.76  04/20/12  General (Under Shipping Control)  8.5.050.34  03/05/14  Hot Fix  8.5.050.36  05/05/14  Hot Fix  8.5.130.58  03/23/15  General |  | 8.5.185.37  02/19/18  Hot Fix | 19  26  25  18 | 8.5.185.37  02/19/18  Hot Fix | 40  26  25  18 |

## **Release 8.1.502.76 (04/20/12)-General (Under Shipping Control)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.76 | 04/20/12 | General (Under Shipping Control) |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.80 (05/16/12)-General (Under Shipping Control)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.80 | 05/16/12 | General (Under Shipping Control) |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.82 (05/31/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.82 | 05/31/12 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.84 (07/11/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.84 | 07/11/12 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.85 (08/06/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.85 | 08/06/12 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.86 (08/24/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.86 | 08/24/12 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.87 (09/07/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.87 | 09/07/12 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.502.88 (11/30/12)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.502.88 | 11/30/12 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.601.90 (12/19/12)-General (Under Shipping Control)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.601.90 | 12/19/12 | General (Under Shipping Control) |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.602.01 (01/30/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.602.01 | 01/30/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.602.03 (02/22/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.602.03 | 02/22/13 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.602.04 (03/14/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.602.04 | 03/14/13 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.602.06 (05/21/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.602.06 | 05/21/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.602.08 (05/28/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.602.08 | 05/28/13 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.602.09 (06/19/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.602.09 | 06/19/13 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.61 (07/26/13)-General (Under Shipping Control)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.61 | 07/26/13 | General (Under Shipping Control) |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.68 (10/25/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.68 | 10/25/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.71 (12/20/13)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.71 | 12/20/13 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.700.74 (10/13/14)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.700.74 | 10/13/14 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.5.001.89 (12/20/13)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.001.89 | 12/20/13 | General |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **RM will now enforce session type (inbound/outbound session) usage limit policies configured in Tenant/IVR profile. (GVP-20978)**
* **RM will now enforce session type (inbound/outbound session) usage limit policies configured in Tenant/IVR profile. (GVP-20978)**

## **Release 8.5.101.21 (07/15/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.101.21 | 07/15/14 | General |  |  | X |  | X |

### New Features:

* **Route Unavailable Wakeup**
* **Reliable Connection Retry**
* **Configuration Options Changed**
* **Route Unavailable Wakeup**
* **Reliable Connection Retry**
* **Configuration Options Changed**

### **Resolved issues:**

* **Resource Manager now decodes the X-Genesys-GVP-Session-ID value, if present, before processing a SIP request. Previously in this situation, when the X-Genesys-GVP-Session-ID was encoded, RM was not able to parse it properly, causing the SessionID not to be cleared from an INVITE from the Gateway, even if invite-custom-header-cleanup was set to true. (GVP-21515)**
* **Resource Manager logging now prints current port utilization for different resources when a call is rejected due to port unavailability. (GVP-21491)**
* **In an Active-Active or Active-Standby HA deployment, Resource Manager no longer terminates in a race condition, when a CANCEL from SIP Server and responses for INVITE from the resources managed by RM occur at the same time. (GVP-21484)**
* **Resource Manager can now discard the replication data buffer from a closed connection and socket (for example, when a VM was moved to a different physical server). Previously, because RM continued to process buffered data from the closed socket and connection, it did not process data from the new connection quickly enough, and the associated new socket closed. (GVP-21407)**
* **Resource Manager no longer terminates during replication if the node that sent replicated data is disconnected or removed from the cluster that is between the nodes. (GVP-21340)**
* **Resource Manager no longer terminates while sending a SIP message to an invalid TCP destination (resolved by DNS SRV query), due to a network problem. (GVP-21232)**
* **In an Active-Active High Availability configuration, Resource Manager no longer stops processing calls when resources frequently go offline and then come online again. (GVP-21202)**
* **During failover in a SIP Server Active-Active High Availability configuration, the current RM node no longer ignores requests for calls that were processed by the other RM node—a situation that previously resulted in stuck calls. (GVP-21201)**
* **Resource Manager no longer forwards requests to different MCPs, if the AORs of the first-selected MCP are offline. RM now waits, and forwards requests to the first-selected MCP when it comes back online. (GVP-21105)**
* **RM no longer terminates in a race condition where CANCEL message is received while it is forwarding the corresponding INVITE message on the other side. (GVP-21060)**
* **Resource Manager now decodes the X-Genesys-GVP-Session-ID value, if present, before processing a SIP request. Previously in this situation, when the X-Genesys-GVP-Session-ID was encoded, RM was not able to parse it properly, causing the SessionID not to be cleared from an INVITE from the Gateway, even if invite-custom-header-cleanup was set to true. (GVP-21515)**
* **Resource Manager logging now prints current port utilization for different resources when a call is rejected due to port unavailability. (GVP-21491)**
* **In an Active-Active or Active-Standby HA deployment, Resource Manager no longer terminates in a race condition, when a CANCEL from SIP Server and responses for INVITE from the resources managed by RM occur at the same time. (GVP-21484)**
* **Resource Manager can now discard the replication data buffer from a closed connection and socket (for example, when a VM was moved to a different physical server). Previously, because RM continued to process buffered data from the closed socket and connection, it did not process data from the new connection quickly enough, and the associated new socket closed. (GVP-21407)**
* **Resource Manager no longer terminates during replication if the node that sent replicated data is disconnected or removed from the cluster that is between the nodes. (GVP-21340)**
* **Resource Manager no longer terminates while sending a SIP message to an invalid TCP destination (resolved by DNS SRV query), due to a network problem. (GVP-21232)**
* **In an Active-Active High Availability configuration, Resource Manager no longer stops processing calls when resources frequently go offline and then come online again. (GVP-21202)**
* **During failover in a SIP Server Active-Active High Availability configuration, the current RM node no longer ignores requests for calls that were processed by the other RM node—a situation that previously resulted in stuck calls. (GVP-21201)**
* **Resource Manager no longer forwards requests to different MCPs, if the AORs of the first-selected MCP are offline. RM now waits, and forwards requests to the first-selected MCP when it comes back online. (GVP-21105)**
* **RM no longer terminates in a race condition where CANCEL message is received while it is forwarding the corresponding INVITE message on the other side. (GVP-21060)**

## **Release 8.5.110.26 (09/19/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.110.26 | 09/19/14 | General |  |  | X |  | X |

### New Features:

* **Resource Manager now retries sending inter-node messages that receive the 10035 socket error (WSAEWOULDBLOCK) while being sent.**
* **Added support for Windows 2012 64-bit, in Active-Active High Availability configurations.**
* **Resource Manager now retries sending inter-node messages that receive the 10035 socket error (WSAEWOULDBLOCK) while being sent.**
* **Added support for Windows 2012 64-bit, in Active-Active High Availability configurations.**

### **Resolved issues:**

* **In an active-active high availability configuration, Resource Manager now replicates the resource status change information (offline vs. online) to the other RM node immediately after it receives notification, in order to avoid issues with conference calls. (GVP-21590)**
* **Resource Manager no longer freezes during shutdown when a call was not cleared properly. (GVP-21583)**
* **Resource Manager no longer terminates when it receives an unknown message from the network, on a replication channel. (GVP-21567)**
* **Resource Manager now evenly distributes calls across the active resources in an LRG, even if passive resources are present, when the load-balance-scheme is round-robin. (GVP-21566)**
* **Resource Manager now clears any stuck resource ports that occur during conference calls, after a configured timeout. (GVP-21334)**
* **In an active-active high availability configuration, Resource Manager now replicates the resource status change information (offline vs. online) to the other RM node immediately after it receives notification, in order to avoid issues with conference calls. (GVP-21590)**
* **Resource Manager no longer freezes during shutdown when a call was not cleared properly. (GVP-21583)**
* **Resource Manager no longer terminates when it receives an unknown message from the network, on a replication channel. (GVP-21567)**
* **Resource Manager now evenly distributes calls across the active resources in an LRG, even if passive resources are present, when the load-balance-scheme is round-robin. (GVP-21566)**
* **Resource Manager now clears any stuck resource ports that occur during conference calls, after a configured timeout. (GVP-21334)**

## **Release 8.5.110.50 (09/26/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.110.50 | 09/26/14 | General |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21700)**
* **Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21700)**

## **Release 8.5.120.62 (12/18/14)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.120.62 | 12/18/14 | General |  |  | X |  | X |

### New Features:

* **Resource Manager supports Windows 2012 64-bit, in Active-Standby High Availability configurations.**
* **Resource Manager supports Windows 2012 64-bit, in Active-Standby High Availability configurations.**

### **Resolved issues:**

* **Resource Manager now correctly reports peak data for an IVR profile, even if the same IVR profile name is used by multiple tenants. Previously, if the same IVR profile name existed in more than one tenant, the peak data reported by RM for those IVR profiles was incorrect. (GVP-21951)**
* **Now Resource Manager can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server. (GVP-21941)**
* **Resource Manager now sends the CANCEL request using the same transport that was used to send the INVITE request. (GVP-21869)**
* **Resource Manager no longer terminates in this scenario: RM receives incorrect resource status replication information from the other node, for a resource that is monitored by itself. (GVP-21861)**
* **Resource Manager now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, RM began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21834)**
* **The first SNMP GET to the Resource Manager now succeeds—it no longer times out.
  (GVP-21746)**
* **Resource Manager no longer becomes unresponsive when DNS SRV resolution is enabled. (GVP-21744)**
* **To address a security vulnerability, the version of OpenSSL library used by Resource Manager was updated to 0.9.8zb, from the previous version (0.9.8q).
  (GVP-21725)**
* **The SIP stack is now able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21700)**
* **Resource Manager no longer terminates unexpectedly (i.e., not "gracefully") if calls remain active during shutdown. (GVP-21516)**
* **A Resource Manager in a high-availability active-active configuration no longer responds to OPTIONS pings with a 503 error when a node with higher priority comes online. Previously, during the brief time that this behavior lasted, SIP Server did not direct calls to that RM. (GVP-19668)**
* **Resource Manager now correctly reports peak data for an IVR profile, even if the same IVR profile name is used by multiple tenants. Previously, if the same IVR profile name existed in more than one tenant, the peak data reported by RM for those IVR profiles was incorrect. (GVP-21951)**
* **Now Resource Manager can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server. (GVP-21941)**
* **Resource Manager now sends the CANCEL request using the same transport that was used to send the INVITE request. (GVP-21869)**
* **Resource Manager no longer terminates in this scenario: RM receives incorrect resource status replication information from the other node, for a resource that is monitored by itself. (GVP-21861)**
* **Resource Manager now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, RM began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21834)**
* **The first SNMP GET to the Resource Manager now succeeds—it no longer times out.
  (GVP-21746)**
* **Resource Manager no longer becomes unresponsive when DNS SRV resolution is enabled. (GVP-21744)**
* **To address a security vulnerability, the version of OpenSSL library used by Resource Manager was updated to 0.9.8zb, from the previous version (0.9.8q).
  (GVP-21725)**
* **The SIP stack is now able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21700)**
* **Resource Manager no longer terminates unexpectedly (i.e., not "gracefully") if calls remain active during shutdown. (GVP-21516)**
* **A Resource Manager in a high-availability active-active configuration no longer responds to OPTIONS pings with a 503 error when a node with higher priority comes online. Previously, during the brief time that this behavior lasted, SIP Server did not direct calls to that RM. (GVP-19668)**

## **Release 8.5.120.67 (02/11/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.120.67 | 02/11/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Resource Manager memory no longer grows excessively when connected to SNMP Master Agent (GVP-22069)**
* **Resource Manager memory no longer grows excessively when connected to SNMP Master Agent (GVP-22069)**

## **Release 8.5.130.58 (03/23/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.130.58 | 03/23/15 | General |  |  | X |  | X |

### New Features:

* **Resource Manager can now be configured to reject a call request if the geo-location of the targeted Logical Resource Group (LRG) does not match with geo-location attribute of the call request. This extends to all calls, a behavior that previously applied only to recording solution calls. Read about this behavior and the option that controls it, reject-on-geo-location-nomatch (new in release 8.5.1), in Locating Resources Using Geo-Location.**
* **A new option for the Resource Manager application enables releasing the connection when the ActiveMQ Producer sends a method that is blocked due to network disconnect or congestion issues.
  Section: ems
  Option: rc.amq\_connection\_send\_timeout
  Valid Values: Any integer greater than or equal to 45.
  Default Value: 60.
  Takes effect: After start/restart.
  When this option is set to true, Resource manager waits for the time specifies in AMQ Thread Connection Send Timeout and then releases the connection.**
* **Resource Manager can now be configured to reject a call request if the geo-location of the targeted Logical Resource Group (LRG) does not match with geo-location attribute of the call request. This extends to all calls, a behavior that previously applied only to recording solution calls. Read about this behavior and the option that controls it, reject-on-geo-location-nomatch (new in release 8.5.1), in Locating Resources Using Geo-Location.**
* **A new option for the Resource Manager application enables releasing the connection when the ActiveMQ Producer sends a method that is blocked due to network disconnect or congestion issues.
  Section: ems
  Option: rc.amq\_connection\_send\_timeout
  Valid Values: Any integer greater than or equal to 45.
  Default Value: 60.
  Takes effect: After start/restart.
  When this option is set to true, Resource manager waits for the time specifies in AMQ Thread Connection Send Timeout and then releases the connection.**

### **Resolved issues:**

* **Resource Manager no longer freezes when physical resources in an LRG are dynamically updated. Previously, simultaneous SNMP and dynamic updates triggered a specific race condition, and then the freeze. (GVP-22119)**
* **Resource Manager memory no longer grows excessively when connected to SNMP Master Agent.
  (GVP-22078)**
* **In a High Availability Active-Active configuration, Resource Manager (RM) now successfully records the call even when the recording request first goes to an MCP that is gracefully shutting down. It locates another MCP and notifies the other node that the new MCP must be used for the conference. Previously, the other RM node continued to use the MCP that was shutting down, which caused the call recording to fail. (GVP-21899)**
* **Upon receiving a SUBSCRIBE request with a TO-tag, Resource Manager now returns the message 481 Call Leg/Transaction Does Not Exist if the subscription does not exist. (GVP-21881)**
* **When Resource Manager is in active-active mode, calls no longer fail during this race condition scenario: treat-campaign-as-conference is true for OCS calls, and calls with the same campaign ID arrive on both of the nodes simultaneously. (GVP-21815)**
* **In a High Availability Active-Active configuration, the Resource Manager with member id=2 no longer terminates at start-up if it is immediately started after the Resource Manager with member id=1 is started. (GVP-21586)**
* **In a high availability active-active configuration, the Resource Manager no longer marks physical resources that have monitor-method set to options, as offline instead, when it comes up. Previously, this default behavior caused new calls to an existing conference to be rejected by the newly brought up RM. (GVP-21560)**
* **A Resource Manager in a high-availability, active-active configuration will not terminate upon receiving a conference call, if both nodes in the configuration use the same hardware address. (GVP-21065)**
* **Resource Manager no longer freezes when physical resources in an LRG are dynamically updated. Previously, simultaneous SNMP and dynamic updates triggered a specific race condition, and then the freeze. (GVP-22119)**
* **Resource Manager memory no longer grows excessively when connected to SNMP Master Agent.
  (GVP-22078)**
* **In a High Availability Active-Active configuration, Resource Manager (RM) now successfully records the call even when the recording request first goes to an MCP that is gracefully shutting down. It locates another MCP and notifies the other node that the new MCP must be used for the conference. Previously, the other RM node continued to use the MCP that was shutting down, which caused the call recording to fail. (GVP-21899)**
* **Upon receiving a SUBSCRIBE request with a TO-tag, Resource Manager now returns the message 481 Call Leg/Transaction Does Not Exist if the subscription does not exist. (GVP-21881)**
* **When Resource Manager is in active-active mode, calls no longer fail during this race condition scenario: treat-campaign-as-conference is true for OCS calls, and calls with the same campaign ID arrive on both of the nodes simultaneously. (GVP-21815)**
* **In a High Availability Active-Active configuration, the Resource Manager with member id=2 no longer terminates at start-up if it is immediately started after the Resource Manager with member id=1 is started. (GVP-21586)**
* **In a high availability active-active configuration, the Resource Manager no longer marks physical resources that have monitor-method set to options, as offline instead, when it comes up. Previously, this default behavior caused new calls to an existing conference to be rejected by the newly brought up RM. (GVP-21560)**
* **A Resource Manager in a high-availability, active-active configuration will not terminate upon receiving a conference call, if both nodes in the configuration use the same hardware address. (GVP-21065)**

## **Release 8.5.130.73 (05/22/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.130.73 | 05/22/15 | General |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Resource Managers that are configured in a High Availability, Active-Active pair no longer stop unexpectedly in a race condition of a socket getting closed while it is sending data. (GVP-22290)**
* **Resource Managers that are configured in a High Availability, Active-Active pair no longer stop unexpectedly in a race condition of a socket getting closed while it is sending data. (GVP-22290)**

## **Release 8.5.130.74 (06/01/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.130.74 | 06/01/15 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

* **The Resource Manager no longer terminates unexpectedly when it encounters a socket error while sending response for a SIP message that has no branch in the via header. (GVP-22285)**
* **The Resource Manager no longer terminates unexpectedly when it encounters a socket error while sending response for a SIP message that has no branch in the via header. (GVP-22285)**

## **Release 8.5.141.18 (08/28/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.141.18 | 08/28/15 | General |  |  | X |  | X |

### New Features:

* **You can now direct Resource Manager to not reapply RURI capability when falling back to VXML after CTIC returns a 404 error. Previously, reapplying RURI capability caused the fallback to fail.
  Use a new configuration option in the Gateway LRG section in order to achieve this functionality:
  remove-ruri-capability-on-fallback
  Section: Gateway Resource group section
  Valid Values: true or false (default)
  Set to true to disable Resource Manager's use of the gvp.rm.resource-req option's capability during VXML fallback after a CTIC 404 error.
  Set to false, to enable Resource Manager's use of the gvp.rm.resource-req.
  Note: This option is NOT available during configuration of a Gateway Resource Group via Genesys Administrator. Specify this parameter manually in the Gateway Logical Resource Group (GW LRG) section, using the format remove-ruri-capability-on-fallback = true (or = false).**
* **Resource Manager now supports dynamic updating of a child tenant name change.**
* **You can now direct Resource Manager to not reapply RURI capability when falling back to VXML after CTIC returns a 404 error. Previously, reapplying RURI capability caused the fallback to fail.
  Use a new configuration option in the Gateway LRG section in order to achieve this functionality:
  remove-ruri-capability-on-fallback
  Section: Gateway Resource group section
  Valid Values: true or false (default)
  Set to true to disable Resource Manager's use of the gvp.rm.resource-req option's capability during VXML fallback after a CTIC 404 error.
  Set to false, to enable Resource Manager's use of the gvp.rm.resource-req.
  Note: This option is NOT available during configuration of a Gateway Resource Group via Genesys Administrator. Specify this parameter manually in the Gateway Logical Resource Group (GW LRG) section, using the format remove-ruri-capability-on-fallback = true (or = false).**
* **Resource Manager now supports dynamic updating of a child tenant name change.**

### **Resolved issues:**

* **The Resource Manager thread no longer freezes due to an internal error when RM retries an INVITE with a different MCP target. (GVP-22561)**
* **The Resource Manager no longer terminates unexpectedly when it encounters a socket error while sending the response to a SIP message that has no branch in the via header. (GVP-22293)**
* **The Resource Manager now correctly calculates usage-limits even when the gvp.site weight property for the RM site is empty or set to 0. (GVP-22222)**
* **When falling back to VXML after CTIC returns a 404 error message, Resource Manager no longer uses the capability specified in the cti-capability-requirement option to select a VXML resource. (GVP-22221)**
* **[ems]rc.certificate is now a default parameter of the Resource Manager application template (GVP\_RM.tpl). This parameter identifies the TLS Certificate for Reporting Client. The TLS Certificate file name is required to be in PEM format, for connection to the Reporting server (ActiveMQ) over TLS. (GVP-22191)**
* **Resource Managers that are configured in a high availability pair no longer stop unexpectedly because a socket in a race condition closed while one of them was sending data. (GVP-22163)**
* **When in a high availability configuration, the Resource Manager node now reports the status of SIP, and the status of SIPS AOR of a physical resource, separately to the other RM node. (GVP-21068)**
* **The Resource Manager (RM) MIB data (which is stored in a scalar table) for an active-active deployment mode now reflects the correct call statistics when RM is run in a high availability active-active configuration. (GVP-20257)**
* **The Resource Manager thread no longer freezes due to an internal error when RM retries an INVITE with a different MCP target. (GVP-22561)**
* **The Resource Manager no longer terminates unexpectedly when it encounters a socket error while sending the response to a SIP message that has no branch in the via header. (GVP-22293)**
* **The Resource Manager now correctly calculates usage-limits even when the gvp.site weight property for the RM site is empty or set to 0. (GVP-22222)**
* **When falling back to VXML after CTIC returns a 404 error message, Resource Manager no longer uses the capability specified in the cti-capability-requirement option to select a VXML resource. (GVP-22221)**
* **[ems]rc.certificate is now a default parameter of the Resource Manager application template (GVP\_RM.tpl). This parameter identifies the TLS Certificate for Reporting Client. The TLS Certificate file name is required to be in PEM format, for connection to the Reporting server (ActiveMQ) over TLS. (GVP-22191)**
* **Resource Managers that are configured in a high availability pair no longer stop unexpectedly because a socket in a race condition closed while one of them was sending data. (GVP-22163)**
* **When in a high availability configuration, the Resource Manager node now reports the status of SIP, and the status of SIPS AOR of a physical resource, separately to the other RM node. (GVP-21068)**
* **The Resource Manager (RM) MIB data (which is stored in a scalar table) for an active-active deployment mode now reflects the correct call statistics when RM is run in a high availability active-active configuration. (GVP-20257)**

## **Release 8.5.150.94 (02/05/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.150.94 | 02/05/16 | General |  |  | X |  | X |

