# Component: Chat Server

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| --- | --- | --- | --- | --- | --- |
| **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** |
| 8.