### New Features:

* **Resource Manager (RM) has three new options in the CTI Connector (CTIC) Logical Resource Group (LRG) for handling CTIC failover.
  Important: These options are not available during configuration of a CTIC Resource Group via Genesys Administrator. You must specify them manually in the CTIC LRG.
  fail-over-cti-handling
  Valid Values: reject (default), answer, script;<service-type>;<URL>
  Takes Effect: After restart
  This option specifies RM behavior when all attempts to use CTIC fail. For example: all CTICs are down, or port capacity of the CTIC LRG is exceeded, or all CTICs in the LRG were tried but failed.
  Set to reject to reject the call.
  Set to answer to answer the call.
  Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailable-action).
  cti-unavailable-respcode
  Valid Values: No value specified (default), none, SIP response codes for which next CTI resource should not be retried.
  Takes Effect: After restart
  Specifies a list of response codes to be intercepted and given special treatment. Separate each code in the list with a semicolon (;).
  If CTIC returns a response code matching a code provided in the list, RM does not retry any other CTIC; instead RM takes action based on the group-level option cti-unavailable-action, or based on the server-level option rm.cti-unavailable-action.
  When set to empty or none, RM retries the next CTIC available in the CTI LRG in response to any error from CTIC.
  When no value is specified, RM checks the server-level parameter rm.cti-unavailable-respcode and takes the action specified there.
  Note: cti-unavailable-respcode overrides the server parameter rm.cti-unavailable-respcode.
  cti-unavailable-action
  Valid Values: reject (default), answer, script;<service-type>;<URL>
  Takes Effect: After restart
  Specifies the behavior expected when the SIP response code received from CTIC matches a response code that is configured in rm.cti-unavailable-respcode.
  Set to reject to reject the call.
  Set to answer to answer the call.
  Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailble-action).
  When no value is specified, RM uses the server-level parameter rm.cti-unavailable-action.
  Note: This option overrides rm.cti-unavailable-action.**
* **Set to reject to reject the call.**
* **Set to answer to answer the call.**
* **Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailable-action).**
* **Specifies a list of response codes to be intercepted and given special treatment. Separate each code in the list with a semicolon (;).
  If CTIC returns a response code matching a code provided in the list, RM does not retry any other CTIC; instead RM takes action based on the group-level option cti-unavailable-action, or based on the server-level option rm.cti-unavailable-action.**
* **When set to empty or none, RM retries the next CTIC available in the CTI LRG in response to any error from CTIC.**
* **When no value is specified, RM checks the server-level parameter rm.cti-unavailable-respcode and takes the action specified there.**
* **Set to reject to reject the call.**
* **Set to answer to answer the call.**
* **Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailble-action).**
* **The TCP setup timer is now configurable.**
* **Resource Manager (RM) has three new options in the CTI Connector (CTIC) Logical Resource Group (LRG) for handling CTIC failover.
  Important: These options are not available during configuration of a CTIC Resource Group via Genesys Administrator. You must specify them manually in the CTIC LRG.
  fail-over-cti-handling
  Valid Values: reject (default), answer, script;<service-type>;<URL>
  Takes Effect: After restart
  This option specifies RM behavior when all attempts to use CTIC fail. For example: all CTICs are down, or port capacity of the CTIC LRG is exceeded, or all CTICs in the LRG were tried but failed.
  Set to reject to reject the call.
  Set to answer to answer the call.
  Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailable-action).
  cti-unavailable-respcode
  Valid Values: No value specified (default), none, SIP response codes for which next CTI resource should not be retried.
  Takes Effect: After restart
  Specifies a list of response codes to be intercepted and given special treatment. Separate each code in the list with a semicolon (;).
  If CTIC returns a response code matching a code provided in the list, RM does not retry any other CTIC; instead RM takes action based on the group-level option cti-unavailable-action, or based on the server-level option rm.cti-unavailable-action.
  When set to empty or none, RM retries the next CTIC available in the CTI LRG in response to any error from CTIC.
  When no value is specified, RM checks the server-level parameter rm.cti-unavailable-respcode and takes the action specified there.
  Note: cti-unavailable-respcode overrides the server parameter rm.cti-unavailable-respcode.
  cti-unavailable-action
  Valid Values: reject (default), answer, script;<service-type>;<URL>
  Takes Effect: After restart
  Specifies the behavior expected when the SIP response code received from CTIC matches a response code that is configured in rm.cti-unavailable-respcode.
  Set to reject to reject the call.
  Set to answer to answer the call.
  Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailble-action).
  When no value is specified, RM uses the server-level parameter rm.cti-unavailable-action.
  Note: This option overrides rm.cti-unavailable-action.**
* **Set to reject to reject the call.**
* **Set to answer to answer the call.**
* **Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailable-action).**
* **Specifies a list of response codes to be intercepted and given special treatment. Separate each code in the list with a semicolon (;).
  If CTIC returns a response code matching a code provided in the list, RM does not retry any other CTIC; instead RM takes action based on the group-level option cti-unavailable-action, or based on the server-level option rm.cti-unavailable-action.**
* **When set to empty or none, RM retries the next CTIC available in the CTI LRG in response to any error from CTIC.**
* **When no value is specified, RM checks the server-level parameter rm.cti-unavailable-respcode and takes the action specified there.**
* **Set to reject to reject the call.**
* **Set to answer to answer the call.**
* **Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as rm.cti-unavailble-action).**
* **The TCP setup timer is now configurable.**

### **Resolved issues:**

* **Resource Manager no longer becomes unresponsive due to a race condition which may occur when the statuses of multiple physical resource AORs being monitored while using SIP OPTIONS are updated simultaneously. (GVP-22865)**
* **Resource Manager no longer drops packets because they have been incorrectly categorized as non-RFC3261 compliant. (GVP-22728)**
* **Resource Manager no longer generates -301 errors that cause it to drop messages. Previously, RM generated -301 errors because the TCP message queue limit was exceeded due to a race condition. (GVP-22707)**
* **Resource Manager now properly closes the current socket connection before accepting a new socket connection. (GVP-22660)**
* **Resource Manager no longer becomes stuck under these conditions:**
* **Resource Manager now maintains the correct number of calls forwarded to an MCP for both nodes in an active-active setup, when the number exceeds the Max Ports value that is defined in the LRG. (GVP-22586)**
* **Resource Manager (RM) no longer terminates at the place in the CTI call flow where RM returns to non-CTI handling of the call, when all of these conditions occur:**
* **(GVP-22585)**
* **Resource Manager now correctly returns a 503 error response to SIP OPTION messages from SIP Server, when RM is in a suspended state. (GVP-22581)**
* **Resource Manager now remains fully available while recording calls even when tenant configuration updates are received simultaneously. Previously RM terminated in this scenario because of application unavailability. (GVP-22525)**
* **Resource Manager MIB data (stored in a scalar table) for an active-active deployment mode now reflects the correct number when RM is run in a high availability active-active configuration. (GVP-20257)**
* **Resource Manager no longer becomes unresponsive due to a race condition which may occur when the statuses of multiple physical resource AORs being monitored while using SIP OPTIONS are updated simultaneously. (GVP-22865)**
* **Resource Manager no longer drops packets because they have been incorrectly categorized as non-RFC3261 compliant. (GVP-22728)**
* **Resource Manager no longer generates -301 errors that cause it to drop messages. Previously, RM generated -301 errors because the TCP message queue limit was exceeded due to a race condition. (GVP-22707)**
* **Resource Manager now properly closes the current socket connection before accepting a new socket connection. (GVP-22660)**
* **Resource Manager no longer becomes stuck under these conditions:**
* **Resource Manager now maintains the correct number of calls forwarded to an MCP for both nodes in an active-active setup, when the number exceeds the Max Ports value that is defined in the LRG. (GVP-22586)**
* **Resource Manager (RM) no longer terminates at the place in the CTI call flow where RM returns to non-CTI handling of the call, when all of these conditions occur:**
* **(GVP-22585)**
* **Resource Manager now correctly returns a 503 error response to SIP OPTION messages from SIP Server, when RM is in a suspended state. (GVP-22581)**
* **Resource Manager now remains fully available while recording calls even when tenant configuration updates are received simultaneously. Previously RM terminated in this scenario because of application unavailability. (GVP-22525)**
* **Resource Manager MIB data (stored in a scalar table) for an active-active deployment mode now reflects the correct number when RM is run in a high availability active-active configuration. (GVP-20257)**

## **Release 8.5.160.74 (06/16/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.160.74 | 06/16/16 | General |  |  | X |  | X |

### New Features:

* **Support for the Red Hat Enterprise Linux (RHEL) 7 operating system. See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.**
* **Support for the Red Hat Enterprise Linux (RHEL) 7 operating system. See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.**

### **Resolved issues:**

* **Resource Manager now properly generates the peak stats for outbound calls. Previously, RM incorrectly generated inbound peak stats for outbound calls. (GVP-23021)**
* **Resource Manager now properly handles configuration updates to Logical Resource Groups (LRGs) when sending SIP OPTIONS to the resources configured under those LRGs. (GVP-23002)**
* **Resource Manager no longer terminates when an INVITE is sent to Recording Server, and the resource was marked offline before the response for INVITE was received. (GVP-22936)**
* **In an active-active Resource Manager configuration, each RM now properly checks the inter-node message from the other RM for the conference reserve parameter, and uses the correct value for incrementing/decrementing resource usage. (GVP-22930)**
* **In an active-active Resource Manager configuration, each RM now properly deletes the inter-node communication timers that scheduled informing the chosen media resource to the other RM. (GVP-22929)**
* **Resource Manager now sends SIP OPTIONS to each physical resource AOR, when the Monitoring Method is SIP OPTIONS even if the AORs are duplicated for the configured physical resources. Previously, RM randomly skipped sending OPTIONS to a few physical resources when AORs of those resources had duplicates. (GVP-22780)**
* **Resource Manager now properly generates the peak stats for outbound calls. Previously, RM incorrectly generated inbound peak stats for outbound calls. (GVP-23021)**
* **Resource Manager now properly handles configuration updates to Logical Resource Groups (LRGs) when sending SIP OPTIONS to the resources configured under those LRGs. (GVP-23002)**
* **Resource Manager no longer terminates when an INVITE is sent to Recording Server, and the resource was marked offline before the response for INVITE was received. (GVP-22936)**
* **In an active-active Resource Manager configuration, each RM now properly checks the inter-node message from the other RM for the conference reserve parameter, and uses the correct value for incrementing/decrementing resource usage. (GVP-22930)**
* **In an active-active Resource Manager configuration, each RM now properly deletes the inter-node communication timers that scheduled informing the chosen media resource to the other RM. (GVP-22929)**
* **Resource Manager now sends SIP OPTIONS to each physical resource AOR, when the Monitoring Method is SIP OPTIONS even if the AORs are duplicated for the configured physical resources. Previously, RM randomly skipped sending OPTIONS to a few physical resources when AORs of those resources had duplicates. (GVP-22780)**

## **Release 8.5.170.64 (09/27/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.170.64 | 09/27/16 | General |  |  | X |  | X |

### New Features:

* **With this release, Resource Manager enables VXML IVR Recording, in a way similar to MSML GIR recording. Use the configuration option gvp.policy.voicexml-recording-allowed to configure VXML IVR Recording. When set to true (the default), this option instructs Resource Manager to:**
* **Resource Manager supports the service-type record in an IVR Profile. RM locates and selects the appropriate record IVR profile.**
* **Resource Manager supports geo-location based selection of the record IVR profile, configured by the gvp.general.geo-location option in the IVR profile.**
* **With this release, Resource Manager enables VXML IVR Recording, in a way similar to MSML GIR recording. Use the configuration option gvp.policy.voicexml-recording-allowed to configure VXML IVR Recording. When set to true (the default), this option instructs Resource Manager to:**
* **Resource Manager supports the service-type record in an IVR Profile. RM locates and selects the appropriate record IVR profile.**
* **Resource Manager supports geo-location based selection of the record IVR profile, configured by the gvp.general.geo-location option in the IVR profile.**

### **Resolved issues:**

* **Resource Manager no longer generates duplicate call IDs when more than one instance of RM is started in a host at the same moment. (GVP-23397)**
* **Resource Manager now submits the correct peak statistics for the record media service-type. Previously RM did not decrement the peak statistics when the recording call legs were terminated in third-party recording scenarios. (GVP-23370)**
* **Resource Manager now includes IVR Profile DBID information in the initial INVITE to Media Control Platform, after a failure to contact CTI-Connector when CTI is enabled with the setting ALWAYS.
  (GVP-23283)**
* **Resource Manager no longer terminates due to a race condition while manipulating internal data structures between a new incoming call leg and a terminating leg for an outbound conference. (GVP-23282)**
* **Resource Manager no longer freezes, unable to shut down, while clearing dead call information during a shutdown. (GVP-23268)**
* **Resource Manager no longer consumes excessive memory when dynamic configuration changes are made. (GVP-22661)**
* **Resource Manager no longer generates duplicate call IDs when more than one instance of RM is started in a host at the same moment. (GVP-23397)**
* **Resource Manager now submits the correct peak statistics for the record media service-type. Previously RM did not decrement the peak statistics when the recording call legs were terminated in third-party recording scenarios. (GVP-23370)**
* **Resource Manager now includes IVR Profile DBID information in the initial INVITE to Media Control Platform, after a failure to contact CTI-Connector when CTI is enabled with the setting ALWAYS.
  (GVP-23283)**
* **Resource Manager no longer terminates due to a race condition while manipulating internal data structures between a new incoming call leg and a terminating leg for an outbound conference. (GVP-23282)**
* **Resource Manager no longer freezes, unable to shut down, while clearing dead call information during a shutdown. (GVP-23268)**
* **Resource Manager no longer consumes excessive memory when dynamic configuration changes are made. (GVP-22661)**

## **Release 8.5.175.95 (01/30/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.175.95 | 01/30/17 | General |  |  | X |  | X |

### New Features:

* **Resource Manager (RM) now uses OpenSSL libraries version 1.0.2j. RM supports these versions of Transport Layer Security (TLS): TLSv1.2, TLSv1.1, and TLSv1; and these versions of Secure Sockets Layer (SSL): SSLv2, SSLv3, and SSLv23.**
* **RM now checks the write permission of the directory in which the SQLite DB file will be created and does not start if the DB file fails to open.**
* **You can now override the policy setting for IVR recording by enabling a new configuration option voicexml-recording-allowed in the [rm] section of the Resource Manager application.**
* **Resource Manager (RM) now uses OpenSSL libraries version 1.0.2j. RM supports these versions of Transport Layer Security (TLS): TLSv1.2, TLSv1.1, and TLSv1; and these versions of Secure Sockets Layer (SSL): SSLv2, SSLv3, and SSLv23.**
* **RM now checks the write permission of the directory in which the SQLite DB file will be created and does not start if the DB file fails to open.**
* **You can now override the policy setting for IVR recording by enabling a new configuration option voicexml-recording-allowed in the [rm] section of the Resource Manager application.**

### **Resolved issues:**

* **RM no longer terminates abnormally when its recorder UserAgent receives the non-REGISTER SIP requests with wrong transports in the VIA header. (GVP-23525)**
* **RM no longer enters into an unresponsive state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23454)**
* **RM now clears the Call data properly for a recording call leg when the corresponding resource (recordingclient, recordingserver) goes offline. (GVP-23412)**
* **RM now retries another MCP for a call within the Logical Resource Group when RM switches from the treatment service to use the MSML service. (GVP-23378)**
* **When using SIP Secure, the RM no longer terminates abnormally. Also, the issue of calls getting dropped is now resolved. (GVP-23562)**
* **RM no longer terminates abnormally when its recorder UserAgent receives the non-REGISTER SIP requests with wrong transports in the VIA header. (GVP-23525)**
* **RM no longer enters into an unresponsive state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23454)**
* **RM now clears the Call data properly for a recording call leg when the corresponding resource (recordingclient, recordingserver) goes offline. (GVP-23412)**
* **RM now retries another MCP for a call within the Logical Resource Group when RM switches from the treatment service to use the MSML service. (GVP-23378)**
* **When using SIP Secure, the RM no longer terminates abnormally. Also, the issue of calls getting dropped is now resolved. (GVP-23562)**

## **Release 8.5.176.04 (03/03/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.176.04 | 03/03/17 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

* **Resource Manager (RM) no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23711)**
* **Resource Manager (RM) no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23711)**

## **Release 8.5.178.66 (05/15/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.178.66 | 05/15/17 | General |  |  | X |  | X |

### New Features:

* **Resource Manager (RM) additionally records notice level logs for enhanced debugging, when the logging level is set to trace. The additional notice level records logged for a call are:**
* **RM no longer accepts calls when the weight parameter of a site is set to zero in the corresponding gvp.site folder.**
* **You can now use the new configuration option optionsofflineresp to configure SIP OPTIONS response codes that RM checks while marking a resource offline.**
* **Resource Manager (RM) additionally records notice level logs for enhanced debugging, when the logging level is set to trace. The additional notice level records logged for a call are:**
* **RM no longer accepts calls when the weight parameter of a site is set to zero in the corresponding gvp.site folder.**
* **You can now use the new configuration option optionsofflineresp to configure SIP OPTIONS response codes that RM checks while marking a resource offline.**

### **Resolved issues:**

* **RM no longer runs into the race condition at the transport layer which resulted in call leg rejections. (GVP-23925)**
* **RM now bypasses the MCP specified in the X-Genesys-bypass-resource-list header of the incoming INVITE message.
  Previously, RM did not bypass the MCPs in the sip:userpart@host:port format in the X-Genesys-bypass-resource-list header. (GVP-23888)**
* **RM no longer terminates unexpectedly during a race condition between the Originating Leg (OL) and the Terminating Leg (TL) while setting or resetting the CTIC AOR. (GVP-23819)**
* **RM no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23732)**
* **RM no longer runs into the race condition at the transport layer which resulted in call leg rejections. (GVP-23925)**
* **RM now bypasses the MCP specified in the X-Genesys-bypass-resource-list header of the incoming INVITE message.
  Previously, RM did not bypass the MCPs in the sip:userpart@host:port format in the X-Genesys-bypass-resource-list header. (GVP-23888)**
* **RM no longer terminates unexpectedly during a race condition between the Originating Leg (OL) and the Terminating Leg (TL) while setting or resetting the CTIC AOR. (GVP-23819)**
* **RM no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23732)**

## **Release 8.5.178.79 (06/09/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.178.79 | 06/09/17 | General |  |  | X |  | X |

### New Features:

* **Resource Manager (RM) logging has been enhanced to enable better debugging, when the logging level is set to trace. The additional log details for a call now include:**
* **RM no longer accepts calls when the weight parameter of a site is set to zero in the corresponding gvp.site folder.**
* **You can now use the new configuration option optionsofflineresp to configure SIP OPTIONS response codes that RM checks while marking a resource offline.**
* **Resource Manager (RM) logging has been enhanced to enable better debugging, when the logging level is set to trace. The additional log details for a call now include:**
* **RM no longer accepts calls when the weight parameter of a site is set to zero in the corresponding gvp.site folder.**
* **You can now use the new configuration option optionsofflineresp to configure SIP OPTIONS response codes that RM checks while marking a resource offline.**

### **Resolved issues:**

* **RM now bypasses the MCP specified in the X-Genesys-bypass-resource-list header of the incoming INVITE message.
  Previously, RM did not bypass the MCPs in the sip:userpart@host:port format in the X-Genesys-bypass-resource-list header. (GVP-23888)**
* **RM no longer terminates unexpectedly during a race condition between the Originating Leg (OL) and the Terminating Leg (TL) while setting or resetting the CTIC AOR. (GVP-23819)**
* **RM no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23732)**
* **RM now bypasses the MCP specified in the X-Genesys-bypass-resource-list header of the incoming INVITE message.
  Previously, RM did not bypass the MCPs in the sip:userpart@host:port format in the X-Genesys-bypass-resource-list header. (GVP-23888)**
* **RM no longer terminates unexpectedly during a race condition between the Originating Leg (OL) and the Terminating Leg (TL) while setting or resetting the CTIC AOR. (GVP-23819)**
* **RM no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23732)**

## **Release 8.5.181.61 (09/15/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.181.61 | 09/15/17 | General |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **RM now checks the SIP transaction state when timer B fires, and abandons/cancels the transaction only if the SIP Transaction state is CALLING. (GVP-24113)**
* **RM no longer runs into the race condition at the transport layer which resulted in call leg rejections. Previously, some recordings were lost due to RM returning 500 and 408 timeout responses. (GVP-24043)**
* **RM now supports resource monitoring. RM does not declare a resource offline unless the pinging by RM through SIP OPTIONS fails because it has reached the counter’s maximum limit. In this scenario, RM defaults to 1, that is, RM on not receiving a response for the SIP OPTIONS, declares the resource offline immediately. (GVP-24039)**
* **RM no longer routes delayed responses back to the INVITE transaction after the transaction is timed out. Previously, when the INVITE transaction timed out, RM routed the request to the next available Media Control Platform (MCP) from its list. If the first MCP responded, RM routed it back to the SIP Server statelessly, thereby establishing a SIP dialog with the first MCP and causing record failures. (GVP-23999)**
* **RM now prints the MCP resource ID (IP address) instead of MCP AOR when it performs resource matching before bypassing MCP resources. Previously, if MCP was configured with SIPS AOR, then RM did not print the matched MCP's IP address in logs. (GVP-23938)**
* **RM now bypasses MCP resources that are specified in the userpart@<ip>:<port> format in the X-Genesys-bypass-resource-list header. (GVP-23937)**
* **RM now reverts to the weight value 100 (default) for a site whose weight is specified with special/invalid characters. Previously, RM calculated weight incorrectly when the gvp.site.weight parameter contained special characters. (GVP-23892)**
* **RM no longer terminates abnormally with a race condition when the following conditions apply:**
* **RM now checks the SIP transaction state when timer B fires, and abandons/cancels the transaction only if the SIP Transaction state is CALLING. (GVP-24113)**
* **RM no longer runs into the race condition at the transport layer which resulted in call leg rejections. Previously, some recordings were lost due to RM returning 500 and 408 timeout responses. (GVP-24043)**
* **RM now supports resource monitoring. RM does not declare a resource offline unless the pinging by RM through SIP OPTIONS fails because it has reached the counter’s maximum limit. In this scenario, RM defaults to 1, that is, RM on not receiving a response for the SIP OPTIONS, declares the resource offline immediately. (GVP-24039)**
* **RM no longer routes delayed responses back to the INVITE transaction after the transaction is timed out. Previously, when the INVITE transaction timed out, RM routed the request to the next available Media Control Platform (MCP) from its list. If the first MCP responded, RM routed it back to the SIP Server statelessly, thereby establishing a SIP dialog with the first MCP and causing record failures. (GVP-23999)**
* **RM now prints the MCP resource ID (IP address) instead of MCP AOR when it performs resource matching before bypassing MCP resources. Previously, if MCP was configured with SIPS AOR, then RM did not print the matched MCP's IP address in logs. (GVP-23938)**
* **RM now bypasses MCP resources that are specified in the userpart@<ip>:<port> format in the X-Genesys-bypass-resource-list header. (GVP-23937)**
* **RM now reverts to the weight value 100 (default) for a site whose weight is specified with special/invalid characters. Previously, RM calculated weight incorrectly when the gvp.site.weight parameter contained special characters. (GVP-23892)**
* **RM no longer terminates abnormally with a race condition when the following conditions apply:**

## **Release 8.5.181.66 (10/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.181.66 | 10/06/17 | Hot Fix |  |  |  |  | X |

### New Features:

### **Resolved issues:**

* **During dynamic updates, Resource Manager (RM) now handles the service tenant assignments for Logical Resource Groups (LRGs) correctly even if the LRG folders are created under RM's linked tenant. Previously in this scenario, RM assigned its linked tenant as one of the service tenants for an LRG, even when the LRG was exclusively assigned to the child tenants. (GVP-35015)**
* **During dynamic updates, Resource Manager (RM) now handles the service tenant assignments for Logical Resource Groups (LRGs) correctly even if the LRG folders are created under RM's linked tenant. Previously in this scenario, RM assigned its linked tenant as one of the service tenants for an LRG, even when the LRG was exclusively assigned to the child tenants. (GVP-35015)**

## **Release 8.5.185.01 (01/22/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.185.01 | 01/22/18 | General |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Resource Manager (RM) no longer crashes during a race condition when receiving 200 OK response to INVITE and simultaneous re-transmission of INVITE over User Datagram Protocol (UDP) transport, after the INVITE transaction is abandoned. (GVP-35566)**
* **RM now supports certificate and key file paths of up to 259 characters. Previously RM supported up to 128 characters only, which resulted in truncated file paths. (GVP-35477)**
* **RM no longer supports SSLv2 for security reasons as per OpenSSL recommendation. (GVP-35331)**
* **RM now supports the use of internal DNS cache to improve DNS response times. The configuration parameter sip.enable\_dns\_cache, under the sections [proxy], [subscription], and [monitor], enables internal DNS caching when set to true. This parameter is enabled by default. (GVP-35060)**
* **RM does not raise an SNMP trap "Application / IVR Profile was not found" when:**
* **RM now raises the trap when a mapped IVR Profile is not found for a tenant. (GVP-35044)**
* **RM now correctly assigns service tenants to Logical Resource Groups (LRGs) when tenants are added as dynamic updates to LRGs. (GVP-35028)**
* **RM now supports LRG's dynamic update of the preference configuration parameter. Previously the dynamic update of the preference configuration parameter was not supported. (GVP-35023)**
* **RM raises an SNMP trap "Resource Status changed" when an RM-monitored resource (MCP) that is online goes offline. (GVP-34549)**
* **RM raises an SNMP trap “Resource port usage exceeded” if resource usage reaches available port limit. Previously RM raised an SNMP trap “A matching logical group for the specified service type was not defined” when resource usage exceeded the available port limit. (GVP-34548)**
* **Resource Manager (RM) no longer crashes during a race condition when receiving 200 OK response to INVITE and simultaneous re-transmission of INVITE over User Datagram Protocol (UDP) transport, after the INVITE transaction is abandoned. (GVP-35566)**
* **RM now supports certificate and key file paths of up to 259 characters. Previously RM supported up to 128 characters only, which resulted in truncated file paths. (GVP-35477)**
* **RM no longer supports SSLv2 for security reasons as per OpenSSL recommendation. (GVP-35331)**
* **RM now supports the use of internal DNS cache to improve DNS response times. The configuration parameter sip.enable\_dns\_cache, under the sections [proxy], [subscription], and [monitor], enables internal DNS caching when set to true. This parameter is enabled by default. (GVP-35060)**
* **RM does not raise an SNMP trap "Application / IVR Profile was not found" when:**
* **RM now raises the trap when a mapped IVR Profile is not found for a tenant. (GVP-35044)**
* **RM now correctly assigns service tenants to Logical Resource Groups (LRGs) when tenants are added as dynamic updates to LRGs. (GVP-35028)**
* **RM now supports LRG's dynamic update of the preference configuration parameter. Previously the dynamic update of the preference configuration parameter was not supported. (GVP-35023)**
* **RM raises an SNMP trap "Resource Status changed" when an RM-monitored resource (MCP) that is online goes offline. (GVP-34549)**
* **RM raises an SNMP trap “Resource port usage exceeded” if resource usage reaches available port limit. Previously RM raised an SNMP trap “A matching logical group for the specified service type was not defined” when resource usage exceeded the available port limit. (GVP-34548)**

## **Release 8.5.185.37 (02/19/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.185.37 | 02/19/18 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Resource Manager now generates the MEDIA\_SERVICE stat report with the proper value for the component-type parameter. Previously, it generated an invalid value for this parameter. (GVP-35959)**
* **Resource Manager now generates the MEDIA\_SERVICE stat report with the proper value for the component-type parameter. Previously, it generated an invalid value for this parameter. (GVP-35959)**

Component: Orchestration Server

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.1.400.62  07/20/17  Hot Fix |  | 8.1.400.73  02/21/18  Hot Fix | 9 | 8.1.400.73  02/21/18  Hot Fix | 9 |

## **Release 8.1.400.62 (07/20/17)-Hot Fix**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.62 | 07/20/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.64 (09/08/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.64 | 09/08/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.65 (09/22/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.65 | 09/22/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.67 (10/30/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.67 | 10/30/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.70 (11/30/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.70 | 11/30/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.71 (12/15/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.71 | 12/15/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.72 (02/06/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.72 | 02/06/18 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

## **Release 8.1.400.73 (02/21/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.1.400.73 | 02/21/18 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

Component: Engine

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.100.10  02/20/15  General |  | 8.5.303.09  01/23/18  Hot Fix | 18 | 8.5.303.09  01/23/18  Hot Fix | 18 |

## **Release 8.5.100.10 (02/20/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.10 | 02/20/15 | General |  | X | X | X | X |

### New Features:

* **Nested Solution Business Hierarchy—You can now add a new Rule Package at any node in the business hierarchy (a nested solution), rather than just at the first level. See FULL DESCRIPTION (Best Practice/User Guide)**
* **Unloading from memory of unused rule packages—If a rule package is not used for a defined period of time, it can now be automatically unloaded from memory. If a request for a rule package is received after it has been unloaded, it will automatically be loaded into memory again and the timer will start again. A new configuration option controls this behavior:
  unload-inactive-package-timeout
  Value—Time (in minutes) for an inactive package to remain loaded before it is automatically unloaded.
  Default Value—No timeout. If a value is not specified, packages remain loaded with no timeout.**
* **unload-inactive-package-timeout**
* **Value—Time (in minutes) for an inactive package to remain loaded before it is automatically unloaded.**
* **Default Value—No timeout. If a value is not specified, packages remain loaded with no timeout.**
* **Changes in Supported Platforms
  Support for Windows 2012
  Support for RHEL 7 64-bit native.**
* **Support for Windows 2012**
* **Support for RHEL 7 64-bit native.**
* **Changes in Supported Application Servers
  Removal of support for Java 6. In this release, run time environment requires Java 7 (either JRE or JDK).**
* **Removal of support for Java 6. In this release, run time environment requires Java 7 (either JRE or JDK).**
* **Nested Solution Business Hierarchy—You can now add a new Rule Package at any node in the business hierarchy (a nested solution), rather than just at the first level. See FULL DESCRIPTION (Best Practice/User Guide)**
* **Unloading from memory of unused rule packages—If a rule package is not used for a defined period of time, it can now be automatically unloaded from memory. If a request for a rule package is received after it has been unloaded, it will automatically be loaded into memory again and the timer will start again. A new configuration option controls this behavior:
  unload-inactive-package-timeout
  Value—Time (in minutes) for an inactive package to remain loaded before it is automatically unloaded.
  Default Value—No timeout. If a value is not specified, packages remain loaded with no timeout.**
* **unload-inactive-package-timeout**
* **Value—Time (in minutes) for an inactive package to remain loaded before it is automatically unloaded.**
* **Default Value—No timeout. If a value is not specified, packages remain loaded with no timeout.**
* **Changes in Supported Platforms
  Support for Windows 2012
  Support for RHEL 7 64-bit native.**
* **Support for Windows 2012**
* **Support for RHEL 7 64-bit native.**
* **Changes in Supported Application Servers
  Removal of support for Java 6. In this release, run time environment requires Java 7 (either JRE or JDK).**
* **Removal of support for Java 6. In this release, run time environment requires Java 7 (either JRE or JDK).**

### **Resolved issues:**

## **Release 8.5.100.12 (04/16/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.12 | 04/16/15 | General |  | X | X | X | X |

### New Features:

* **Setting Department from Process Properties—Based on the properties of the Process, GRE can determine the relevant Department. When configuration option iwd-set-department-from-process is set to value true, GRE can make this determination and so run rules created for Department and Process, provided that the Department has not been specified elsewhere. If the option is set to true then the Engine will set the Department from the Process for ESP server requests. The setting of the Department from the Process will occur only if the Department is not specified and the business context level 1 is not specified.
  Option name—iwd-set-department-from-process
  Valid values—true/false
  Default value—false
  Description—With value true, GRE will determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will occur only if the Department is not specified and the business context level 1 is not specified.**
* **Option name—iwd-set-department-from-process**
* **Valid values—true/false**
* **Default value—false**
* **Description—With value true, GRE will determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will occur only if the Department is not specified and the business context level 1 is not specified.**
* **Setting Department from Process Properties—Based on the properties of the Process, GRE can determine the relevant Department. When configuration option iwd-set-department-from-process is set to value true, GRE can make this determination and so run rules created for Department and Process, provided that the Department has not been specified elsewhere. If the option is set to true then the Engine will set the Department from the Process for ESP server requests. The setting of the Department from the Process will occur only if the Department is not specified and the business context level 1 is not specified.
  Option name—iwd-set-department-from-process
  Valid values—true/false
  Default value—false
  Description—With value true, GRE will determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will occur only if the Department is not specified and the business context level 1 is not specified.**
* **Option name—iwd-set-department-from-process**
* **Valid values—true/false**
* **Default value—false**
* **Description—With value true, GRE will determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will occur only if the Department is not specified and the business context level 1 is not specified.**

### **Resolved issues:**

* **IWD\_solutionId and IWD\_tenantId have been implemented in GRE. Previously when BCMS functionality was moved to GRE, these items were not implemented. (GRS-2555)**
* **A problem that caused function calls on the business calendar to fail with a Null Pointer exception has been corrected. (GRS-2525)**
* **IWD\_solutionId and IWD\_tenantId have been implemented in GRE. Previously when BCMS functionality was moved to GRE, these items were not implemented. (GRS-2555)**
* **A problem that caused function calls on the business calendar to fail with a Null Pointer exception has been corrected. (GRS-2525)**

## **Release 8.5.100.13 (08/07/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.13 | 08/07/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **A slow memory leak causing the server to run out of heap memory and stop responding has been resolved. (GEC-3078)**
* **A slow memory leak causing the server to run out of heap memory and stop responding has been resolved. (GEC-3078)**

## **Release 8.5.100.15 (09/21/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.100.15 | 09/21/15 | Hot Fix |  | X | X | X | X |

### New Features:

* **Memory Monitor—To solve a problem with handling of OutOfMemory errors, a Memory Monitor has been implemented in GRE. It is designed to periodically check GRE's memory usage, and set its operational state to "over threshold" if memory usage exceeds the configured threshold. The state is reset to back to "normal" if memory usage comes back below the threshold. It also provides an option ("adaptive" strategy) to automatically adjust the configured threshold if an out-of-memory error occurs before threshold is reached (for example, if the configured threshold was set too high). MORE DETAILS.**
* **GRE now initially shows status as Initializing until it has read and processed all rule packages and is ready to take execution requests. If there are a large number of rule packages, or very large rule packages, GRE can take several seconds or even a minute to be ready. Previously, LCA would show GRE status as Running but GRE's status.jsp would show an offline status. Now the two statuses are synchronized.**
* **Memory Monitor—To solve a problem with handling of OutOfMemory errors, a Memory Monitor has been implemented in GRE. It is designed to periodically check GRE's memory usage, and set its operational state to "over threshold" if memory usage exceeds the configured threshold. The state is reset to back to "normal" if memory usage comes back below the threshold. It also provides an option ("adaptive" strategy) to automatically adjust the configured threshold if an out-of-memory error occurs before threshold is reached (for example, if the configured threshold was set too high). MORE DETAILS.**
* **GRE now initially shows status as Initializing until it has read and processed all rule packages and is ready to take execution requests. If there are a large number of rule packages, or very large rule packages, GRE can take several seconds or even a minute to be ready. Previously, LCA would show GRE status as Running but GRE's status.jsp would show an offline status. Now the two statuses are synchronized.**

### **Resolved issues:**

* **Previously, when the Configuration Server connection was lost and then reconnected, a new connection to the LCA was created, but the old one was never destroyed. Now, when the Configuration Server connection is re-established, GRE re-uses the existing LCA connection. (GRS-2754)**
* **Previously, when the Configuration Server connection was lost and then reconnected, a new connection to the LCA was created, but the old one was never destroyed. Now, when the Configuration Server connection is re-established, GRE re-uses the existing LCA connection. (GRS-2754)**

## **Release 8.5.200.10 (07/17/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.10 | 07/17/15 | General |  | X | X | X | X |

### New Features:

* **GRE Clustering Improvements—Several improvements have been implemented in the way GRE clusters are created and configured, in order to enable partial deployments and auto-synchronization of rules packages across a cluster. See New in Release 8.5.2.**
* **Support for Clustering for IBM WebSphere—Multiple cluster nodes can now run on the same machine under the control of the same cluster manager. This architecture can be used to scale up web applications. See New in Release 8.5.2.**
* **Improvements have been made to the way logging level changes are implemented in GRE.**
* **The iWD feature controlled by configuration option iwd-set-department-from-process will now set the Department from the Process without regard to the rule phase.**
* **GRE Clustering Improvements—Several improvements have been implemented in the way GRE clusters are created and configured, in order to enable partial deployments and auto-synchronization of rules packages across a cluster. See New in Release 8.5.2.**
* **Support for Clustering for IBM WebSphere—Multiple cluster nodes can now run on the same machine under the control of the same cluster manager. This architecture can be used to scale up web applications. See New in Release 8.5.2.**
* **Improvements have been made to the way logging level changes are implemented in GRE.**
* **The iWD feature controlled by configuration option iwd-set-department-from-process will now set the Department from the Process without regard to the rule phase.**

### **Resolved issues:**

## **Release 8.5.200.12 (09/23/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.12 | 09/23/15 | Hot Fix |  | X | X | X | X |

### New Features:

* **Memory Monitor—To solve a problem with handling of OutOfMemory errors, a Memory Monitor has been implemented in GRE. It is designed to periodically check GRE's memory usage, and set its operational state to "over threshold" if memory usage exceeds the configured threshold. The state is reset to back to "normal" if memory usage comes back below the threshold. It also provides an option ("adaptive" strategy) to automatically adjust the configured threshold if an out-of-memory error occurs before threshold is reached (for example, if the configured threshold was set too high). MORE DETAILS.**
* **Memory Monitor—To solve a problem with handling of OutOfMemory errors, a Memory Monitor has been implemented in GRE. It is designed to periodically check GRE's memory usage, and set its operational state to "over threshold" if memory usage exceeds the configured threshold. The state is reset to back to "normal" if memory usage comes back below the threshold. It also provides an option ("adaptive" strategy) to automatically adjust the configured threshold if an out-of-memory error occurs before threshold is reached (for example, if the configured threshold was set too high). MORE DETAILS.**

### **Resolved issues:**

* **Previously, when the Configuration Server connection was lost and then reconnected, a new connection to the LCA was created, but the old one was never destroyed. Now, when the Configuration Server connection is re-established, GRE re-uses the existing LCA connection. (GRS-2754)**
* **A slow memory leak causing the server to run out of heap memory and stop responding has been resolved. (GRS-2744)**
* **Previously, when the Configuration Server connection was lost and then reconnected, a new connection to the LCA was created, but the old one was never destroyed. Now, when the Configuration Server connection is re-established, GRE re-uses the existing LCA connection. (GRS-2754)**
* **A slow memory leak causing the server to run out of heap memory and stop responding has been resolved. (GRS-2744)**

## **Release 8.5.200.13 (03/11/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.13 | 03/11/16 | Hot Fix |  | X | X | X | X |

### New Features:

* **Memory monitor no longer initiates Java Garbage Collection during its memory usage checks. The Garbage Collection must be configured externally at JVM level using JVM's garbage collection controlling parameters.**
* **Memory monitor no longer initiates Java Garbage Collection during its memory usage checks. The Garbage Collection must be configured externally at JVM level using JVM's garbage collection controlling parameters.**

### **Resolved issues:**

## **Release 8.5.300.03 (11/02/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.03 | 11/02/15 | General |  | X | X | X | X |

### New Features:

* **A/B/C Split Testing allows you to compare the business outcomes of alternative rule scenarios before rolling out significant changes to the way you make your business decisions. With Split Testing you can make, test and review changes incrementally to test their effects before committing to a particular change set. See the Deployment Guide for full information.**
* **Support for Java 8 is implemented and mandatory for GRAT and GRE in this release.**
* **Support for JBOSS 7.x is discontinued in this release.**
* **Support for RHEL 5 32-bit is discontinued in this release.**
* **A/B/C Split Testing allows you to compare the business outcomes of alternative rule scenarios before rolling out significant changes to the way you make your business decisions. With Split Testing you can make, test and review changes incrementally to test their effects before committing to a particular change set. See the Deployment Guide for full information.**
* **Support for Java 8 is implemented and mandatory for GRAT and GRE in this release.**
* **Support for JBOSS 7.x is discontinued in this release.**
* **Support for RHEL 5 32-bit is discontinued in this release.**

### **Resolved issues:**

## **Release 8.5.300.04 (12/30/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.04 | 12/30/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **After the upgrade to 8.5.300 and Java 8, certain rule packages—such as the ones using the Conversation Manager rule template—could not be deployed. This was caused by the lack of Java 8 support in version 3.5.1 of the Eclipse Compiler for Java (ECJ). ECJ has been upgraded in this release to 4.5.1 (the latest stable version as of the release of 8.5.300.08) which appropriately supports Java 8. (GRS-2814)**
* **After the upgrade to 8.5.300 and Java 8, certain rule packages—such as the ones using the Conversation Manager rule template—could not be deployed. This was caused by the lack of Java 8 support in version 3.5.1 of the Eclipse Compiler for Java (ECJ). ECJ has been upgraded in this release to 4.5.1 (the latest stable version as of the release of 8.5.300.08) which appropriately supports Java 8. (GRS-2814)**

## **Release 8.5.301.01 (03/07/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.301.01 | 03/07/16 | General |  | X | X | X | X |

### New Features:

* **Memory monitor no longer initiates Java Garbage Collection during its memory usage checks. The Garbage Collection must be configured externally at JVM level using JVM's garbage collection controlling parameters.**
* **Memory monitor no longer initiates Java Garbage Collection during its memory usage checks. The Garbage Collection must be configured externally at JVM level using JVM's garbage collection controlling parameters.**

### **Resolved issues:**

## **Release 8.5.301.02 (03/21/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.301.02 | 03/21/16 | General |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Business Calendar calculations that use the getDate() or diff() methods with the unit of time being HOURS or MINUTES are now calculated correctly when the amount of time being subtracted causes the resulting time to fall on the exact start time for that day. Previously the calculations in this scenario would return the end of the previous work day. (GRS-2846)**
* **Business Calendar calculations that use the getDate() or diff() methods with the unit of time being HOURS or MINUTES are now calculated correctly when the amount of time being subtracted causes the resulting time to fall on the exact start time for that day. Previously the calculations in this scenario would return the end of the previous work day. (GRS-2846)**

## **Release 8.5.302.03 (09/19/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.03 | 09/19/16 | General |  | X | X | X | X |

### New Features:

* **Support for returning rule evaluation in desired format—GRE has been modified to look for the Accept HTTP Header in the rule evaluation request. If it is present, GRE now returns the designated response (either application/json or application/xml) regardless of the request type. If the Accept HTTP Header is not present, or it contains something other than those two values, it is ignored and the response is returned in the same format as the request.**
* **Support for returning rule evaluation in desired format—GRE has been modified to look for the Accept HTTP Header in the rule evaluation request. If it is present, GRE now returns the designated response (either application/json or application/xml) regardless of the request type. If the Accept HTTP Header is not present, or it contains something other than those two values, it is ignored and the response is returned in the same format as the request.**

### **Resolved issues:**

* **A problem with use of the hashtag (#) character in rule syntax has been fixed. Previously, this was causing:**
* **A problem with former BCMS functionality has been corrected. The last set of changes inadvertently created a scenario which prevented the start and end times for the current node from being logged in that specific code path. This has now been resolved. (GRS-2920)**
* **A problem with use of the hashtag (#) character in rule syntax has been fixed. Previously, this was causing:**
* **A problem with former BCMS functionality has been corrected. The last set of changes inadvertently created a scenario which prevented the start and end times for the current node from being logged in that specific code path. This has now been resolved. (GRS-2920)**

## **Release 8.5.302.04 (12/15/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.04 | 12/15/16 | Hot Fix |  | X | X | X | X |

### New Features:

* **Logging of the details of cluster configurations has been streamlined.**
* **Logging of the details of cluster configurations has been streamlined.**

### **Resolved issues:**

* **GRE can now be stopped correctly without having to kill the container process (for example, Tomcat) at the operating system level. Previously, the Java process kept running even after issuing the container's shutdown command. (GRS-2993)**
* **GRE can now be stopped correctly without having to kill the container process (for example, Tomcat) at the operating system level. Previously, the Java process kept running even after issuing the container's shutdown command. (GRS-2993)**

## **Release 8.5.302.05 (04/06/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.05 | 04/06/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **At GRE startup, the status of LCA is now correctly updated and the memory monitor is correctly initialized
  when configuration option load-packages-at-start is set to false and GRE is not configured for auto-synchronization at startup. Previously, LCA status was not updated and memory monitor failed to initialize in this scenario. (GRS-3030)**
* **When GRE receives a shutdown request it is now completely shut down without any residual Java process left running. (GRS-2993)**
* **At GRE startup, the status of LCA is now correctly updated and the memory monitor is correctly initialized
  when configuration option load-packages-at-start is set to false and GRE is not configured for auto-synchronization at startup. Previously, LCA status was not updated and memory monitor failed to initialize in this scenario. (GRS-3030)**
* **When GRE receives a shutdown request it is now completely shut down without any residual Java process left running. (GRS-2993)**

## **Release 8.5.303.06 (04/28/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.06 | 04/28/17 | General |  | X | X | X | X |

### New Features:

* **Support for Undeploying Rules Packages—GRE now supports the GRAT Undeploy feature. GRAT users with relevant privileges can now undeploy a package from a GRE instance or cluster. MORE DETAILS**
* **Memory Monitor Enhancements—The maximum threshold at which the garbage collection job—gc()—is triggered has increased to 99 from 80. The minimum has decreased from 5 to 1. In addition, two new configuration options—enable-memory-monitor-over-threshold-memory-cleanup and enable-memory-monitor-update-status—control how the Memory Monitor operates. MORE DETAILS**
* **Logging Improvements—Logging of the details of cluster configurations has been streamlined.**
* **Application Server Support—Tomcat 8 and 8.5 are supported in this release of GRS.**
* **Support for Undeploying Rules Packages—GRE now supports the GRAT Undeploy feature. GRAT users with relevant privileges can now undeploy a package from a GRE instance or cluster. MORE DETAILS**
* **Memory Monitor Enhancements—The maximum threshold at which the garbage collection job—gc()—is triggered has increased to 99 from 80. The minimum has decreased from 5 to 1. In addition, two new configuration options—enable-memory-monitor-over-threshold-memory-cleanup and enable-memory-monitor-update-status—control how the Memory Monitor operates. MORE DETAILS**
* **Logging Improvements—Logging of the details of cluster configurations has been streamlined.**
* **Application Server Support—Tomcat 8 and 8.5 are supported in this release of GRS.**

### **Resolved issues:**

* **Business Calendar exceptions can now be prioritized by GRAT users in order to avoid potential clashes. (GRS-3010)**
* **When GRE receives a shutdown request while rule packages are being loaded, the loading process is now completely shut down when JVM is shut down. (GRS-2993)**
* **Business Calendar exceptions can now be prioritized by GRAT users in order to avoid potential clashes. (GRS-3010)**
* **When GRE receives a shutdown request while rule packages are being loaded, the loading process is now completely shut down when JVM is shut down. (GRS-2993)**

## **Release 8.5.303.07 (07/13/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.07 | 07/13/17 | Hot Fix |  | X | X | X | X |

### New Features:

* **The handling of Daylight Saving Time (DST) in Business Calendars has been modified to ensure that on the days when DST starts and ends, the one-hour changes (forward and backward) are correctly calculated.**
* **The handling of Daylight Saving Time (DST) in Business Calendars has been modified to ensure that on the days when DST starts and ends, the one-hour changes (forward and backward) are correctly calculated.**

### **Resolved issues:**

## **Release 8.5.303.08 (08/25/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.08 | 08/25/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Processing of rule package re-deployments has been corrected to ensure that the re-deployed package is fully built and synchronized before the deployment is completed and GRE can begin to process requests to it. Previously, in some scenarios, GRE might begin to receive requests before all elements of the re-deployment had been completed, resulting in the loss of the IWD\_processID and causing the task to be routed incorrectly to the Error queue. (GRS-3119)**
* **Processing of rule package re-deployments has been corrected to ensure that the re-deployed package is fully built and synchronized before the deployment is completed and GRE can begin to process requests to it. Previously, in some scenarios, GRE might begin to receive requests before all elements of the re-deployment had been completed, resulting in the loss of the IWD\_processID and causing the task to be routed incorrectly to the Error queue. (GRS-3119)**

## **Release 8.5.303.09 (01/23/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.09 | 01/23/18 | Hot Fix |  |  | X |  | X |

### New Features:

* **A new configuration option, check-expired-status-on-start, has been introduced to improve startup time and manage memory more efficiently.
  check-expired-status-on-start
  Default Value—false
  Valid Values—true, false
  Changes Take Effect—After restart
  Description—The configuration option load-packages-on-start determines whether to load all the rule packages on GRE startup. The check-expired-status-on-start option indicates whether to check if the rule package has previously expired from the cache or not. With value true, GRE loads only non-expired packages into memory. With value false, GRE loads all packages. Rule packages are marked as expired=true when the package has been unloaded from the cache because it has not been accessed for the period of time specified in option unload-inactive-package-timeout. When such packages are reloaded into memory, they are marked as expired=false. For the sake of backwards compatibility, if a rule package does not have the expired flag set, the package defaults to being expired=false.**
* **check-expired-status-on-start
  Default Value—false
  Valid Values—true, false
  Changes Take Effect—After restart
  Description—The configuration option load-packages-on-start determines whether to load all the rule packages on GRE startup. The check-expired-status-on-start option indicates whether to check if the rule package has previously expired from the cache or not. With value true, GRE loads only non-expired packages into memory. With value false, GRE loads all packages. Rule packages are marked as expired=true when the package has been unloaded from the cache because it has not been accessed for the period of time specified in option unload-inactive-package-timeout. When such packages are reloaded into memory, they are marked as expired=false. For the sake of backwards compatibility, if a rule package does not have the expired flag set, the package defaults to being expired=false.**
* **Default Value—false**
* **Valid Values—true, false**
* **Changes Take Effect—After restart**
* **Description—The configuration option load-packages-on-start determines whether to load all the rule packages on GRE startup. The check-expired-status-on-start option indicates whether to check if the rule package has previously expired from the cache or not. With value true, GRE loads only non-expired packages into memory. With value false, GRE loads all packages. Rule packages are marked as expired=true when the package has been unloaded from the cache because it has not been accessed for the period of time specified in option unload-inactive-package-timeout. When such packages are reloaded into memory, they are marked as expired=false. For the sake of backwards compatibility, if a rule package does not have the expired flag set, the package defaults to being expired=false.**
* **A new configuration option, check-expired-status-on-start, has been introduced to improve startup time and manage memory more efficiently.
  check-expired-status-on-start
  Default Value—false
  Valid Values—true, false
  Changes Take Effect—After restart
  Description—The configuration option load-packages-on-start determines whether to load all the rule packages on GRE startup. The check-expired-status-on-start option indicates whether to check if the rule package has previously expired from the cache or not. With value true, GRE loads only non-expired packages into memory. With value false, GRE loads all packages. Rule packages are marked as expired=true when the package has been unloaded from the cache because it has not been accessed for the period of time specified in option unload-inactive-package-timeout. When such packages are reloaded into memory, they are marked as expired=false. For the sake of backwards compatibility, if a rule package does not have the expired flag set, the package defaults to being expired=false.**
* **check-expired-status-on-start
  Default Value—false
  Valid Values—true, false
  Changes Take Effect—After restart
  Description—The configuration option load-packages-on-start determines whether to load all the rule packages on GRE startup. The check-expired-status-on-start option indicates whether to check if the rule package has previously expired from the cache or not. With value true, GRE loads only non-expired packages into memory. With value false, GRE loads all packages. Rule packages are marked as expired=true when the package has been unloaded from the cache because it has not been accessed for the period of time specified in option unload-inactive-package-timeout. When such packages are reloaded into memory, they are marked as expired=false. For the sake of backwards compatibility, if a rule package does not have the expired flag set, the package defaults to being expired=false.**
* **Default Value—false**
* **Valid Values—true, false**
* **Changes Take Effect—After restart**
* **Description—The configuration option load-packages-on-start determines whether to load all the rule packages on GRE startup. The check-expired-status-on-start option indicates whether to check if the rule package has previously expired from the cache or not. With value true, GRE loads only non-expired packages into memory. With value false, GRE loads all packages. Rule packages are marked as expired=true when the package has been unloaded from the cache because it has not been accessed for the period of time specified in option unload-inactive-package-timeout. When such packages are reloaded into memory, they are marked as expired=false. For the sake of backwards compatibility, if a rule package does not have the expired flag set, the package defaults to being expired=false.**

### **Resolved issues:**

Component: Authoring Tool

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.200.14  09/30/15  Hot Fix |  | 8.5.303.14  11/20/17  Hot Fix | 17 | 8.5.303.14  11/20/17  Hot Fix | 17 |

## **Release 8.5.200.14 (09/30/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.14 | 09/30/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Non-English characters in Snapshot names are now correctly handled. Previously, such characters would cause deployment of the Snapshot to fail. (GRS-2770)**
* **Non-English characters in Snapshot names are now correctly handled. Previously, such characters would cause deployment of the Snapshot to fail. (GRS-2770)**

## **Release 8.5.200.15 (10/23/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.15 | 10/23/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **An intermittent problem with GRAT server initialization has been corrected, Previously, an HTTP 500 error might be generated during deployment. (GRS-2791)**
* **A further modification has been made to the handling of non-English characters in Snapshot names. Previously, such characters could cause Audit History to fail to display correctly. (GRS-2788)**
* **An intermittent problem with GRAT server initialization has been corrected, Previously, an HTTP 500 error might be generated during deployment. (GRS-2791)**
* **A further modification has been made to the handling of non-English characters in Snapshot names. Previously, such characters could cause Audit History to fail to display correctly. (GRS-2788)**

## **Release 8.5.200.16 (12/17/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.16 | 12/17/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **A security vulnerability known as session fixation, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)**
* **Conversation Manager template-related classes now integrate correctly with Composer. Previously there were some instances of mismatches in Fact fields in Composer. To enable the correction, you must re-import the Conversation Manager template and the rule package must be updated to point to the newly imported template. (GRS-2810)**
* **Previously, when a Test Scenario was run for Conversation Manager rule packages, any updates to Customer Profile fields that were already specified in expected results were not being correctly verified, thus giving Test Scenario results that did not reflect the updates. This has now been corrected. (GRS-2813)**
* **A security vulnerability known as session fixation, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)**
* **Conversation Manager template-related classes now integrate correctly with Composer. Previously there were some instances of mismatches in Fact fields in Composer. To enable the correction, you must re-import the Conversation Manager template and the rule package must be updated to point to the newly imported template. (GRS-2810)**
* **Previously, when a Test Scenario was run for Conversation Manager rule packages, any updates to Customer Profile fields that were already specified in expected results were not being correctly verified, thus giving Test Scenario results that did not reflect the updates. This has now been corrected. (GRS-2813)**

## **Release 8.5.200.17 (08/04/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.17 | 08/04/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **A problem that caused forced deployments to fail has been corrected. Previously, if a deployment was already in progress when a forced deployment of the same rules package was initiated, the forced deployment would fail to complete and would not appear in deployment history.
  (GRS-2949)**
* **A problem that caused SessionManager to throw an exception when trying to clean up an expired user who was still logged on has been corrected. (GRS-2941)**
* **The handling of scheduled deployments has been made more robust in order to prevent terminations of the Schedule Deployment thread occurring whenever errors or exceptions were encountered. (GRS-2940)**
* **All fields in GRAT are now exported to Excel as text fields. Previously, numeric fields were exported as numeric cells in Excel, which caused problems with numbers containing more than 15 digits. Leading zeroes were also stripped. (GRS-2933)**
* **A problem that caused forced deployments to fail has been corrected. Previously, if a deployment was already in progress when a forced deployment of the same rules package was initiated, the forced deployment would fail to complete and would not appear in deployment history.
  (GRS-2949)**
* **A problem that caused SessionManager to throw an exception when trying to clean up an expired user who was still logged on has been corrected. (GRS-2941)**
* **The handling of scheduled deployments has been made more robust in order to prevent terminations of the Schedule Deployment thread occurring whenever errors or exceptions were encountered. (GRS-2940)**
* **All fields in GRAT are now exported to Excel as text fields. Previously, numeric fields were exported as numeric cells in Excel, which caused problems with numbers containing more than 15 digits. Leading zeroes were also stripped. (GRS-2933)**

## **Release 8.5.200.18 (10/16/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.18 | 10/16/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **New Genesys branding has been applied to Genesys Rules Authoring Tool. (GRS-3118)**
* **A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)**
* **New Genesys branding has been applied to Genesys Rules Authoring Tool. (GRS-3118)**
* **A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)**

## **Release 8.5.300.06 (11/02/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.06 | 11/02/15 | General |  | X | X | X | X |

### New Features:

* **A/B/C Split Testing allows you to compare the business outcomes of alternative rule scenarios before rolling out significant changes to the way you make your business decisions. With Split Testing you can make, test and review changes incrementally to test their effects before committing to a particular change set. See the Deployment Guide for full information.**
* **Enhanced Rule Locking/Unlocking—Further enhancements are made in this release to record locking/unlocking, as follows:
  If a rule, calendar or test scenario are locked, a new mouseover tooltip over the ID column shows who has locked the rule.
  Users/administrators with the new OVERRIDE\_LOCKS permission can unlock rules locked by other users.
  The unlock feature is also applied to Business Calendars as a new drop-down. The behavior is the same as for rules—a user can lock/unlock their own calendar, and users/administrators with OVERRIDE\_LOCKS permission can override such locks.**
* **If a rule, calendar or test scenario are locked, a new mouseover tooltip over the ID column shows who has locked the rule.**
* **Users/administrators with the new OVERRIDE\_LOCKS permission can unlock rules locked by other users.**
* **The unlock feature is also applied to Business Calendars as a new drop-down. The behavior is the same as for rules—a user can lock/unlock their own calendar, and users/administrators with OVERRIDE\_LOCKS permission can override such locks.**
* **Support for Java 8 is implemented and mandatory for GRAT and GRE in this release.**
* **Support for JBOSS 7.x is discontinued in this release.**
* **Support for RHEL 5 32-bit is discontinued in this release.**
* **A/B/C Split Testing allows you to compare the business outcomes of alternative rule scenarios before rolling out significant changes to the way you make your business decisions. With Split Testing you can make, test and review changes incrementally to test their effects before committing to a particular change set. See the Deployment Guide for full information.**
* **Enhanced Rule Locking/Unlocking—Further enhancements are made in this release to record locking/unlocking, as follows:
  If a rule, calendar or test scenario are locked, a new mouseover tooltip over the ID column shows who has locked the rule.
  Users/administrators with the new OVERRIDE\_LOCKS permission can unlock rules locked by other users.
  The unlock feature is also applied to Business Calendars as a new drop-down. The behavior is the same as for rules—a user can lock/unlock their own calendar, and users/administrators with OVERRIDE\_LOCKS permission can override such locks.**
* **If a rule, calendar or test scenario are locked, a new mouseover tooltip over the ID column shows who has locked the rule.**
* **Users/administrators with the new OVERRIDE\_LOCKS permission can unlock rules locked by other users.**
* **The unlock feature is also applied to Business Calendars as a new drop-down. The behavior is the same as for rules—a user can lock/unlock their own calendar, and users/administrators with OVERRIDE\_LOCKS permission can override such locks.**
* **Support for Java 8 is implemented and mandatory for GRAT and GRE in this release.**
* **Support for JBOSS 7.x is discontinued in this release.**
* **Support for RHEL 5 32-bit is discontinued in this release.**

### **Resolved issues:**

* **A version retrieval problem in package Deployment History has been corrected. Previously, the version was always reported as 2. (GRS-2778)**
* **Deployment IDs are now handled correctly in cold standby scenarios. Previously if the standby GRAT was started (after a Primary failure), deployments might use deployment IDs that had already been used by the other instance. This could cause issues where GRE Smart Clusters were being used, because the Deployment ID is used to determine if a rule package is current or outdated during synchronization. (GRS-2769)**
* **A problem with the simulated timezone in Test Scenarios being set to GMT in error has been corrected. Previously, this occurred when a user changed any field in the Test Case Summary (Description, Phase or Simulated Date/Time). (GRS-2746)**
* **A misleading error message that was displayed on the GRAT login page when the user did not have execute permission for the client application has now been corrected. (GRS-2739)**
* **A problem with creation of rules via the REST/API that were not visible in GRAT has now been corrected. (GRS-2731)**
* **In the Modify Rule API, modification of the value of the Phase field has been tightened to prevent the use of a non-existent field value. (GRS-2727)**
* **A problem with corrupted characters appearing in non-English environments when a rule package was imported as an XML file and a non-English Business Name was specified has been corrected. The previous workaround is no longer required. (GRS-2721)**
* **A version retrieval problem in package Deployment History has been corrected. Previously, the version was always reported as 2. (GRS-2778)**
* **Deployment IDs are now handled correctly in cold standby scenarios. Previously if the standby GRAT was started (after a Primary failure), deployments might use deployment IDs that had already been used by the other instance. This could cause issues where GRE Smart Clusters were being used, because the Deployment ID is used to determine if a rule package is current or outdated during synchronization. (GRS-2769)**
* **A problem with the simulated timezone in Test Scenarios being set to GMT in error has been corrected. Previously, this occurred when a user changed any field in the Test Case Summary (Description, Phase or Simulated Date/Time). (GRS-2746)**
* **A misleading error message that was displayed on the GRAT login page when the user did not have execute permission for the client application has now been corrected. (GRS-2739)**
* **A problem with creation of rules via the REST/API that were not visible in GRAT has now been corrected. (GRS-2731)**
* **In the Modify Rule API, modification of the value of the Phase field has been tightened to prevent the use of a non-existent field value. (GRS-2727)**
* **A problem with corrupted characters appearing in non-English environments when a rule package was imported as an XML file and a non-English Business Name was specified has been corrected. The previous workaround is no longer required. (GRS-2721)**

## **Release 8.5.300.08 (12/30/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.300.08 | 12/30/15 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **A problem with database parameter types in GRAT, because of which parameter values were not successfully fetched from the database, has been corrected. Previously, this might have required the user to log in several times to see the parameter values. To make the correction effective, database users must have read access to these system tables:**
* **(GRS-2793)**
* **The following problem related to export and import of a rule has been corrected: when you exported a rule into .xls-format and then imported it back, the rule condition or action value was not selected. This happened only in the cases in which the rule had a selected condition or action value that included consecutive spaces. The problem still remains in the case of Context Service rules, which will be fixed in a future release. (GRS-2799)**
* **A new version of the Split Testing template is provided in this release. Previously, importing of .xml- and .xls-format rules failed in Split Test Configuration. To enable the fix, you need to load the new version of the Split Test template (grs\_splittest\_template.xml) and re-add the template to any rule that used the former version. (GRS-2801)**
* **A security vulnerability known as session fixation, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)**
* **Conversation Manager template-related classes now integrate correctly with Composer. Previously, there were some instances of mismatches in Fact fields in Composer. To enable the correction, you must re-import the Conversation Manager template and update the rule package to point to the newly imported template. (GRS-2810)**
* **When a Test Scenario is run for Conversation Manager rule packages, any updates to Customer Profile fields that were already specified in expected results are now correctly verified. Previously, this was not the case and, as a result, Test Scenario results did not reflect the updates. (GRS-2813)**
* **After the upgrade to 8.5.300 and Java 8, certain rule packages—such as the ones using the Conversation Manager rule template—could not be deployed. This was caused by the lack of Java 8 support in version 3.5.1 of the Eclipse Compiler for Java (ECJ). ECJ has been upgraded in this release to 4.5.1 (the latest stable version as of the release of 8.5.300.08) which appropriately supports Java 8. (GRS-2814)**
* **A problem with database parameter types in GRAT, because of which parameter values were not successfully fetched from the database, has been corrected. Previously, this might have required the user to log in several times to see the parameter values. To make the correction effective, database users must have read access to these system tables:**
* **(GRS-2793)**
* **The following problem related to export and import of a rule has been corrected: when you exported a rule into .xls-format and then imported it back, the rule condition or action value was not selected. This happened only in the cases in which the rule had a selected condition or action value that included consecutive spaces. The problem still remains in the case of Context Service rules, which will be fixed in a future release. (GRS-2799)**
* **A new version of the Split Testing template is provided in this release. Previously, importing of .xml- and .xls-format rules failed in Split Test Configuration. To enable the fix, you need to load the new version of the Split Test template (grs\_splittest\_template.xml) and re-add the template to any rule that used the former version. (GRS-2801)**
* **A security vulnerability known as session fixation, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)**
* **Conversation Manager template-related classes now integrate correctly with Composer. Previously, there were some instances of mismatches in Fact fields in Composer. To enable the correction, you must re-import the Conversation Manager template and update the rule package to point to the newly imported template. (GRS-2810)**
* **When a Test Scenario is run for Conversation Manager rule packages, any updates to Customer Profile fields that were already specified in expected results are now correctly verified. Previously, this was not the case and, as a result, Test Scenario results did not reflect the updates. (GRS-2813)**
* **After the upgrade to 8.5.300 and Java 8, certain rule packages—such as the ones using the Conversation Manager rule template—could not be deployed. This was caused by the lack of Java 8 support in version 3.5.1 of the Eclipse Compiler for Java (ECJ). ECJ has been upgraded in this release to 4.5.1 (the latest stable version as of the release of 8.5.300.08) which appropriately supports Java 8. (GRS-2814)**

## **Release 8.5.301.03 (03/07/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.301.03 | 03/07/16 | General |  | X | X | X | X |

### New Features:

* **GRAT Clustering—In release 8.5.301, you can now configure clusters of GRAT servers which deliver much greater resilience and availability, enabling instant switchovers between GRAT nodes that are members of the cluster.
  Load Balancing—A load balancer can evenly distribute the load across the available GRAT nodes in the cluster, or can distribute the load based on other criteria, such as the geographic location of the browser.
  High Availability—An n-node cluster configuration can be used to deliver High Availability—for example, if a customer wants to use one GRAT server as primary and another as a secondary/backup warm-standby server, a load balancer could be configured to send all traffic to the primary server. In the event of a failure (or planned maintenance) of the primary GRAT server, the load balancer switches and sends traffic to the warm-standby secondary/backup GRAT server.**
* **Load Balancing—A load balancer can evenly distribute the load across the available GRAT nodes in the cluster, or can distribute the load based on other criteria, such as the geographic location of the browser.**
* **High Availability—An n-node cluster configuration can be used to deliver High Availability—for example, if a customer wants to use one GRAT server as primary and another as a secondary/backup warm-standby server, a load balancer could be configured to send all traffic to the primary server. In the event of a failure (or planned maintenance) of the primary GRAT server, the load balancer switches and sends traffic to the warm-standby secondary/backup GRAT server.**
* **Additional Columns Support—The previous limit of 30 columns in GRAT Decision Tables and Test Scenarios has been increased to 50 columns in this release.**
* **GRAT Clustering—In release 8.5.301, you can now configure clusters of GRAT servers which deliver much greater resilience and availability, enabling instant switchovers between GRAT nodes that are members of the cluster.
  Load Balancing—A load balancer can evenly distribute the load across the available GRAT nodes in the cluster, or can distribute the load based on other criteria, such as the geographic location of the browser.
  High Availability—An n-node cluster configuration can be used to deliver High Availability—for example, if a customer wants to use one GRAT server as primary and another as a secondary/backup warm-standby server, a load balancer could be configured to send all traffic to the primary server. In the event of a failure (or planned maintenance) of the primary GRAT server, the load balancer switches and sends traffic to the warm-standby secondary/backup GRAT server.**
* **Load Balancing—A load balancer can evenly distribute the load across the available GRAT nodes in the cluster, or can distribute the load based on other criteria, such as the geographic location of the browser.**
* **High Availability—An n-node cluster configuration can be used to deliver High Availability—for example, if a customer wants to use one GRAT server as primary and another as a secondary/backup warm-standby server, a load balancer could be configured to send all traffic to the primary server. In the event of a failure (or planned maintenance) of the primary GRAT server, the load balancer switches and sends traffic to the warm-standby secondary/backup GRAT server.**
* **Additional Columns Support—The previous limit of 30 columns in GRAT Decision Tables and Test Scenarios has been increased to 50 columns in this release.**

### **Resolved issues:**

* **Unschedule and Edit functionality for scheduled deployments now works as expected. Previously, you could neither successfully unschedule, reschedule nor edit a scheduled deployment at the Tenant level in the Deployment History tab, unless the rules package was first selected from the tree node. Such attempts might appear successful but would leave the deployment permanently scheduled or the edits unsaved. (GRS-2826)**
* **Scheduled deployments that could not be started at deployment time, because of Configuration Server unavailability, and also
  failed to deploy at the retry time (after Configuration Server connection was re-established) are now correctly deployed. (GRS-2818)**
* **Session timeout information messages now display correctly when such timeouts occur. Previously, only a login screen displayed. (GRS-2777)**
* **Errors in displaying Test Scenario results for rules package with long names and/or descriptions have been corrected. (GRS-2726)**
* **Unschedule and Edit functionality for scheduled deployments now works as expected. Previously, you could neither successfully unschedule, reschedule nor edit a scheduled deployment at the Tenant level in the Deployment History tab, unless the rules package was first selected from the tree node. Such attempts might appear successful but would leave the deployment permanently scheduled or the edits unsaved. (GRS-2826)**
* **Scheduled deployments that could not be started at deployment time, because of Configuration Server unavailability, and also
  failed to deploy at the retry time (after Configuration Server connection was re-established) are now correctly deployed. (GRS-2818)**
* **Session timeout information messages now display correctly when such timeouts occur. Previously, only a login screen displayed. (GRS-2777)**
* **Errors in displaying Test Scenario results for rules package with long names and/or descriptions have been corrected. (GRS-2726)**

## **Release 8.5.302.07 (09/19/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.07 | 09/19/16 | General |  | X | X | X | X |

### New Features:

* **Support for Role-Based Access Control at rule-package level—Previously, GRAT used Configuration Server Roles to provide only global access control to all packages in a given node of the business hierarchy. Release 8.5.302 now provides package-level overrides to these global roles—role privileges can be restricted to specific rule packages by applying Role-Based Access Control at the rule package level. See New Features By Release.**
* **Deployment to Genesys Web Engagement Clusters—In this release GRS supports deployment to Genesys Web Engagement (GWE) clusters.**
* **New Business Calendar template sample—In this release a sample template, rule package, and some test scenarios are added to the samples directory. A new section is added to the Best Practice Guide to explain the new template.**
* **Streamlining of GRAT node removal—Removing a node from a GRAT cluster has been streamlined to avoid manual database interventions. The removal and database clean-up processes are now automated and controlled by new configuration options. See New Features By Release.**
* **Database Support Changes—The following changes are made in database support:
  Support for Oracle 12c RAC is implemented.
  Support for all variants of DB2 is discontinued.**
* **Support for Oracle 12c RAC is implemented.**
* **Support for all variants of DB2 is discontinued.**
* **Support for Role-Based Access Control at rule-package level—Previously, GRAT used Configuration Server Roles to provide only global access control to all packages in a given node of the business hierarchy. Release 8.5.302 now provides package-level overrides to these global roles—role privileges can be restricted to specific rule packages by applying Role-Based Access Control at the rule package level. See New Features By Release.**
* **Deployment to Genesys Web Engagement Clusters—In this release GRS supports deployment to Genesys Web Engagement (GWE) clusters.**
* **New Business Calendar template sample—In this release a sample template, rule package, and some test scenarios are added to the samples directory. A new section is added to the Best Practice Guide to explain the new template.**
* **Streamlining of GRAT node removal—Removing a node from a GRAT cluster has been streamlined to avoid manual database interventions. The removal and database clean-up processes are now automated and controlled by new configuration options. See New Features By Release.**
* **Database Support Changes—The following changes are made in database support:
  Support for Oracle 12c RAC is implemented.
  Support for all variants of DB2 is discontinued.**
* **Support for Oracle 12c RAC is implemented.**
* **Support for all variants of DB2 is discontinued.**

### **Resolved issues:**

* **A problem that caused shifting of action/condition values to another action/condition of a Decision Table or Test Scenario has been fixed. The issue occurred when a user tried to remove an existing action/condition before a newly added action/condition had been completely saved in the Decision Table or Test Scenario. (GRS-2961)**
* **A problem that caused forced deployments to fail has been corrected. Previously, if a deployment was already in progress when a forced deployment of the same rules package was initiated, the forced deployment would fail to complete and would not appear in deployment history. (GRS-2949)**
* **A problem that caused SessionManager to throw an exception when trying to clean up an expired user who was still logged on has been corrected. (GRS-2941)**
* **The handling of scheduled deployments has been made more robust in order to prevent terminations of the Schedule Deployment thread occurring whenever errors or exceptions were encountered. (GRS-2940)**
* **The default value of the clear-repository-cache configuration option has been changed to true. Previously, the default value was set to false so that the GRAT server could start quickly in cold HA scenarios. Active HA is now supported by GRAT and this option setting for cold standby HA is no longer advised. (GRS-2939)**
* **A problem with calendar locking has been corrected. Previously, although calendars were correctly locked, users might not see the locked indication until attempting to save a change. (GRS-2911)**
* **A problem with use of the hashtag (#) character in rule syntax has been fixed. This was causing the creation of snapshots of rules that contained the hashtag to fail to complete and deployments to remain in pending state. (GRS-2885)**
* **A problem that caused changes to rules being inadvertently saved has been corrected. Previously, if a user made a change to a rule (without saving) and then clicked Validate rule, the unsaved changes were inadvertently committed. Also, if user made a change to a rule (without saving) and then clicked Save, but later tried to cancel, the unsaved changes were inadvertently committed. (GRS-2852)**
* **Validation has been added to detect invalid values for the splitTest field in the Create Rule and Modify Rule REST APIs. (GRS-2802)**
* **The Create Package REST API now should supports the global attribute as well as the wildcard ( \* ) attribute. (GRS-2783)**
* **A problem that caused shifting of action/condition values to another action/condition of a Decision Table or Test Scenario has been fixed. The issue occurred when a user tried to remove an existing action/condition before a newly added action/condition had been completely saved in the Decision Table or Test Scenario. (GRS-2961)**
* **A problem that caused forced deployments to fail has been corrected. Previously, if a deployment was already in progress when a forced deployment of the same rules package was initiated, the forced deployment would fail to complete and would not appear in deployment history. (GRS-2949)**
* **A problem that caused SessionManager to throw an exception when trying to clean up an expired user who was still logged on has been corrected. (GRS-2941)**
* **The handling of scheduled deployments has been made more robust in order to prevent terminations of the Schedule Deployment thread occurring whenever errors or exceptions were encountered. (GRS-2940)**
* **The default value of the clear-repository-cache configuration option has been changed to true. Previously, the default value was set to false so that the GRAT server could start quickly in cold HA scenarios. Active HA is now supported by GRAT and this option setting for cold standby HA is no longer advised. (GRS-2939)**
* **A problem with calendar locking has been corrected. Previously, although calendars were correctly locked, users might not see the locked indication until attempting to save a change. (GRS-2911)**
* **A problem with use of the hashtag (#) character in rule syntax has been fixed. This was causing the creation of snapshots of rules that contained the hashtag to fail to complete and deployments to remain in pending state. (GRS-2885)**
* **A problem that caused changes to rules being inadvertently saved has been corrected. Previously, if a user made a change to a rule (without saving) and then clicked Validate rule, the unsaved changes were inadvertently committed. Also, if user made a change to a rule (without saving) and then clicked Save, but later tried to cancel, the unsaved changes were inadvertently committed. (GRS-2852)**
* **Validation has been added to detect invalid values for the splitTest field in the Create Rule and Modify Rule REST APIs. (GRS-2802)**
* **The Create Package REST API now should supports the global attribute as well as the wildcard ( \* ) attribute. (GRS-2783)**

## **Release 8.5.302.08 (10/19/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.08 | 10/19/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **A problem with inconsistent encoding and formatting of October dates (month "10") has been corrected. All dates now encode correctly to the format defined for the locale. (GRS-2978)**
* **A problem with inconsistent encoding and formatting of October dates (month "10") has been corrected. All dates now encode correctly to the format defined for the locale. (GRS-2978)**

## **Release 8.5.302.09 (11/11/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.09 | 11/11/16 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **All fields in GRAT are now exported to Excel as text fields. Previously, numeric fields were exported as numeric cells in Excel, which caused problems with numbers containing more than 15 digits. Leading zeroes were also stripped. (GRS-2933)**
* **All fields in GRAT are now exported to Excel as text fields. Previously, numeric fields were exported as numeric cells in Excel, which caused problems with numbers containing more than 15 digits. Leading zeroes were also stripped. (GRS-2933)**

## **Release 8.5.302.12 (04/13/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.302.12 | 04/13/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **Previously, when exporting a decision table to XML, or exporting an entire rule package containing decision tables as XML, GRAT injected an XSD section into the first column of each decision table. When a user imported the rule or rule package again, it could sometimes cause the DROOLS compiler to hang when rendering package source, creating a snapshot or deploying. This has now been corrected. (GRS-3044)**
* **An exception generated when a user selected a Snapshot from the Deploy screen and then clicked Show Package Source has been corrected in this release. (GRS-3043)**
* **GRAT now correctly handles template parameters that are defined as "string" and contain embedded curly brace characters ({). (GRS-3037)**
* **GRAT now correctly handles German UTF letters in solution names. Previously this problem caused the whole solution's business structure to fail to load. (GRS-3036)**
* **GRAT now creates the RBAC mappings script folder at the correct location in a single-tenant environment. (GRS-3028)**
* **A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)**
* **Previously, when exporting a decision table to XML, or exporting an entire rule package containing decision tables as XML, GRAT injected an XSD section into the first column of each decision table. When a user imported the rule or rule package again, it could sometimes cause the DROOLS compiler to hang when rendering package source, creating a snapshot or deploying. This has now been corrected. (GRS-3044)**
* **An exception generated when a user selected a Snapshot from the Deploy screen and then clicked Show Package Source has been corrected in this release. (GRS-3043)**
* **GRAT now correctly handles template parameters that are defined as "string" and contain embedded curly brace characters ({). (GRS-3037)**
* **GRAT now correctly handles German UTF letters in solution names. Previously this problem caused the whole solution's business structure to fail to load. (GRS-3036)**
* **GRAT now creates the RBAC mappings script folder at the correct location in a single-tenant environment. (GRS-3028)**
* **A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)**

## **Release 8.5.303.06 (04/28/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.06 | 04/28/17 | General |  | X | X | X | X |

### New Features:

* **Support for Undeploying Rules Packages—A new Undeploy button has been added to the Outstanding Deployments dialog for users with the PACKAGE\_UNDEPLOY role privilege. Such users can now select a target GRE or cluster and undeploy a package from that location/cluster. Deployment history displays the undeployment. MORE DETAILS**
* **Automated Snapshots on Deployment—GRAT can now be configured to take snapshots automatically at deployment. In the Deploy and Schedule Deployment dialogs, a Create snapshot to deploy check box is now displayed for the LATEST version only of a rules package, for users with relevant permissions. MORE DETAILS**
* **Package History Improvements—Several improvements are implemented in the Package History tab:**
* **Support for Database Connection Monitor—GRAT now detects any loss of connectivity to the repository database and reports the issue in status.jsp for load balancers. GRAT continuously monitors the database connection status at a regular configurable intervals. If the database connection fails, the monitor now sets the status to SYSTEM\_STATUS\_DB\_NOT\_CONNECTED. Later when the database connection is detected to be normal, the monitor resets the status to normal. MORE DETAILS**
* **Application Server Support—Tomcat 8 and 8.5 are supported in this release of GRS.**
* **Linear Rule Improvements—The maximum limit of 6 segments (text plus variables) on Conditions or Actions in linear rules has been increased to 9 in this release. An error message is displayed if this limit is breached.**
* **Business Calendar Enhancements—Business Calendar exceptions can now be prioritized by users in order to avoid potential clashes. MORE DETAILS**
* **Rule Export Enhancements—When exporting Rule Templates as XML, users now can choose which rule packages to export. Previously, all rule packages from the repository were exported.**
* **Support for Undeploying Rules Packages—A new Undeploy button has been added to the Outstanding Deployments dialog for users with the PACKAGE\_UNDEPLOY role privilege. Such users can now select a target GRE or cluster and undeploy a package from that location/cluster. Deployment history displays the undeployment. MORE DETAILS**
* **Automated Snapshots on Deployment—GRAT can now be configured to take snapshots automatically at deployment. In the Deploy and Schedule Deployment dialogs, a Create snapshot to deploy check box is now displayed for the LATEST version only of a rules package, for users with relevant permissions. MORE DETAILS**
* **Package History Improvements—Several improvements are implemented in the Package History tab:**
* **Support for Database Connection Monitor—GRAT now detects any loss of connectivity to the repository database and reports the issue in status.jsp for load balancers. GRAT continuously monitors the database connection status at a regular configurable intervals. If the database connection fails, the monitor now sets the status to SYSTEM\_STATUS\_DB\_NOT\_CONNECTED. Later when the database connection is detected to be normal, the monitor resets the status to normal. MORE DETAILS**
* **Application Server Support—Tomcat 8 and 8.5 are supported in this release of GRS.**
* **Linear Rule Improvements—The maximum limit of 6 segments (text plus variables) on Conditions or Actions in linear rules has been increased to 9 in this release. An error message is displayed if this limit is breached.**
* **Business Calendar Enhancements—Business Calendar exceptions can now be prioritized by users in order to avoid potential clashes. MORE DETAILS**
* **Rule Export Enhancements—When exporting Rule Templates as XML, users now can choose which rule packages to export. Previously, all rule packages from the repository were exported.**

### **Resolved issues:**

* **Previously, when exporting a decision table to XML, or exporting an entire rule package containing decision tables as XML, GRAT injected an XSD section into the first column of each decision table. When a user imported the rule or rule package again, it could sometimes cause the DROOLS compiler to hang when rendering package source, creating a snapshot or deploying. This has now been corrected. (GRS-3044)**
* **An exception generated when a user selected a SNAPSHOT from the Deploy screen and then clicked "Show Package Source" has been corrected in this release. (GRS-3043)**
* **GRAT now correctly handles template parameters that are defined as "string" and contain embedded curly brace characters ({). (GRS-3037)**
* **GRAT now correctly handles German UTF letters in solution names. Previously this problem caused the whole solution's business structure to fail to load. (GRS-3036)**
* **GRAT now creates the RBAC mappings script folder at the correct location in a single-tenant environment. (GRS-3028)**
* **GRAT now copies and pastes timezone selection correctly in Test Scenarios. Previously, copy and paste operations caused the pasted timezone to render incorrectly as GMT. (GRS-3011)**
* **A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)**
* **GRAT's health check jsp (status.jsp) now only returns HTTP 200 (OK) when status is healthy (SYSTEM\_STATUS\_OK). This makes it consistent with how GRE's status.jsp works, and helps load balancers to direct traffic to healthy GRAT nodes without having to inspect the text response. (GRS-2974)**
* **GRAT now no longer generates $env for Decision Tables when using templates that support Complex Event Processing (such as Genesys Web Engagement). (GRS-2966)**
* **Previously, when exporting a decision table to XML, or exporting an entire rule package containing decision tables as XML, GRAT injected an XSD section into the first column of each decision table. When a user imported the rule or rule package again, it could sometimes cause the DROOLS compiler to hang when rendering package source, creating a snapshot or deploying. This has now been corrected. (GRS-3044)**
* **An exception generated when a user selected a SNAPSHOT from the Deploy screen and then clicked "Show Package Source" has been corrected in this release. (GRS-3043)**
* **GRAT now correctly handles template parameters that are defined as "string" and contain embedded curly brace characters ({). (GRS-3037)**
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* **GRAT now no longer generates $env for Decision Tables when using templates that support Complex Event Processing (such as Genesys Web Engagement). (GRS-2966)**

## **Release 8.5.303.07 (06/02/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.07 | 06/02/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **The OK acknowledgement button now displays correctly when a deployment message is displayed. Previously, it was visible for longer messages only after scrolling. (GRS-3074)**
* **An updated version of the Genesys Web Engagement (GWE) library is included with this version. (GRS-3088)**
* **The OK acknowledgement button now displays correctly when a deployment message is displayed. Previously, it was visible for longer messages only after scrolling. (GRS-3074)**
* **An updated version of the Genesys Web Engagement (GWE) library is included with this version. (GRS-3088)**

## **Release 8.5.303.08 (08/02/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.08 | 08/02/17 | Hot Fix |  | X | X | X | X |

### New Features:

### **Resolved issues:**

* **The importing of Decision Tables as XLS files has been streamlined in scenarios where the Decision Table references Configuration Server objects like Business Attributes and Transaction Lists, and/or List objects like Agents, Agent Groups, Skills, and so on. (GRS-3115, GRS-3116)**
* **The importing of Decision Tables as XLS files has been streamlined in scenarios where the Decision Table references Configuration Server objects like Business Attributes and Transaction Lists, and/or List objects like Agents, Agent Groups, Skills, and so on. (GRS-3115, GRS-3116)**

## **Release 8.5.303.12 (10/12/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.12 | 10/12/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **Support for Dynamic Loading—To improve the responsiveness of the GRAT user interface when there are a large number of business nodes and/or rule packages, a new Dynamic Loading feature has been implemented. When this feature is enabled, nodes and rule packages are loaded dynamically when the user expands the folders (on the left-hand side), rather than the entire hierarchy being loaded up-front when the user first logs in. In addition, the performance of creating, updating, and deleting rule packages has been improved. A new configuration option controls this feature:
  enable-dynamic-loading
  Default Value—true
  Valid Values—true, false
  Description—With value true, GRAT loads the business hierarchy and related rule packages on demand when the user opens folders. With value false, the entire hierarchy is loaded at user login.**
* **enable-dynamic-loading
  Default Value—true
  Valid Values—true, false
  Description—With value true, GRAT loads the business hierarchy and related rule packages on demand when the user opens folders. With value false, the entire hierarchy is loaded at user login.**
* **Support for Dynamic Loading—To improve the responsiveness of the GRAT user interface when there are a large number of business nodes and/or rule packages, a new Dynamic Loading feature has been implemented. When this feature is enabled, nodes and rule packages are loaded dynamically when the user expands the folders (on the left-hand side), rather than the entire hierarchy being loaded up-front when the user first logs in. In addition, the performance of creating, updating, and deleting rule packages has been improved. A new configuration option controls this feature:
  enable-dynamic-loading
  Default Value—true
  Valid Values—true, false
  Description—With value true, GRAT loads the business hierarchy and related rule packages on demand when the user opens folders. With value false, the entire hierarchy is loaded at user login.**
* **enable-dynamic-loading
  Default Value—true
  Valid Values—true, false
  Description—With value true, GRAT loads the business hierarchy and related rule packages on demand when the user opens folders. With value false, the entire hierarchy is loaded at user login.**

### **Resolved issues:**

* **A problem with formatting any chosen dates for the month of October (month "10") when a rule was used with a "date" parameter (pop-up calendar) has been corrected. (GRS-3138)**
* **New Genesys branding has been applied to Genesys Rules Authoring Tool. (GRS-3118)**
* **Deployments that are invoked from the GRAT REST API now conclude successfully. Previously, an error in saving the history script in Configuration Server caused such REST API deployments to fail. (GRS-3106)**
* **The Undeploy method in the GRAT REST API now correctly returns snapshot and operation values. Previously these values were missing.
  (GRS-3081)**
* **A problem with formatting any chosen dates for the month of October (month "10") when a rule was used with a "date" parameter (pop-up calendar) has been corrected. (GRS-3138)**
* **New Genesys branding has been applied to Genesys Rules Authoring Tool. (GRS-3118)**
* **Deployments that are invoked from the GRAT REST API now conclude successfully. Previously, an error in saving the history script in Configuration Server caused such REST API deployments to fail. (GRS-3106)**
* **The Undeploy method in the GRAT REST API now correctly returns snapshot and operation values. Previously these values were missing.
  (GRS-3081)**

## **Release 8.5.303.14 (11/20/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.303.14 | 11/20/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **Advanced Disconnect Detection Protocol (ADDP) is enabled by default in this release.**
* **Advanced Disconnect Detection Protocol (ADDP) is enabled by default in this release.**

### **Resolved issues:**

* **A problem with delays in inserting new rules has been corrected in this release by modifications to the way salience (priority order) is generated. The problem arose previously in scenarios involving large rule packages that contained many rules. (GRS-3144)**
* **A classpath error has been corrected in this release. Previously, on some platforms running Tomcat 8 or 8.5, the error made GRAT unable to initialize properly, resulting in the following error in the logs:**
* **(GRS-3113)**
* **A problem with delays in inserting new rules has been corrected in this release by modifications to the way salience (priority order) is generated. The problem arose previously in scenarios involving large rule packages that contained many rules. (GRS-3144)**
* **A classpath error has been corrected in this release. Previously, on some platforms running Tomcat 8 or 8.5, the error made GRAT unable to initialize properly, resulting in the following error in the logs:**
* **(GRS-3113)**

Component: Genesys Administrator Extension

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current deployed  version** | **Last Care recommendation** | **Latest version, same code stream** | **Version "delta", deployed  latest, same code stream** | **Latest version, all code streams** | **Version "delta", deployed  latest, all code streams** |
| 8.5.2  02/10/15  General |  | 8.5.270.06  02/21/18  General | 27 | 8.5.270.06  02/21/18  General | 27 |

## **Release 8.5.200.12 (02/10/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.12 | 02/10/15 | General |  |  | X |  | X |

### New Features:

* **Bulk import and export of agents—You can now provision new and existing agents in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) agents from GAX into a CSV file, modify it as required, and import back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files.**
* **Bulk import and export of agents—You can now provision new and existing agents in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) agents from GAX into a CSV file, modify it as required, and import back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files.**

### **Resolved issues:**

* **When using the Deployment Wizard to deploy GAX with the Chrome browser, the Redeploy button now brings up a window with a list of Hosts on which to deploy GAX. Previously, the new window was blank. (GAX-7758)**
* **GAX now creates a Statistical Day object correctly if any of the Year, Month, or Day fields are set to Any. Previously in this scenario, GAX created the Statistical Day with incorrect values. (GAX-7737)**
* **GAX now properly creates an Outbound Treatment with the specified day. Previously, if the GAX user was in a time zone before GMT, the Treatment was created with the day previous to the specified day. (GAX-7712)**
* **GAX now properly creates a Statistical Day object with the specified day. Previously, if the GAX user was in a time zone before GMT, the Statistical Day was created with the day previous to the specified day. (GAX-7711)**
* **When cloning an Agent in the Agent Management screen, the original Agent stays associated with its original Place. Previously, the original Agent became disassociated from its Place. (GAX-7680)**
* **In some international languages that use the non-Latin character set, all characters are exported as in the original. Previously in this scenario, some non-Latin characters were converted to question marks (?). (GAX-7678)**
* **GAX rule validation now properly rejects input if "rule":["type":"reject"] is used and the expr, range, regex, or wildcard attributes evaluate to true. Previously in this scenario, GAX incorrectly accepted input. (GAX-7636)**
* **Users can now make custom links role-enabled. Previously, custom links were accessible to all users and not controlled by privilege. (GAX-7537)**
* **You can now select a Route Type of Direct UUI with a Target Type of ISCC when configuring the Access Codes for a Switch. (GAX-7462)**
* **After migrating Configuration Server 7.6 to Configuration Server 8.5, users who did not change their passwords after the migration can now log in to GAX. Previously in this scenario, these users were not able to log in to GAX. (GAX-7405)**
* **When configured to send only STANDARD-level messages to Message Server, GAX no longer also sends TRACE and DEBUG messages. (GAX-7299)**
* **You can now configure the Application object for 8.5.x releases of Configuration Server in GAX. Previously, you had to use another application, such as Genesys Administrator, to configure the Configuration Server 8.5.x Application object. (GAX-7234)**
* **When using the Deployment Wizard to deploy GAX with the Chrome browser, the Redeploy button now brings up a window with a list of Hosts on which to deploy GAX. Previously, the new window was blank. (GAX-7758)**
* **GAX now creates a Statistical Day object correctly if any of the Year, Month, or Day fields are set to Any. Previously in this scenario, GAX created the Statistical Day with incorrect values. (GAX-7737)**
* **GAX now properly creates an Outbound Treatment with the specified day. Previously, if the GAX user was in a time zone before GMT, the Treatment was created with the day previous to the specified day. (GAX-7712)**
* **GAX now properly creates a Statistical Day object with the specified day. Previously, if the GAX user was in a time zone before GMT, the Statistical Day was created with the day previous to the specified day. (GAX-7711)**
* **When cloning an Agent in the Agent Management screen, the original Agent stays associated with its original Place. Previously, the original Agent became disassociated from its Place. (GAX-7680)**
* **In some international languages that use the non-Latin character set, all characters are exported as in the original. Previously in this scenario, some non-Latin characters were converted to question marks (?). (GAX-7678)**
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## **Release 8.5.200.13 (02/26/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.13 | 02/26/15 | Hot Fix |  |  | X |  | X |

### New Features:

* **New Privileges for Bulk Operations: The new group of role privileges, User Bulk Operations, contains the following role privileges, which can be used to control who can perform bulk import and export using .csv files:
  CREATE\_USER\_BULK\_OPS—Allows a user to access the History window; to start, resume, or stop operations in the History window; and to import a .csv file.
  ADMINISTER\_USER\_BULK\_OPS—Allows a user to access the History window; and to delete operations in the History window.
  EXPORT\_SPREADSHEET\_USER\_BULK\_OPS—Allows a user to create a .csv template.**
* **CREATE\_USER\_BULK\_OPS—Allows a user to access the History window; to start, resume, or stop operations in the History window; and to import a .csv file.**
* **ADMINISTER\_USER\_BULK\_OPS—Allows a user to access the History window; and to delete operations in the History window.**
* **EXPORT\_SPREADSHEET\_USER\_BULK\_OPS—Allows a user to create a .csv template.**
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  ADMINISTER\_USER\_BULK\_OPS—Allows a user to access the History window; and to delete operations in the History window.
  EXPORT\_SPREADSHEET\_USER\_BULK\_OPS—Allows a user to create a .csv template.**
* **CREATE\_USER\_BULK\_OPS—Allows a user to access the History window; to start, resume, or stop operations in the History window; and to import a .csv file.**
* **ADMINISTER\_USER\_BULK\_OPS—Allows a user to access the History window; and to delete operations in the History window.**
* **EXPORT\_SPREADSHEET\_USER\_BULK\_OPS—Allows a user to create a .csv template.**

### **Resolved issues:**

## **Release 8.5.200.18 (04/06/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.200.18 | 04/06/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **In Internet Explorer 9, the Skills filter field now works properly. The placeholder value does not become part of the filter expression. Previously, the placeholder value was not removed when the field was cleared and remained as the whole, or part (if another value was entered) of, the query expression. (GAX-7985)**
* **In the Agent view, the list now always displays all the skills assigned to an agent. Previously, some skills assigned to an agent were sometimes not displayed. (GAX-7984 [GAX-7822])**
* **In Internet Explorer 9, GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you corrected the password and tried to log in. (GAX-7677)**
* **By adding gzip encoding for JSON data, the GAX server now reduces the size of the data to be sent to the browsers. This reduces the delay in displaying screens (for example, the Agents screen) that fetch a large amount of data from the server. This is especially apparent when the effective network bandwidth between browser and server is limited. (GAX-7892)**
* **You no longer need to clear your browser's cache when migrating from releases 8.5.000.76 or 8.5.200.18 to newer releases. You must still manually clear the cache when migrating to 8.5.000.76 or 8.5.200.18 from an older release. (GAX-7841)**
* **In Internet Explorer 9, the Skills filter field now works properly. The placeholder value does not become part of the filter expression. Previously, the placeholder value was not removed when the field was cleared and remained as the whole, or part (if another value was entered) of, the query expression. (GAX-7985)**
* **In the Agent view, the list now always displays all the skills assigned to an agent. Previously, some skills assigned to an agent were sometimes not displayed. (GAX-7984 [GAX-7822])**
* **In Internet Explorer 9, GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you corrected the password and tried to log in. (GAX-7677)**
* **By adding gzip encoding for JSON data, the GAX server now reduces the size of the data to be sent to the browsers. This reduces the delay in displaying screens (for example, the Agents screen) that fetch a large amount of data from the server. This is especially apparent when the effective network bandwidth between browser and server is limited. (GAX-7892)**
* **You no longer need to clear your browser's cache when migrating from releases 8.5.000.76 or 8.5.200.18 to newer releases. You must still manually clear the cache when migrating to 8.5.000.76 or 8.5.200.18 from an older release. (GAX-7841)**

## **Release 8.5.210.10 (05/08/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.210.10 | 05/08/15 | General |  |  | X |  | X |

### New Features:

* **Bulk assignment of Skills to multiple Agents—You can now assign Skills and associated ratings to multiple Agents with one click. You can also create and assign a new Skill within a single view.**
* **Preferred hosts for Solution Deployment—You can now specify a list of preferred hosts (called whitelisted hosts) to and from which Installation Packages are sent and retrieved.**
* **Support for new version of PostgreSQL Database Management System—GAX now supports PostgreSQL version 9.3.**
* **Instructions for installing ARM Runtime Server on Windows—Instructions are now available for setting up the Audio Resource Management Runtime Server on Windows.**
* **Language Packs—This release of Genesys Administrator Extension supports the following Language Packs. Consult the Language Pack release notes for information on changes to the Language Pack that may affect the functionality of Genesys Administrator Extension.
  Chinese (Simplified) 8.5.210.10
  Czech 8.5.210.10
  French (France) 8.5.210.10
  French (Canada) 8.5.210.10
  German 8.5.210.10
  Italian 8.5.210.10
  Japanese 8.5.210.10
  Korean 8.5.210.10
  Polish 8.5.210.10
  Portuguese (Brazilian) 8.5.210.10
  Russian 8.5.210.10
  Spanish (Latin American) 8.5.210.10
  Turkish 8.5.210.10**
* **Chinese (Simplified) 8.5.210.10**
* **Czech 8.5.210.10**
* **French (France) 8.5.210.10**
* **French (Canada) 8.5.210.10**
* **German 8.5.210.10**
* **Italian 8.5.210.10**
* **Japanese 8.5.210.10**
* **Korean 8.5.210.10**
* **Polish 8.5.210.10**
* **Portuguese (Brazilian) 8.5.210.10**
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  Italian 8.5.210.10
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  Polish 8.5.210.10
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* **Japanese 8.5.210.10**
* **Korean 8.5.210.10**
* **Polish 8.5.210.10**
* **Portuguese (Brazilian) 8.5.210.10**
* **Russian 8.5.210.10**
* **Spanish (Latin American) 8.5.210.10**
* **Turkish 8.5.210.10**

### **Resolved issues:**

* **You can now save an Agent when Place information is entered using the keyboard, or from the dropdown list of Places. Previously, GAX would let you save an Agent only if the Place information was selected from the dropdown list. (GAX-8078)**
* **This version of GAX removes a potential password exposure vulnerability. (GAX-8069, GAX-8049)**
* **In the Agent Management view of GAX, you can now assign agents to Places with no DNs. Previously in GAX, DNs had to be configured for Places when editing agents. (GAX-8058)**
* **The GAX Deployment Guide has been updated with correct instructions for configuring GAX to deploy Solutions using the Genesys Deployment Agent over a connection secured by TLS. (GAX-8056)**
* **GAX now displays Statistical Days correctly, according to the GAX user or system preferences. The GAX user will have to be in the same timezone as the server application (URS) to view the Statistical Day as interpreted by the server. Previously, GAX displayed the Statistical Day according to the local system settings of the GAX browser. (GAX-8035)**
* **The GAX install script now runs to completion and creates all necessary configuration tables on non-English installations. Previously on non-English installations, the script sometimes mis-interpreted a localized warning message and terminated installation before all tables were installed. (GAX-8012)**
* **GAX now properly executes a Bulk Change Set that includes new Agents, if the properties of one of those new Agents have been displayed from the Additions panel before the Bulk Change Set is saved. Previously in this scenario, the Set was not executed. If the properties of a new Agent were not displayed before saving the Set, GAX did execute the Set. (GAX-8011)**
* **GAX now clones a Person object correctly. Previously, all of the parameters of the original object were sometimes not copied. (GAX-8010)**
* **GAX now allows a User to save an Application even if the User has only Update permission, and not Read and Write permissions, on the Application object. Previously, the User needed Read and Write permissions on the Application object to save the Application properties; otherwise, the update would fail. (GAX-8003)**
* **GAX now displays the correct overall status of changes to objects in the Execution Progress panel of the Bulk Change Sets screen, while uploading and executing a .CSV file. If an error occurs, the error mark also indicates the correct record in which the error occurred.**
* **Previously, the status was displayed only when the whole process was complete. This caused some users to think that perhaps the operation had stalled or even failed. If an error was encountered, the error mark did not always indicate the correct erroneous record. (GAX-7988, GAX-7949 [GAX-7939])**
* **GAX now displays Operational Parameter Groups properly if they contain special characters. Previously in this scenario, GAX stopped responding, and had to be manually restarted and the special characters removed. (GAX-7928)**
* **The correct GAX version is now displayed in the Configuration Server Application object if GAX is upgraded using Setup mode with the existing deployment of the existing Application. Older versions of the GAX Application did not display the upgraded version. (GAX-7891)**
* **GAX now trims any blank spaces off of option names when importing options from a configuration file. Previously, when Annex options were exported from Genesys Administrator to a file with an extension of .cfg, the option names were preceded by a blank space, and were imported by GAX with that space becoming a part of the option name. As a result, some Configuration Server clients were unable to use those options properly. (GAX-7847)**
* **This release removes a potential cross-site scripting vulnerability. (GAX-7809)**
* **GAX now keeps the Filter field activated for all Calling Lists, enabling you to add or edit a filter in the Calling List properties. Previously, starting in GAX release 8.5.0, if you did not select a filter when creating a new Calling List, you were unable to add a filter the next time that you accessed the Calling List properties. (GAX-7785)**
* **GAX and GAX plug-in users now have the correct access control restrictions with respect to the Environment tenant in the Tenant filter. Previously, those users could select the Environment tenant irrespective of their actual access control. (GAX-7777 [GAX-5429])**
* **GAX now creates a Statistical Day object with date values set to Any in only either of the following scenarios:**
* **Any other combination of Any and specific values in these three fields will now result in GAX generating an error message, and not creating the Statistical Day object.**
* **Previously, GAX accepted any combination of Any in the three fields, created the object, and did not generate an error. (GAX-7747)**
* **GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, GAX running in IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you corrected the password and tried to log in. (GAX-7677)**
* **GAX now enables you to change Application ports when the Application has dependencies. There is a small disruption of service associated with this, but GAX gives you the choice of following through with the change despite the potential service disruption, or not making the change. Previously, you could only change the Application port if the Application had no dependencies. (GAX-7670)**
* **Solution Package Definitions (SPD files) can now be used to Log on as SYSTEM, using the new attribute issystemaccount for the <cfg:updateAppLogOnAs> tag. Refer to the GAX Developers Guide. Previously, this field had to be updated manually after creating the application object with the SPD file. (GAX-7665)**
* **GAX no longer activates the Add Person and Add Access Group buttons on the Permissions tab when the tab is selected by a user without Read Permissions and Change Permissions privileges. Previously in this scenario, no privileges were displayed but the buttons were activated, allowing the user to assign permissions to selected Users and Access Groups. (GAX-7657)**
* **You can now use GAX to stop an Application with a status of Service Unavailable. Previously, GAX did not stop an Application with this status. (GAX-7525)**
* **GAX now provides a consistent error message that you cannot play Audio Resource files on Internet Explorer. You must download the file and play it. Previously, GAX displayed different error messages on different versions and different installations of Internet Explorer. (GAX-7439)**
* **The GAX Deployment Guide descriptions of Role Privileges for managing Skills and Agent Groups have been updated to reflect more accurately the actions they allow and what controls are visible and/or enabled. Previously, the descriptions did not always match the actual effects. (GAX-7420)**
* **GAX now checks to see if a record has been modified concurrently by another application, if the enable\_web\_notification option is set to true in the gax.properties file. This new option is set to false by default. Previously, GAX did not check to see if a record had been modified concurrently by another application, so that when users saved their changes to the object, their changes were saved and overwrote any changes previously saved during the concurrent sessions. (GAX-7362)**
* **When a new user is created in GAX, you can now configure GAX to assign Read/Update permissions to his or her own account, by default. Previously, new users had to be explicitly granted these permissions after they were created. Use the new option grant\_new\_user\_self\_readupdate to specify this behavior, as follows:**
* **[configurationmanager] (new section)
  grant\_new\_user\_self\_readupdate
  Default value: false
  Valid Values: true, false
  Changes Take Effect: Immediately**
* **Specifies if new users are to be granted Read/Update permissions to their own accounts at creation. If set to true, new users are granted these permissions by default when created. If set to false (the default), new users are created with no default permissions, and Read/Update permissions to their own account must be granted explicitly after the accounts are created.**
* **(GAX-7140)**
* **You can now save an Agent when Place information is entered using the keyboard, or from the dropdown list of Places. Previously, GAX would let you save an Agent only if the Place information was selected from the dropdown list. (GAX-8078)**
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* **GAX now displays the correct overall status of changes to objects in the Execution Progress panel of the Bulk Change Sets screen, while uploading and executing a .CSV file. If an error occurs, the error mark also indicates the correct record in which the error occurred.**
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* **(GAX-7140)**

## **Release 8.5.210.12 (07/09/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.210.12 | 07/09/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **GAX now correctly prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8238)**
* **GAX now correctly prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8238)**

## **Release 8.5.210.13 (09/11/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.210.13 | 09/11/15 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **This release of GAX fixes a security issue relating to leakage of information. (GAX-8427)**
* **This release of GAX fixes a security issue relating to leakage of information. (GAX-8427)**

## **Release 8.5.210.14 (10/20/15)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.210.14 | 10/20/15 | Hot Fix |  |  | X |  | X |

### New Features:

* **GAX now supports PSDK 851.3.4.**
* **GAX now supports PSDK 851.3.4.**

### **Resolved issues:**

* **You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:**
* **Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] , Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.**
* **(GCLOUD-4720)**
* **You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:**
* **Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] , Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.**
* **(GCLOUD-4720)**

## **Release 8.5.220.20 (11/20/15)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.20 | 11/20/15 | General |  |  | X |  | X |

### New Features:

* **Enhanced secure connections for Solution Deployment: You can now configure Mutual TLS on connections between Genesys Deployment Agent and the Genesys Administrator Extension server.**
* **Centralized Log: You can now view the Centralized Log in GAX. Besides viewing the log records, you can sort them and use filters to find specific logs.**
* **Increased number of available Audio Resource IDs: In a single-tenant configuration, the number of available Audio Resource IDs is increased from 1000 to 9000, with the range increasing from 9000–9999 to 1000–9999.**
* **Support for Apache Tomcat 7 web server: See Supported Operating Environment: Genesys Administrator Extension for more detailed information and a list of all prerequisites.**
* **Support for the following web browsers:
  Apple Safari 7
  Apple Safari 8
  See Supported Operating Environment: Genesys Administrator Extension for more detailed information and a list of all supported browsers.**
* **Apple Safari 7**
* **Apple Safari 8**
* **Enhanced secure connections for Solution Deployment: You can now configure Mutual TLS on connections between Genesys Deployment Agent and the Genesys Administrator Extension server.**
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* **Support for Apache Tomcat 7 web server: See Supported Operating Environment: Genesys Administrator Extension for more detailed information and a list of all prerequisites.**
* **Support for the following web browsers:
  Apple Safari 7
  Apple Safari 8
  See Supported Operating Environment: Genesys Administrator Extension for more detailed information and a list of all supported browsers.**
* **Apple Safari 7**
* **Apple Safari 8**

### **Resolved issues:**

* **You can now use GAX to edit Statistical Days of type Date that were previously created in Genesys Administrator or legacy Configuration Manager. Previously, these Statistical Day objects could not be edited in GAX. (GAX-8517)**
* **This version fixes a potential security vulnerability known as Session Fixation. (GAX-8509)**
* **When working in Cloud mode, Platform Administration (GAX) no longer creates additional Agent Logins after editing an Agent in the Agents view, if Agent Logins are already associated with the agent. Previously, if an agent had already been associated with an Agent Login using Configuration Manager, and the agent is modified later in the Agents view, additional Agent Logins would be created.**
* **Note that even after the fix, if the Default Number of the agent is changed from no value (empty) to a specific value in the Agents window, additional Agent Logins will still be created.**
* **(GAX-8496 [GAX-8175])**
* **Audio Resource Management in GAX no longer generates warning messages when using older versions of SoX. Previously, while the conversion completed successfully, warning messages were generated. (GAX-8463)**
* **You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:**
* **Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] , Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.**
* **(GAX-8448 [GCLOUD-4720])**
* **GAX performance when using Bulk Change Sets in the Internet Explorer 9 (IE9) web browser has been greatly improved. (GAX-8423 [GAX-8441])**
* **GAX now displays a confirmation message when a user has succesfully changed their own password. The message reads as follows:**
* **Password Changed
  Your password has been successfully changed.**
* **The user must click OK to close the message before continuing.**
* **Previously, GAX did not indicate the success or failure of the password change, and returned to the list of Persons.**
* **(GAX-8439)**
* **When using Internet Explorer (IE) 9, GAX now allows the user to upload and reprocess audio files with a single click. Previously, the user needed to double-click on the buttons in IE 9 to complete the action. (GAX-8437)**
* **GAX now displays an error message when the Parameter Group Template description is longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the template, GAX generated an error message. (GAX-8432)**
* **GAX now displays an error message when the key and value in custom lists for parameters are longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the custom lists, GAX generated an error message. (GAX-8431)**
* **GAX now displays the correct status of the Bulk Change Set operation when its processing is complete. Previously, the Set ran to completion, but a race condition caused GAX to display it as in-progress. (GAX-8420 [GAX-8331])**
* **When using Internet Explorer 9, GAX now executes long running Bulk Change Sets properly and reports the correct status of the execution. Previously, the status was reported as failed even though execution of the the Bulk Change Set had completed successfully. (GAX-8415 [GAX-8330])**
* **After creating an object using GAX Configuration Manager, the list of objects now refreshes automatically to include the new object in the list. Previously, GAX sometimes did not show the new object on some systems because of a race condition. (GAX-8382 [GAX-8365])**
* **GAX now inserts the correct application ID (184) into log messages that it generates and sends to Message Server. As a result, the block-messages-by-<application type> option, which can be used to suppress the logging of frequent non-actionable log messages, now blocks these messages. Previously, GAX inserted the incorrect application ID of 0 (zero), and the block-messages-by-<application type> was ineffective because there were no logs with an application ID of 184 to block. (GAX-8304)**
* **GAX now prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8283 [GAX-8238)**
* **GAX now allows an Alarm Condition to be edited if its Cancel Log EventID is set to 0 (zero). Previously, if you tried to modify an Alarm Condition with this field set to zero, GAX generated the following error message:**
* **Your changes could not be saved. GAX has run into an error "Unable to update object!". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.**
* **(GAX-8239)**
* **GAX now correctly presets the application startup priority from the corresponding Application Definition when creating applications in a Solution in Configuration Manager. Previously, the startup priority from the Application Definition was ignored. (GAX-8209)**
* **When setting up or modifying agents in the Agents view, GAX now allows the suffix of the domain part of their email addresses (the characters after the last period [.]) to be longer than four characters. Previously, the length of the domain suffix was limited to four characters, meaning you could not save the email address of any agent whose email domain suffix exceeded this limit. (GAX-8202 [GAX-8192])**
* **This release fixes a potential security vulnerability relating to leakage of information. (GAX-8183 [GAX-8427])**
* **GAX now correctly moves multiple agents from one Agent Group to another, when instructed. Previously, GAX added the agents to the destination Agent Group, but did not remove them from the original Agent Group. (GAX-8142)**
* **In Arab translations, parenthesized items now appear correctly in the list of Transaction objects in Operational Parameter Measurement (OPM) parenthesized items, with the parentheses forming a matched pair, like this—( ). Previously, the opening parenthesis was replaced by a closing parenthesis, and the enclosing parentheses appeared like this—) ). (GAX-8086 [GAX-7854])**
* **GAX now verifies that configuration object sections and names do not contain more than 255 characters. Previously, GAX accepted input of up to 1020 characters, but would not save the object if the section or name contained more than 255 characters. (GAX-7755, GAX-1312)**
* **This version of GAX removes an XML external injection vulnerability. (GAX-7744)**
* **You can now use GAX to edit Statistical Days of type Date that were previously created in Genesys Administrator or legacy Configuration Manager. Previously, these Statistical Day objects could not be edited in GAX. (GAX-8517)**
* **This version fixes a potential security vulnerability known as Session Fixation. (GAX-8509)**
* **When working in Cloud mode, Platform Administration (GAX) no longer creates additional Agent Logins after editing an Agent in the Agents view, if Agent Logins are already associated with the agent. Previously, if an agent had already been associated with an Agent Login using Configuration Manager, and the agent is modified later in the Agents view, additional Agent Logins would be created.**
* **Note that even after the fix, if the Default Number of the agent is changed from no value (empty) to a specific value in the Agents window, additional Agent Logins will still be created.**
* **(GAX-8496 [GAX-8175])**
* **Audio Resource Management in GAX no longer generates warning messages when using older versions of SoX. Previously, while the conversion completed successfully, warning messages were generated. (GAX-8463)**
* **You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:**
* **Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] , Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.**
* **(GAX-8448 [GCLOUD-4720])**
* **GAX performance when using Bulk Change Sets in the Internet Explorer 9 (IE9) web browser has been greatly improved. (GAX-8423 [GAX-8441])**
* **GAX now displays a confirmation message when a user has succesfully changed their own password. The message reads as follows:**
* **Password Changed
  Your password has been successfully changed.**
* **The user must click OK to close the message before continuing.**
* **Previously, GAX did not indicate the success or failure of the password change, and returned to the list of Persons.**
* **(GAX-8439)**
* **When using Internet Explorer (IE) 9, GAX now allows the user to upload and reprocess audio files with a single click. Previously, the user needed to double-click on the buttons in IE 9 to complete the action. (GAX-8437)**
* **GAX now displays an error message when the Parameter Group Template description is longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the template, GAX generated an error message. (GAX-8432)**
* **GAX now displays an error message when the key and value in custom lists for parameters are longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the custom lists, GAX generated an error message. (GAX-8431)**
* **GAX now displays the correct status of the Bulk Change Set operation when its processing is complete. Previously, the Set ran to completion, but a race condition caused GAX to display it as in-progress. (GAX-8420 [GAX-8331])**
* **When using Internet Explorer 9, GAX now executes long running Bulk Change Sets properly and reports the correct status of the execution. Previously, the status was reported as failed even though execution of the the Bulk Change Set had completed successfully. (GAX-8415 [GAX-8330])**
* **After creating an object using GAX Configuration Manager, the list of objects now refreshes automatically to include the new object in the list. Previously, GAX sometimes did not show the new object on some systems because of a race condition. (GAX-8382 [GAX-8365])**
* **GAX now inserts the correct application ID (184) into log messages that it generates and sends to Message Server. As a result, the block-messages-by-<application type> option, which can be used to suppress the logging of frequent non-actionable log messages, now blocks these messages. Previously, GAX inserted the incorrect application ID of 0 (zero), and the block-messages-by-<application type> was ineffective because there were no logs with an application ID of 184 to block. (GAX-8304)**
* **GAX now prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8283 [GAX-8238)**
* **GAX now allows an Alarm Condition to be edited if its Cancel Log EventID is set to 0 (zero). Previously, if you tried to modify an Alarm Condition with this field set to zero, GAX generated the following error message:**
* **Your changes could not be saved. GAX has run into an error "Unable to update object!". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.**
* **(GAX-8239)**
* **GAX now correctly presets the application startup priority from the corresponding Application Definition when creating applications in a Solution in Configuration Manager. Previously, the startup priority from the Application Definition was ignored. (GAX-8209)**
* **When setting up or modifying agents in the Agents view, GAX now allows the suffix of the domain part of their email addresses (the characters after the last period [.]) to be longer than four characters. Previously, the length of the domain suffix was limited to four characters, meaning you could not save the email address of any agent whose email domain suffix exceeded this limit. (GAX-8202 [GAX-8192])**
* **This release fixes a potential security vulnerability relating to leakage of information. (GAX-8183 [GAX-8427])**
* **GAX now correctly moves multiple agents from one Agent Group to another, when instructed. Previously, GAX added the agents to the destination Agent Group, but did not remove them from the original Agent Group. (GAX-8142)**
* **In Arab translations, parenthesized items now appear correctly in the list of Transaction objects in Operational Parameter Measurement (OPM) parenthesized items, with the parentheses forming a matched pair, like this—( ). Previously, the opening parenthesis was replaced by a closing parenthesis, and the enclosing parentheses appeared like this—) ). (GAX-8086 [GAX-7854])**
* **GAX now verifies that configuration object sections and names do not contain more than 255 characters. Previously, GAX accepted input of up to 1020 characters, but would not save the object if the section or name contained more than 255 characters. (GAX-7755, GAX-1312)**
* **This version of GAX removes an XML external injection vulnerability. (GAX-7744)**

## **Release 8.5.220.22 (03/23/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.22 | 03/23/16 | Hot Fix |  |  | X |  | X |

### New Features:

* **GAX now properly displays the Audio Resource ID in the title bar of the Details view of the corresponding Audio Resource. Previously, the Audio Resource ID was not displayed anywhere in the Details view.**
* **GAX now allows the user to set a different day, month, and/or year when cloning a Statistical Day object. Previously, the original day, month and year was used in the cloned object.**
* **GAX now properly displays the Audio Resource ID in the title bar of the Details view of the corresponding Audio Resource. Previously, the Audio Resource ID was not displayed anywhere in the Details view.**
* **GAX now allows the user to set a different day, month, and/or year when cloning a Statistical Day object. Previously, the original day, month and year was used in the cloned object.**

### **Resolved issues:**

* **GAX now allows root\_url in the gax.properties file to be set to a different value than the default (/gax). Previously, if root\_url was set to something other than the default, the Centralized Log feature did not work. (GAX-8617)**
* **GAX now exports an object with a large number of objects, such as a Transaction List object. Previously in this scenario, only some, if any, options were exported. (GAX-8613, GAX-8595)**
* **GAX now properly exports agent information to a .csv file in a single-tenant configuration. Previously, in configurations with a single tenant, the export failed. (GAX-8611)**
* **This release fixes a security vulnerability in Tenant objects. (GAX-8576)**
* **The Audio Resources Table has been optimized, resulting in much improved performance when adding, deleting, or modifying a Resource. Previously, the new table interface introduced in 8.5 had to be reloaded after each change, significantly slowing down the process of maintaining Audio Resources. (GAX-8575)**
* **GAX no longer allows a user to start or stop an Application object on which the user does not have EXECUTE permission. This is consistent with legacy functionality. Previously, GAX did not validate permissions, so users could start applications for which they did not have the necessary permissions. (GAX-8559)**
* **GAX now allows root\_url in the gax.properties file to be set to a different value than the default (/gax). Previously, if root\_url was set to something other than the default, the Centralized Log feature did not work. (GAX-8617)**
* **GAX now exports an object with a large number of objects, such as a Transaction List object. Previously in this scenario, only some, if any, options were exported. (GAX-8613, GAX-8595)**
* **GAX now properly exports agent information to a .csv file in a single-tenant configuration. Previously, in configurations with a single tenant, the export failed. (GAX-8611)**
* **This release fixes a security vulnerability in Tenant objects. (GAX-8576)**
* **The Audio Resources Table has been optimized, resulting in much improved performance when adding, deleting, or modifying a Resource. Previously, the new table interface introduced in 8.5 had to be reloaded after each change, significantly slowing down the process of maintaining Audio Resources. (GAX-8575)**
* **GAX no longer allows a user to start or stop an Application object on which the user does not have EXECUTE permission. This is consistent with legacy functionality. Previously, GAX did not validate permissions, so users could start applications for which they did not have the necessary permissions. (GAX-8559)**

## **Release 8.5.220.24 (04/07/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.24 | 04/07/16 | Hot Fix |  |  | X |  | X |

### New Features:

* **GAX now supports gzip compression for static files. This can significantly decrease the time it takes to load data.**
* **GAX now supports gzip compression for static files. This can significantly decrease the time it takes to load data.**

### **Resolved issues:**

## **Release 8.5.220.25 (05/31/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.25 | 05/31/16 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Tenant Administrators and Supervisors can now access an agent's Options tab or change the Skills assigned to the agent even if the user does not have Write permission to the Transactions/UserPreferences folder.**
* **More specifically, GAX no longer creates an empty section in the Annex of a Person object if that user does not have Write permission to the Transactions/UserPreferences folder. Previously, this prevented a Tenant administrator or supervisor in a Genesys Cloud configuration from accessing the Options tab of agents or changing Skills assigned to agents. (GAX-8680)**
* **You can now import a configuration file that contains configuration options with no assigned values (for example, 1TRG= ) into a Transaction object.**
* **More specifically, GAX now imports a configuration file containing null values into a Transaction object. Previously in this scenario, GAX did not import the file and displayed the error message Unable to import the options from uploaded file, Please check GAX logs for more detail instead. (GAX-8653)**
* **Tenant Administrators and Supervisors can now access an agent's Options tab or change the Skills assigned to the agent even if the user does not have Write permission to the Transactions/UserPreferences folder.**
* **More specifically, GAX no longer creates an empty section in the Annex of a Person object if that user does not have Write permission to the Transactions/UserPreferences folder. Previously, this prevented a Tenant administrator or supervisor in a Genesys Cloud configuration from accessing the Options tab of agents or changing Skills assigned to agents. (GAX-8680)**
* **You can now import a configuration file that contains configuration options with no assigned values (for example, 1TRG= ) into a Transaction object.**
* **More specifically, GAX now imports a configuration file containing null values into a Transaction object. Previously in this scenario, GAX did not import the file and displayed the error message Unable to import the options from uploaded file, Please check GAX logs for more detail instead. (GAX-8653)**

## **Release 8.5.220.28 (07/05/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.28 | 07/05/16 | Hot Fix |  |  | X |  | X |

### New Features:

* **This release reduces the potential vulnerability to a Reflected File Download (RFD) attack.**
* **This release reduces the potential vulnerability to a Reflected File Download (RFD) attack.**

### **Resolved issues:**

* **When creating a template file for exporting Agent data, or for exporting the data itself, the name of the file generated by Genesys Administrator Extension has changed from <logged-inuser>generated\_spreadsheet<datestamp>.csv to download.csv. (GAX-8708)**
* **Parameter Groups loading performance has been improved by more than 80%. (GAX-8685)**
* **When you edit a Person or Agent, his or her encrypted password is displayed as a fixed string.**
* **GAX now displays a fixed string for all passwords in Person and Agent object Edit forms, so that an individual's password cannot be derived from that field. Previously, GAX displayed the hashed value of the password when sniffing the communication on a network. (GAX-8678, GAX-8425)**
* **GAX now keeps the association between an Agent and its Agent Login when an ADD operation is mistakenly applied twice by importing the same .CSV file. GAX also displays a message pointing out the uniqueness constraint error in this case. Previously in this scenario, GAX removed the association between the two objects. (GAX-8666)**
* **When using Routing Parameters, Parameter Groups and Parameter Group Templates, if the mandatory checkbox is selected, you must enter a value before the record can be saved.**
* **More specifically, GAX now verifies that values are set when the mandatory checkbox is selected. Previously, empty values would be accepted even if the mandatory flag was checked. (GAX-8655)**
* **If a column filter is set when you click Select All to select Agents, you will see only those Agents that match the column filter.**
* **More specifically, the Agent picker now uses the column filter when Select All is checked. Previously, the column filter was ignored and an Edit Skills operation was applied to all Agents. (GAX-8654)**
* **When creating a template file for exporting Agent data, or for exporting the data itself, the name of the file generated by Genesys Administrator Extension has changed from <logged-inuser>generated\_spreadsheet<datestamp>.csv to download.csv. (GAX-8708)**
* **Parameter Groups loading performance has been improved by more than 80%. (GAX-8685)**
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* **More specifically, the Agent picker now uses the column filter when Select All is checked. Previously, the column filter was ignored and an Edit Skills operation was applied to all Agents. (GAX-8654)**

## **Release 8.5.220.34 (08/31/16)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.34 | 08/31/16 | Hot Fix |  |  | X |  | X |

### New Features:

* **More efficient assignment of Agent Logins: When assigning an Agent Login to an Agent using Configuration Manager or Agent Management, GAX now displays a list of only unassigned Agent Logins for assignment.**
* **Increased granularity for scheduling Operational Parameters: In the Operational Parameters Management module of GAX, the granularity of scheduling Operation Parameters can be set to 5 minutes, and the default value has been reduced to 15 minutes from 30. This option is set in User Preferences.**
* **DB Server switchover enabled: GAX now enables you to switch over DB Server from backup to primary mode when required.**
* **Enhanced interface: The GAX interface has been enhanced as follows:
  When exporting agents, the default Action is now UPDATE, instead of ADD. This is designed to prevent errors arising from multiple (and accidental) ADDs.
  The list of Agents now includes an Employee ID column, making it easier to view Employee IDs without viewing the agent details.**
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  The list of Agents now includes an Employee ID column, making it easier to view Employee IDs without viewing the agent details.**
* **When exporting agents, the default Action is now UPDATE, instead of ADD. This is designed to prevent errors arising from multiple (and accidental) ADDs.**
* **The list of Agents now includes an Employee ID column, making it easier to view Employee IDs without viewing the agent details.**

### **Resolved issues:**

* **Disabled applications can no longer be started and manipulated from the GAX Dashboard. All related elements are dimmed or otherwise rendered inactive, specifically:**
* **Previously, disabled applications could be started by anyone with access to the Dashboard.**
* **(GAX-8735)**
* **GAX now correctly displays configuration objects that contain multiple binary data in their configuration options. Previously, GAX was unable to display these options, and stopped responding if a user tried to open the Options tab of a Person object. (GAX-8715, GAX-8706)**
* **In the More menu of the Applications window in GAX, dimmed menu items are now properly disabled; likewise, enabled items are not dimmed. Previously, this was not always the case, as in:**
* **(GAX-8686)**
* **This version of GAX fixes a security vulnerability. (GAX-8644)**
* **GAX now displays the correct time value for alarms. Previously, the displayed time was sometimes missing a digit or otherwise displayed incorrectly. (GAX-8621)**
* **GAX now displays the contents of the Options tab correctly for an object, even if there are empty sections. Any empty sections are removed when the object is saved. Previously, the options were not displayed and the object could not be saved, regardless of whether the Options tab was displayed. (GAX-8497)**
* **Disabled applications can no longer be started and manipulated from the GAX Dashboard. All related elements are dimmed or otherwise rendered inactive, specifically:**
* **Previously, disabled applications could be started by anyone with access to the Dashboard.**
* **(GAX-8735)**
* **GAX now correctly displays configuration objects that contain multiple binary data in their configuration options. Previously, GAX was unable to display these options, and stopped responding if a user tried to open the Options tab of a Person object. (GAX-8715, GAX-8706)**
* **In the More menu of the Applications window in GAX, dimmed menu items are now properly disabled; likewise, enabled items are not dimmed. Previously, this was not always the case, as in:**
* **(GAX-8686)**
* **This version of GAX fixes a security vulnerability. (GAX-8644)**
* **GAX now displays the correct time value for alarms. Previously, the displayed time was sometimes missing a digit or otherwise displayed incorrectly. (GAX-8621)**
* **GAX now displays the contents of the Options tab correctly for an object, even if there are empty sections. Any empty sections are removed when the object is saved. Previously, the options were not displayed and the object could not be saved, regardless of whether the Options tab was displayed. (GAX-8497)**

## **Release 8.5.220.45 (08/04/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.45 | 08/04/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **Clicking the SIP Server Application Options properties in GAX now correctly loads the existing empty sections and sections containing integer values. Previously in this scenario, when the section contained empty or integer values, it prevented the application from correctly loading the page. (GAX-9402)**
* **GAX now attempts to reconnect when its connection to Configuration Server is disrupted. GAX has a Reconnect Timer which is activated when the connection to Configuration Server is disrupted or when there is an error from the PSDK library. Two scenarios cause GAX to lose its connection to Configuration Server:**
* **Previously in scenarios like these, GAX did not attempt to connect to Configuration Server when the existing connection was disrupted due to a network failure or an error from the PSDK library.
  (GAX-9384, GAX-9401)**
* **Clicking the SIP Server Application Options properties in GAX now correctly loads the existing empty sections and sections containing integer values. Previously in this scenario, when the section contained empty or integer values, it prevented the application from correctly loading the page. (GAX-9402)**
* **GAX now attempts to reconnect when its connection to Configuration Server is disrupted. GAX has a Reconnect Timer which is activated when the connection to Configuration Server is disrupted or when there is an error from the PSDK library. Two scenarios cause GAX to lose its connection to Configuration Server:**
* **Previously in scenarios like these, GAX did not attempt to connect to Configuration Server when the existing connection was disrupted due to a network failure or an error from the PSDK library.
  (GAX-9384, GAX-9401)**

## **Release 8.5.220.47 (10/27/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.220.47 | 10/27/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **GAX now saves user preferences in the Person object, by default. If the [general] userpreference\_in\_transaction GAX application option is set to true, then GAX saves user preferences in the Transaction object in the Transactions/UserPreference folder.
  In this case, GAX copies only the annex sections starting with the option ga\_preferences., from the Person annex to the Transaction annex.
  When GAX creates the Transaction object, GAX removes all access permissions (for users and access groups) to the Transaction object, except the default user and the current user.
  Previously, GAX copied unnecessary information into the Transactions/UserPreferences folder. (GAX-9542)**
* **GAX now successfully restarts as expected during Configuration Server High Availability (when the backup Configuration Server acts as the primary server and the primary Configuration Server acts as the backup server). Previously, GAX failed to restart in this scenario.
  (GAX-9526)**
* **GAX now saves user preferences in the Person object, by default. If the [general] userpreference\_in\_transaction GAX application option is set to true, then GAX saves user preferences in the Transaction object in the Transactions/UserPreference folder.
  In this case, GAX copies only the annex sections starting with the option ga\_preferences., from the Person annex to the Transaction annex.
  When GAX creates the Transaction object, GAX removes all access permissions (for users and access groups) to the Transaction object, except the default user and the current user.
  Previously, GAX copied unnecessary information into the Transactions/UserPreferences folder. (GAX-9542)**
* **GAX now successfully restarts as expected during Configuration Server High Availability (when the backup Configuration Server acts as the primary server and the primary Configuration Server acts as the backup server). Previously, GAX failed to restart in this scenario.
  (GAX-9526)**

## **Release 8.5.230.03 (10/31/16)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.230.03 | 10/31/16 | General |  |  | X |  | X |

### New Features:

* **Improved access control for operational Parameter Groups: Parameter Group Templates can now be deployed to Folders of type Transaction within the Tenant. The resulting Parameter Group has the same access permissions as the Folder.**
* **Enhanced interface: The GAX interface has been enhanced as follows:
  The Agents View now displays the total number of agents associated with the Tenant and available for display, the number of agents (if any) selected by a filter applied to that list, and the number of agents (if any) selected for editing.
  After editing an agent or an Audio Resource, GAX now retains the sort order and filter results of the list from which the object was selected for editing. The modified record is displayed in its proper place in the sorted list, so no scrolling is needed to view it.**
* **The Agents View now displays the total number of agents associated with the Tenant and available for display, the number of agents (if any) selected by a filter applied to that list, and the number of agents (if any) selected for editing.**
* **After editing an agent or an Audio Resource, GAX now retains the sort order and filter results of the list from which the object was selected for editing. The modified record is displayed in its proper place in the sorted list, so no scrolling is needed to view it.**
* **Language Packs—Two additional languages are supported beginning with this release of Genesys Administrator Extension:
  Arabic (Saudi Arabia)
  Chinese (Traditional)**
* **Arabic (Saudi Arabia)**
* **Chinese (Traditional)**
* **Improved access control for operational Parameter Groups: Parameter Group Templates can now be deployed to Folders of type Transaction within the Tenant. The resulting Parameter Group has the same access permissions as the Folder.**
* **Enhanced interface: The GAX interface has been enhanced as follows:
  The Agents View now displays the total number of agents associated with the Tenant and available for display, the number of agents (if any) selected by a filter applied to that list, and the number of agents (if any) selected for editing.
  After editing an agent or an Audio Resource, GAX now retains the sort order and filter results of the list from which the object was selected for editing. The modified record is displayed in its proper place in the sorted list, so no scrolling is needed to view it.**
* **The Agents View now displays the total number of agents associated with the Tenant and available for display, the number of agents (if any) selected by a filter applied to that list, and the number of agents (if any) selected for editing.**
* **After editing an agent or an Audio Resource, GAX now retains the sort order and filter results of the list from which the object was selected for editing. The modified record is displayed in its proper place in the sorted list, so no scrolling is needed to view it.**
* **Language Packs—Two additional languages are supported beginning with this release of Genesys Administrator Extension:
  Arabic (Saudi Arabia)
  Chinese (Traditional)**
* **Arabic (Saudi Arabia)**
* **Chinese (Traditional)**

### **Resolved issues:**

* **GAX now sorts the list of Skill object Dependencies in the proper order with a single click. Previously, a correct sort required at least two or three clicks. (GAX-8816)**
* **GAX now displays the full list of Agents in the Agent view when the Column Filter box is cleared. Previously in this scenario, GAX ignored the change in the Column Filter box, and did not change the displayed agents; that is, the results from the previous filter in the Column Filter were displayed. (GAX-8802)**
* **A running instance of GAX no longer terminates after Local Control Agent (LCA) has been upgraded and restarted. Previously in this scenario, LCA did not recognize the GAX object as running and tried to start a new instance. This caused the existing instance of GAX to terminate unexpectedly, and then the new instance also failed. (GAX-8786)**
* **GAX now sorts Transaction List configuration option sections and options in the correct order on the Options tab for Transaction Lists, as indicated by the Sort icon (double arrow) in the Key column header. Previously, the default sort order (ascending) sorted the list correctly, but clicking the Sort icon to sort in descending order listed the sections in random order. (GAX-8777)**
* **This release fixes security vulnerabilities that affected several parts of the interface. (GAX-8785, GAX-8780, GAX-8531)**
* **The performance of the GAX user interface when sorting large files improves significantly when using the Quick Filter. Previously, the Quick Filter was not reliable and using column filters was the only alternative. The Quick Filter has been enhanced to work properly and efficiently. The performance improvement is especially evident when using the Microsoft Internet Explorer browser. (GAX-8761)**
* **GAX now properly stores a log message longer than 254 characters into the Log Database by splitting the message into 254-character sections, adding a control character at the end of each section but the last, then inserting the sections into the database. Previously, GAX would not store the log in the database, generating the following message instead: Std 11052 Insertion of log message into the log database failed. (GAX-8755)**
* **In the Google Chrome browser, GAX now displays the correct information in the Agent window when the user tries to edit or add an agent. Previously, the GAX user's login username and password credentials appeared in the agent's Email and Password fields on the User Information tab of the Agent, and unless manually updated with the Agent's credentials, were stored in the Configuration Database. (GAX-8658)**
* **GAX now properly displays the correct status of a plug-in, enabling the Enable or Disable buttons as appropriate. Previously, the status of the plug-in was not stored correctly, and caused the two buttons to fluctuate inconsistently with the actual status. (GAX-8623)**
* **GAX now sorts the list of Skill object Dependencies in the proper order with a single click. Previously, a correct sort required at least two or three clicks. (GAX-8816)**
* **GAX now displays the full list of Agents in the Agent view when the Column Filter box is cleared. Previously in this scenario, GAX ignored the change in the Column Filter box, and did not change the displayed agents; that is, the results from the previous filter in the Column Filter were displayed. (GAX-8802)**
* **A running instance of GAX no longer terminates after Local Control Agent (LCA) has been upgraded and restarted. Previously in this scenario, LCA did not recognize the GAX object as running and tried to start a new instance. This caused the existing instance of GAX to terminate unexpectedly, and then the new instance also failed. (GAX-8786)**
* **GAX now sorts Transaction List configuration option sections and options in the correct order on the Options tab for Transaction Lists, as indicated by the Sort icon (double arrow) in the Key column header. Previously, the default sort order (ascending) sorted the list correctly, but clicking the Sort icon to sort in descending order listed the sections in random order. (GAX-8777)**
* **This release fixes security vulnerabilities that affected several parts of the interface. (GAX-8785, GAX-8780, GAX-8531)**
* **The performance of the GAX user interface when sorting large files improves significantly when using the Quick Filter. Previously, the Quick Filter was not reliable and using column filters was the only alternative. The Quick Filter has been enhanced to work properly and efficiently. The performance improvement is especially evident when using the Microsoft Internet Explorer browser. (GAX-8761)**
* **GAX now properly stores a log message longer than 254 characters into the Log Database by splitting the message into 254-character sections, adding a control character at the end of each section but the last, then inserting the sections into the database. Previously, GAX would not store the log in the database, generating the following message instead: Std 11052 Insertion of log message into the log database failed. (GAX-8755)**
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## **Release 8.5.240.19 (03/03/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.240.19 | 03/03/17 | General |  |  | X |  | X |

### New Features:

* **Bulk provisioning of configuration objects—You can now provision new and existing objects in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) objects of those types from GAX into a CSV file, modify it as required, and import it back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files. This feature applies to the following object types:
  DN and DN Groups
  Places and Place Groups
  Persons (Users)
  Agent Groups**
* **DN and DN Groups**
* **Places and Place Groups**
* **Persons (Users)**
* **Agent Groups**
* **Bulk provisioning of configuration options—You can now provision new and existing configuration options for a given object by preparing a CSV (comma-separated values) or CFG (configuration) file outside of GAX, and then importing it into GAX. You can also export configuration options for an object from GAX into a CSV or CFG file, modify it as required, and import it back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files.**
* **Enhanced change confirmation dialogs—Before completing configuration changes, especially those involving deletion of data or objects, the user must explicitly acknowledge the impact of the changes before submitting the changes.**
* **Enhanced interface and improved usability: The GAX interface has been enhanced as follows:
  The Applications tab in System Dashboard now includes a column that shows the folder path for each Application, starting with the Tenant name, making it easier to find specific Applications.
  Tables of configuration options now include two more columns, one showing the name including the section, and the other showing the section name only. The sections can still be collapsed, as before.
  On configuration screens, the text of the Delete button now reads Delete <object type>, to prevent the unintentional deletion of the whole object when the intent was to delete only a property.
  The object list views in Configuration Manager now display the total number of objects in the Folder, the number selected by a filter (if any) applied to that list, and the number of agents selected (if any).
  When cloning an object, specific properties can be configured to not be copied to the new object.
  Personalities are now displayed in order of their names. Specific columns can also be configured to be shown/hidden in the view. In addition, the number of personalities available to Audio Resource IDs in single-tenant configurations is increased from 100 to 1000, with the range changing from 0-99 to 0-999. Use this option with extreme caution.
  Applications and Solutions can now be started and stopped directly from the Application object list and Solution object list views, respectively, in Configuration Manager.
  The GAX Capacity Wizard now accepts a value of 0 (zero) as maximum capacity, thereby disabling routing to a particular media.
  Statistical Day objects can now be adjusted to account for the extra day in a leap year.**
* **The Applications tab in System Dashboard now includes a column that shows the folder path for each Application, starting with the Tenant name, making it easier to find specific Applications.**
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* **Statistical Day objects can now be adjusted to account for the extra day in a leap year.**
* **Support for the following Databases and Browsers:
  MS SQL Server 2014 DBMS
  Microsoft Edge browser
  See the Supported Operating Environment: Genesys Administrator page for more detailed information and a list of all supported databases.**
* **MS SQL Server 2014 DBMS**
* **Microsoft Edge browser**
* **Bulk provisioning of configuration objects—You can now provision new and existing objects in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) objects of those types from GAX into a CSV file, modify it as required, and import it back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files. This feature applies to the following object types:
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  See the Supported Operating Environment: Genesys Administrator page for more detailed information and a list of all supported databases.**
* **MS SQL Server 2014 DBMS**
* **Microsoft Edge browser**

### **Resolved issues:**

* **GAX now displays a full list of parameters in an Operational Paramer Group. Previously, if the group contained a parameter of type Schedule, and that parameter did not contain a value, any parameters after that one were not displayed. (GAX-9298)**
* **GAX now displays the values of Routing Parameters of type Schedule in the History Details window. Previously, these parameters were always displayed with a value of null. (GAX-9282)**
* **GAX now properly displays all accessible Transaction objects in a Parameter Group. Previously, some Transaction objects were displayed as Transaction Inaccessible, and when selected, all of its controls were disabled except the radio buttons. After clicking a radio button, the transaction was able to be saved, after which it became fully accessible with fully enabled controls.(GAX-9247)**
* **GAX now displays the Save button for a Parameter Group after an empty parameter of Schedule Type is edited, so that additional parameters can be added to the group. Previously, the Save button disappeared, and without saving the group, no more parameters could be added. (GAX-9242)**
* **GAX, localized with the German Language Pack, now allows a custom date range to be set for viewing the Centralized Logs. Previously, the From and To controls did not work. (GAX-9232)**
* **GAX can now be installed securely using the setenv.sh script. Previously, this script was unable to communicate the security settings with another script, so the installation stayed unsecured. (GAX-9231)**
* **GAX and Genesys Administrator now synchronize the dates and times of Statistical Day objects. Previously, the dates and times of a Statistical Day object were sometimes not the same in the two interfaces. (GAX-9222)**
* **GAX now appears properly when installed as a new tab in other Genesys applications, such as Workspace Web Edition. Previously in this scenario, the other application would accept the installation but the GAX tab would not show the GAX login page. (GAX-8883)**
* **This release removes a security vulnerability relating to unauthenticated access. (GAX-8868)**
* **GAX now accounts for Daylight Savings Time if the Time Zone is configured specifically; that is, not using the System Settings. (GAX-8864)**
* **GAX now displays the list of Applications and their correct status, as expected, after a Solution Control Server switchover. Previously in this scenario, the Application list view went blank and when it did recover, the status of the Solution Control Server running in primary mode was incorrect. (GAX-8821)**
* **GAX now loads the configuration options from a Transaction object's Options and Application Options (the annex) tabs. Previously in this scenario, GAX tried to load the page, then gave up trying after an internal timeout expired. (GAX-8814)**
* **GAX now permits an object to be moved to a root folder from a child folder, even if the DBID of the object matches that of one of the folders. Previously in this scenario, GAX would not allow the action. (GAX-8731)**
* **GAX now displays a full list of parameters in an Operational Paramer Group. Previously, if the group contained a parameter of type Schedule, and that parameter did not contain a value, any parameters after that one were not displayed. (GAX-9298)**
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* **GAX now permits an object to be moved to a root folder from a child folder, even if the DBID of the object matches that of one of the folders. Previously in this scenario, GAX would not allow the action. (GAX-8731)**

## **Release 8.5.240.23 (06/02/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.240.23 | 06/02/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **Improved sorting of Audio Resources, Parameters, Group Templates, and Parameters Groups: You can now sort lists of Audio Resources, Parameters, Group Templates, and Parameters Groups by Name and Type. You can also toggle the sort order between ascending and descending by clicking the Toggle icon in the column header. By default, the lists are sorted in ascending order by Name. (GAX-9394)**
* **Improved sorting of Audio Resources, Parameters, Group Templates, and Parameters Groups: You can now sort lists of Audio Resources, Parameters, Group Templates, and Parameters Groups by Name and Type. You can also toggle the sort order between ascending and descending by clicking the Toggle icon in the column header. By default, the lists are sorted in ascending order by Name. (GAX-9394)**

### **Resolved issues:**

* **GAX now displays the complete list of Audio Resources and Personalities for selected Tenants. Previously, GAX displayed the list for only the Environment tenant, regardless of any and all Tenants that were selected. (GAX-9407)**
* **When using Microsoft Internet Explorer 11, after a user logs out of GAX, the username of that user is now displayed in the login dialog box. Previously in this scenario, the username field was filled with meaningless characters. (GAX-9340)**
* **GAX now displays the complete list of Audio Resources and Personalities for selected Tenants. Previously, GAX displayed the list for only the Environment tenant, regardless of any and all Tenants that were selected. (GAX-9407)**
* **When using Microsoft Internet Explorer 11, after a user logs out of GAX, the username of that user is now displayed in the login dialog box. Previously in this scenario, the username field was filled with meaningless characters. (GAX-9340)**

## **Release 8.5.250.15 (07/27/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.250.15 | 07/27/17 | General |  |  | X |  | X |

### New Features:

* **GAX Configuration Manager improvements:
  GAX can be put into Read Only or Emergency Mode to prevent any changes to the Configuration Database by anyone except a member of the Super Administrators Group. (GAX-9235)
  You can now perform Global Searches for configuration objects in Configuration Manager based on type, name, tenant, and state. (GAX-9286)
  You can now modify and edit options of multiple configuration objects simultaneously. (GAX-8855)
  You can now bulk provision Agent Logins for agents. (GAX-9246)
  Bulk Change Set (BCS) functionality is now hidden by default and not recommended for use. BCS will not be enhanced in the future and will be deprecated over time. Users are encouraged to use the Bulk Provisioning functions from the Configuration Manager menu instead. However, BCS capability can still be enabled using the option enable\_bulk\_change\_sets if required. (GAX-8846)**
* **GAX can be put into Read Only or Emergency Mode to prevent any changes to the Configuration Database by anyone except a member of the Super Administrators Group. (GAX-9235)**
* **You can now perform Global Searches for configuration objects in Configuration Manager based on type, name, tenant, and state. (GAX-9286)**
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* **Audio Resource Management Auditing: You can now determine who added, modified, or removed Audio Resources and Personalities, and who reprocessed, downloaded, or deleted Audio Resources by viewing Audit logs in Centralized Logs. (GAX-9287)**
* **Security enhancements:
  GAX now supports the cipher suites used by Jetty, which must be configured based on your security requirements. (GAX-9361)
  You can configure GAX to use token-based authentication on user connections with Configuration Server. This enables GAX users to be authenticated externally using SAML with the customer’s IDP without the need for Configuration Server to go through LDAP connections. (GAX-8851)**
* **GAX now supports the cipher suites used by Jetty, which must be configured based on your security requirements. (GAX-9361)**
* **You can configure GAX to use token-based authentication on user connections with Configuration Server. This enables GAX users to be authenticated externally using SAML with the customer’s IDP without the need for Configuration Server to go through LDAP connections. (GAX-8851)**
* **Enhanced database connections:
  GAX now uses Microsoft JDBC Driver for MS SQL Server connections. (GAX-9360)
  You can now use a customized JDBC URL when configuring a Database Access Point (DAP) for the GAX Database instead of using a connection based on the DAP object itself. (GAX-9388)**
* **GAX now uses Microsoft JDBC Driver for MS SQL Server connections. (GAX-9360)**
* **You can now use a customized JDBC URL when configuring a Database Access Point (DAP) for the GAX Database instead of using a connection based on the DAP object itself. (GAX-9388)**
* **GAX Configuration Manager improvements:
  GAX can be put into Read Only or Emergency Mode to prevent any changes to the Configuration Database by anyone except a member of the Super Administrators Group. (GAX-9235)
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### **Resolved issues:**

* **This release fixes a security issue relating to a Cross-Site Request Forgery (CSRF) vulnerability. (GAX-9452)**
* **The audio resource file menu, which appears when hovering over the name of an assigned audio resource, now works properly. Previously, if the file name was in single quotation marks (' '), the menu would not appear. (GAX-9378)**
* **The DN field Alias can now be imported or exported with other fields using a .csv file. Previously,
  this field was not one one of the fields that could be imported or exported. (GAX-9370)**
* **The list of iWD Business Structure objects can now be collapsed, as before. Previously, in only GAX 8.5.240, the list could not be collapsed. (GAX-9364)**
* **GAX no longer supports Cloud mode (no relation to Genesys cloud architecture) in the Agent Management dashboard. The Agent Management dashboard is also hidden by default, but can be made visible in Premise mode in System Preferences. This Premise mode no longer supports the automated agent creation logic, and has been replaced with the same logic as used with bulk provisioning of Agents (Persons or Users) in GAX Configuration Manager.**
* **Previously, Agent Logins were being deleted by the automated agent creation logic, which overwrote the Agent Logins during bulk provisioning.**
* **(GAX-9357, GAX-9279)**
* **When using an Oracle database, Log messages are now split based on bytes before being sent to Message Server. Previously, lengthy log messages with multi-byte characters, which take up more space in the database, were sometimes truncated by Message Server when written to the Log Database. (GAX-9331, GAX-8755)**
* **While creating an Operational Parameter of type Configuration Object, the Value autocomplete list and the browse list (the folder icon) displays objects in all Tenants to which the User has permissions. Previously, the lists did not contain all of the objects. (GAX-9324)**
* **GAX can once again establish a secure connection (using TLS) to Message Server and to Solution Control Server. This functionality was broken in earlier 8.5.2 releases because of a problem in related software. That problem has been fixed. (GAX-9305, GAX-9290)**
* **When using setup mode for a new deployment, GAX now waits until the primary Configuration Server is fully started (that is, no longer in read-only mode) before installing the backup Configuration Server. Previously, if the primary server was not fully started (that is, was in read-only mode) when GAX tried to install the backup server, GAX generated an error and terminated setup mode. (GAX-9285)**
* **GAX now encrypts the Java keystore password before storing it in the gax.properties file. Previously, it was stored unencrypted in a different file. (GAX-9244)**
* **The slider control for setting Time Ranges for Operational Parameters operates with respect to time intervals set by some Tenant users. Previously, for only Tenant Users, the slider operated with 1-minute granularity and the user had to reset their chosen granularity in User Preferences. (GAX-9243)**
* **Users can now resume a bulk import that was in progress when GAX terminated unexpectedly. Although this is a rare occurrence, there was previously no way to resume the import; it had to be restarted from the beginning. (GAX-8688)**
* **This release fixes a security issue relating to a Cross-Site Request Forgery (CSRF) vulnerability. (GAX-9452)**
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* **When using an Oracle database, Log messages are now split based on bytes before being sent to Message Server. Previously, lengthy log messages with multi-byte characters, which take up more space in the database, were sometimes truncated by Message Server when written to the Log Database. (GAX-9331, GAX-8755)**
* **While creating an Operational Parameter of type Configuration Object, the Value autocomplete list and the browse list (the folder icon) displays objects in all Tenants to which the User has permissions. Previously, the lists did not contain all of the objects. (GAX-9324)**
* **GAX can once again establish a secure connection (using TLS) to Message Server and to Solution Control Server. This functionality was broken in earlier 8.5.2 releases because of a problem in related software. That problem has been fixed. (GAX-9305, GAX-9290)**
* **When using setup mode for a new deployment, GAX now waits until the primary Configuration Server is fully started (that is, no longer in read-only mode) before installing the backup Configuration Server. Previously, if the primary server was not fully started (that is, was in read-only mode) when GAX tried to install the backup server, GAX generated an error and terminated setup mode. (GAX-9285)**
* **GAX now encrypts the Java keystore password before storing it in the gax.properties file. Previously, it was stored unencrypted in a different file. (GAX-9244)**
* **The slider control for setting Time Ranges for Operational Parameters operates with respect to time intervals set by some Tenant users. Previously, for only Tenant Users, the slider operated with 1-minute granularity and the user had to reset their chosen granularity in User Preferences. (GAX-9243)**
* **Users can now resume a bulk import that was in progress when GAX terminated unexpectedly. Although this is a rare occurrence, there was previously no way to resume the import; it had to be restarted from the beginning. (GAX-8688)**

## **Release 8.5.250.17 (08/04/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.250.17 | 08/04/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **The enable\_x\_requested\_with\_check token enables the X-Requested-With header check and prevents Cross-Site Request Forgery (CSRF) attacks in GAX. If the enable\_x\_requested\_with\_check option is set to true in the gax.properties file, then GAX Server checks the X-Requested-With header for all the incoming AJAX requests from the other GAX plug-ins that have theaccept header and its value as application/JSON.
  By default, enable\_x\_requested\_with\_check is set to false.
  (GAX-9473)**
* **The enable\_x\_requested\_with\_check token enables the X-Requested-With header check and prevents Cross-Site Request Forgery (CSRF) attacks in GAX. If the enable\_x\_requested\_with\_check option is set to true in the gax.properties file, then GAX Server checks the X-Requested-With header for all the incoming AJAX requests from the other GAX plug-ins that have theaccept header and its value as application/JSON.
  By default, enable\_x\_requested\_with\_check is set to false.
  (GAX-9473)**

## **Release 8.5.250.18 (08/31/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.250.18 | 08/31/17 | Hot Fix |  |  | X |  | X |

### New Features:

* **This release of Genesys Administrator Extension supports the following Language Pack:
  French (Canada) 8.5.250.18**
* **French (Canada) 8.5.250.18**
* **This release of Genesys Administrator Extension supports the following Language Pack:
  French (Canada) 8.5.250.18**
* **French (Canada) 8.5.250.18**

### **Resolved issues:**

* **If multi-language configuration support is enabled in Configuration Server, then GAX and Configuration Server now successfully connect as expected. Previously in this scenario, there were issues in establishing the connection in the 8.5.250.15 and the 8.5.250.17 GAX versions. (GAX-9492)**
* **The security authenticated warning messages in GAX are now correctly displayed in the preferred localized language of the logged in user. Previously, these messages were displayed in English instead of the localized language. (GAX-9255)**
* **If multi-language configuration support is enabled in Configuration Server, then GAX and Configuration Server now successfully connect as expected. Previously in this scenario, there were issues in establishing the connection in the 8.5.250.15 and the 8.5.250.17 GAX versions. (GAX-9492)**
* **The security authenticated warning messages in GAX are now correctly displayed in the preferred localized language of the logged in user. Previously, these messages were displayed in English instead of the localized language. (GAX-9255)**

## **Release 8.5.250.19 (10/20/17)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.250.19 | 10/20/17 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **GAX now successfully restarts as expected during Configuration Server High Availability (when the backup Configuration Server acts as the primary server and the primary Configuration Server acts as the backup server). Previously, GAX failed to restart in this scenario. (GAX-9526)**
* **GAX now successfully restarts as expected during Configuration Server High Availability (when the backup Configuration Server acts as the primary server and the primary Configuration Server acts as the backup server). Previously, GAX failed to restart in this scenario. (GAX-9526)**

## **Release 8.5.250.20 (01/19/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.250.20 | 01/19/18 | Hot Fix |  |  | X |  | X |

### New Features:

* **This release of Genesys Administrator Extension supports the following Language Packs:
  Arabic 8.5.250.19
  Chinese (Simplified) 8.5.250.19
  Czech 8.5.250.19
  French (Canada) 8.5.250.18
  French (France) 8.5.250.18
  German (Germany) 8.5.250.18
  Italian (Italy) 8.5.250.19
  Japanese 8.5.250.20
  Korean 8.5.250.19
  Polish 8.5.250.18
  Portuguese (Brazilian) 8.5.250.18
  Russian 8.5.250.18
  Spanish (Mexico) 8.5.250.18
  Turkish 8.5.250.18**
* **Arabic 8.5.250.19**
* **Chinese (Simplified) 8.5.250.19**
* **Czech 8.5.250.19**
* **French (Canada) 8.5.250.18**
* **French (France) 8.5.250.18**
* **German (Germany) 8.5.250.18**
* **Italian (Italy) 8.5.250.19**
* **Japanese 8.5.250.20**
* **Korean 8.5.250.19**
* **Polish 8.5.250.18**
* **Portuguese (Brazilian) 8.5.250.18**
* **Russian 8.5.250.18**
* **Spanish (Mexico) 8.5.250.18**
* **Turkish 8.5.250.18**
* **This release of Genesys Administrator Extension supports the following Language Packs:
  Arabic 8.5.250.19
  Chinese (Simplified) 8.5.250.19
  Czech 8.5.250.19
  French (Canada) 8.5.250.18
  French (France) 8.5.250.18
  German (Germany) 8.5.250.18
  Italian (Italy) 8.5.250.19
  Japanese 8.5.250.20
  Korean 8.5.250.19
  Polish 8.5.250.18
  Portuguese (Brazilian) 8.5.250.18
  Russian 8.5.250.18
  Spanish (Mexico) 8.5.250.18
  Turkish 8.5.250.18**
* **Arabic 8.5.250.19**
* **Chinese (Simplified) 8.5.250.19**
* **Czech 8.5.250.19**
* **French (Canada) 8.5.250.18**
* **French (France) 8.5.250.18**
* **German (Germany) 8.5.250.18**
* **Italian (Italy) 8.5.250.19**
* **Japanese 8.5.250.20**
* **Korean 8.5.250.19**
* **Polish 8.5.250.18**
* **Portuguese (Brazilian) 8.5.250.18**
* **Russian 8.5.250.18**
* **Spanish (Mexico) 8.5.250.18**
* **Turkish 8.5.250.18**

### **Resolved issues:**

* **In Japanese GAX, as per the Japanese practice, Agent Name now appears in the correct format (Last Name and then First Name). (GAX-9622)**
* **In localized GAX, Show Column Filter in Agent Dashboard now filters correctly. (GAX-9607)**
* **In Japanese GAX, as per the Japanese practice, Agent Name now appears in the correct format (Last Name and then First Name). (GAX-9622)**
* **In localized GAX, Show Column Filter in Agent Dashboard now filters correctly. (GAX-9607)**

## **Release 8.5.250.23 (02/16/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.250.23 | 02/16/18 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)**
* **GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)**

## **Release 8.5.260.11 (12/07/17)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.260.11 | 12/07/17 | General |  |  | X |  | X |

### New Features:

* **You can now import an application metadata XML file into an existing or a new Application Template for Application objects. For more information, see the Importing Application Metadata section in the Application Templates page. (GAX-9234)**
* **GAX now supports SIP Business Continuity Switch Synchronization Wizard. For more information, see the Disaster Recovery tab in the Switches page. (GAX-8826)**
* **The following Apache Common Libraries are updated:
  commons-fileupload 1.3.3
  commons-io 2.5
  commons-lang3-3.6
  httpclient-4.5.3
  commons-beanutils 1.9.3
  commons-codec 1.10
  commons-io 2.5
  commons-pool2 2.4.2(GAX-9376)**
* **commons-fileupload 1.3.3**
* **commons-io 2.5**
* **commons-lang3-3.6**
* **httpclient-4.5.3**
* **commons-beanutils 1.9.3**
* **commons-codec 1.10**
* **commons-io 2.5**
* **commons-pool2 2.4.2**
* **Support for Tomcat 8. (GAX-9464)**
* **Support for Windows Server 2016, MS SQL Server 2016, and MS SQL Server 2016 Cluster (AlwaysOn). See the Supported Operating Environment: Genesys Administrator page for more detailed information and a list of all supported operating systems. (GAX-9435)**
* **Support for JDK 1.6 is withdrawn starting from release 8.5.260.11 and JDK 1.7 is mandatory to install GAX 8.5.260.11. However, JDK 1.6 is still supported for releases prior to GAX 8.5.260.11 (GAX-9529)**
* **Now GAX can read the custom SSL key configurations from the gax.properties file. (GAX-9538)**
* **You can now configure Content Security Policy (CSP) headers for GAX in the gax.properties file. (GAX-9451)**
* **GAX now supports HTTP Strict Transport Security and you can enable it by configuring enable\_hsts=true in the gax.properties file. (GAX-9450)**
* **Personality and Audio Resource-related information is now written to GAX logs. (GAX-9424)**
* **You can now import an application metadata XML file into an existing or a new Application Template for Application objects. For more information, see the Importing Application Metadata section in the Application Templates page. (GAX-9234)**
* **GAX now supports SIP Business Continuity Switch Synchronization Wizard. For more information, see the Disaster Recovery tab in the Switches page. (GAX-8826)**
* **The following Apache Common Libraries are updated:
  commons-fileupload 1.3.3
  commons-io 2.5
  commons-lang3-3.6
  httpclient-4.5.3
  commons-beanutils 1.9.3
  commons-codec 1.10
  commons-io 2.5
  commons-pool2 2.4.2(GAX-9376)**
* **commons-fileupload 1.3.3**
* **commons-io 2.5**
* **commons-lang3-3.6**
* **httpclient-4.5.3**
* **commons-beanutils 1.9.3**
* **commons-codec 1.10**
* **commons-io 2.5**
* **commons-pool2 2.4.2**
* **Support for Tomcat 8. (GAX-9464)**
* **Support for Windows Server 2016, MS SQL Server 2016, and MS SQL Server 2016 Cluster (AlwaysOn). See the Supported Operating Environment: Genesys Administrator page for more detailed information and a list of all supported operating systems. (GAX-9435)**
* **Support for JDK 1.6 is withdrawn starting from release 8.5.260.11 and JDK 1.7 is mandatory to install GAX 8.5.260.11. However, JDK 1.6 is still supported for releases prior to GAX 8.5.260.11 (GAX-9529)**
* **Now GAX can read the custom SSL key configurations from the gax.properties file. (GAX-9538)**
* **You can now configure Content Security Policy (CSP) headers for GAX in the gax.properties file. (GAX-9451)**
* **GAX now supports HTTP Strict Transport Security and you can enable it by configuring enable\_hsts=true in the gax.properties file. (GAX-9450)**
* **Personality and Audio Resource-related information is now written to GAX logs. (GAX-9424)**

### **Resolved issues:**

* **The Application objects list view now loads correctly, even if there are lengthy application names. Previously in this scenario, the list disappeared. (GAX-9563)**
* **The deployed IP page now loads successfully without any occasional errors. (GAX-9549)**
* **GAX agent import now imports correctly even if the Person folder is present in the Configuration Unit. Previously, bulk import failed to import when the Person folder was in the Configuration Unit. (GAX-9543)**
* **Cloning a Person object now works correctly in Mozilla Firefox version 40.0 (GAX-9540)**
* **Names with the apostrophe (') punctuation mark can now be filtered properly in the Quick filter and Column filter. (GAX-9533)**
* **Agents Bulk import now works correctly even if Application Rank is selected in the import.
  Previously, Agents Bulk import failed when Application Rank was selected. (GAX-9496)**
* **GAX now connects and starts successfully if the multi-language configuration support is enabled in Configuration Server. (GAX-9492)**
* **The system dashboard now displays accurate status. Earlier, the folder status was displayed incorrectly in the GAX system dashboard. (GAX-9477)**
* **Now, when GAX is configured to run with the Oracle backend database, the centralized log loads much faster than before. (GAX-9398)**
* **GAX support for Oracle Driver is now updated from ojdbc6 11.2.0.2.0 to the more recent ojdbc7 12.1.0.2. (GAX-9348)**
* **Installation Packages list now refreshes correctly, when the PostgreSQL GAX backend database is restarted. Previously, there were errors while loading the list. (GAX-8702)**
* **The Application objects list view now loads correctly, even if there are lengthy application names. Previously in this scenario, the list disappeared. (GAX-9563)**
* **The deployed IP page now loads successfully without any occasional errors. (GAX-9549)**
* **GAX agent import now imports correctly even if the Person folder is present in the Configuration Unit. Previously, bulk import failed to import when the Person folder was in the Configuration Unit. (GAX-9543)**
* **Cloning a Person object now works correctly in Mozilla Firefox version 40.0 (GAX-9540)**
* **Names with the apostrophe (') punctuation mark can now be filtered properly in the Quick filter and Column filter. (GAX-9533)**
* **Agents Bulk import now works correctly even if Application Rank is selected in the import.
  Previously, Agents Bulk import failed when Application Rank was selected. (GAX-9496)**
* **GAX now connects and starts successfully if the multi-language configuration support is enabled in Configuration Server. (GAX-9492)**
* **The system dashboard now displays accurate status. Earlier, the folder status was displayed incorrectly in the GAX system dashboard. (GAX-9477)**
* **Now, when GAX is configured to run with the Oracle backend database, the centralized log loads much faster than before. (GAX-9398)**
* **GAX support for Oracle Driver is now updated from ojdbc6 11.2.0.2.0 to the more recent ojdbc7 12.1.0.2. (GAX-9348)**
* **Installation Packages list now refreshes correctly, when the PostgreSQL GAX backend database is restarted. Previously, there were errors while loading the list. (GAX-8702)**

## **Release 8.5.260.12 (01/04/18)-Hot Fix**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.260.12 | 01/04/18 | Hot Fix |  |  | X |  | X |

### New Features:

### **Resolved issues:**

* **GAX now uses Jackson version 1.9.14, which backports the same deserialization security patch that was applied to Jackson 2.9.4 (CVE-2017-7525, CVE 2017-15095). This upgrade is only for security enhancement purposes. Previously, GAX used Jackson 1.9.8 and did not use Jackson polymorphic unmarshalling, therefore there were no deserialization issues. (GAX-9619)**
* **GAX now uses Jackson version 1.9.14, which backports the same deserialization security patch that was applied to Jackson 2.9.4 (CVE-2017-7525, CVE 2017-15095). This upgrade is only for security enhancement purposes. Previously, GAX used Jackson 1.9.8 and did not use Jackson polymorphic unmarshalling, therefore there were no deserialization issues. (GAX-9619)**

## **Release 8.5.270.06 (02/21/18)-General**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Release | Date | Release type | Restricted | Aix | Linux | Solaris | Windows |
| 8.5.270.06 | 02/21/18 | General |  |  | X |  | X |

### New Features:

* **Added mutual Transport Layer Security (TLS) support between:
  GAX and Configuration Server. (GAX-9566)
  GAX and Solution Control Server (SCS). (GAX-9633)
  For more details, see Configuring System Security.**
* **GAX and Configuration Server. (GAX-9566)**
* **GAX and Solution Control Server (SCS). (GAX-9633)
  For more details, see Configuring System Security.**
* **Enabled folder-based list view in Agent Dashboard. For more details, see Agents. (GAX-9345)**
* **Included DELETE support on CSV Bulk Import capabilities in Agent Management and specific Configuration Manager objects. Previously, only ADD and UPDATE features were supported. For more details, see Bulk Import/Export of Agent Data. (GAX-9399)**
* **Added Advanced Search feature to search for Person objects by using additional search criteria in Configuration Manager. For more details, see Searching for Configuration Objects. (GAX-9395)**
* **Enabled Edit Skills feature for Agent Groups in Configuration Manager. (GAX-9569)**
* **Optimized Quick Filter in Agent Dashboard and application options of all object types in Configuration Manager for better performance and quick results. (GAX-9626)**
* **Enhanced Quick Filter to display only matched key-value pairs while filtering application options. (GAX-9626)**
* **Upgraded Spring libraries to version 4.3.13 and Jackson library to version 2.9.4. (GAX-9562)**
* **Upgraded Jetty to version 9.2.22.v20170606 and CometD to version 3.0.6. (GAX-9587)**
* **Upgraded GAX JDBC driver to mssql-jdbc-6.2.2.jre7. (GAX-9666)**
* **For SSO, GAX now supports External User ID in SAML response. The SAML attribute name corresponding to the External User ID can be configured in the gax.properties file as key ‘saml\_external\_userid’. Previously, GAX only supported User Name. For more details, see Configuring GAX Properties. (GAX-9537)**
* **For SSO, GAX now uses the certificate configured in a keystore as the signing certificate in the GAX metadata file. The keystore must be configured in the gax.properties file. Previously, GAX always used the default self-signed certificate. For more details, see Configuring GAX Properties. (GAX-9538)**
* **Added mutual Transport Layer Security (TLS) support between:
  GAX and Configuration Server. (GAX-9566)
  GAX and Solution Control Server (SCS). (GAX-9633)
  For more details, see Configuring System Security.**
* **GAX and Configuration Server. (GAX-9566)**
* **GAX and Solution Control Server (SCS). (GAX-9633)
  For more details, see Configuring System Security.**
* **Enabled folder-based list view in Agent Dashboard. For more details, see Agents. (GAX-9345)**
* **Included DELETE support on CSV Bulk Import capabilities in Agent Management and specific Configuration Manager objects. Previously, only ADD and UPDATE features were supported. For more details, see Bulk Import/Export of Agent Data. (GAX-9399)**
* **Added Advanced Search feature to search for Person objects by using additional search criteria in Configuration Manager. For more details, see Searching for Configuration Objects. (GAX-9395)**
* **Enabled Edit Skills feature for Agent Groups in Configuration Manager. (GAX-9569)**
* **Optimized Quick Filter in Agent Dashboard and application options of all object types in Configuration Manager for better performance and quick results. (GAX-9626)**
* **Enhanced Quick Filter to display only matched key-value pairs while filtering application options. (GAX-9626)**
* **Upgraded Spring libraries to version 4.3.13 and Jackson library to version 2.9.4. (GAX-9562)**
* **Upgraded Jetty to version 9.2.22.v20170606 and CometD to version 3.0.6. (GAX-9587)**
* **Upgraded GAX JDBC driver to mssql-jdbc-6.2.2.jre7. (GAX-9666)**
* **For SSO, GAX now supports External User ID in SAML response. The SAML attribute name corresponding to the External User ID can be configured in the gax.properties file as key ‘saml\_external\_userid’. Previously, GAX only supported User Name. For more details, see Configuring GAX Properties. (GAX-9537)**
* **For SSO, GAX now uses the certificate configured in a keystore as the signing certificate in the GAX metadata file. The keystore must be configured in the gax.properties file. Previously, GAX always used the default self-signed certificate. For more details, see Configuring GAX Properties. (GAX-9538)**

### **Resolved issues:**

* **The GAX Applications page now correctly displays the execution mode for Folders and Applications. (GAX-9630)**
* **GAX now displays a valid value from the transaction object if the user chooses Value from Transaction Object. Previously, GAX displayed an empty value if users chose Value from Transaction Object for the Audio Resource, Personality, and Configuration Object parameter types while editing a parameter group. (GAX-9627)**
* **Show Column Filter in Agent Dashboard now filters correctly in a localized GAX. (GAX-9607)**
* **You can now disable the gax login page and redirect to the saml login page, by setting the property saml\_redirect\_always to true in the gax.properties file. (GAX-9603)**
* **Column Filter now correctly loads the data and displays the list much faster than before. Earlier, some performance issues occurred when large numbers of agents were filtered. (GAX-9567)**
* **GAX now correctly loads the password key-value pair in the Application Options and Annex Options pages in Configuration Manager. (GAX-9553)**
* **GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)**
* **The GAX Applications page now correctly displays the execution mode for Folders and Applications. (GAX-9630)**
* **GAX now displays a valid value from the transaction object if the user chooses Value from Transaction Object. Previously, GAX displayed an empty value if users chose Value from Transaction Object for the Audio Resource, Personality, and Configuration Object parameter types while editing a parameter group. (GAX-9627)**
* **Show Column Filter in Agent Dashboard now filters correctly in a localized GAX. (GAX-9607)**
* **You can now disable the gax login page and redirect to the saml login page, by setting the property saml\_redirect\_always to true in the gax.properties file. (GAX-9603)**
* **Column Filter now correctly loads the data and displays the list much faster than before. Earlier, some performance issues occurred when large numbers of agents were filtered. (GAX-9567)**
* **GAX now correctly loads the password key-value pair in the Application Options and Annex Options pages in Configuration Manager. (GAX-9553)**
* **GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)**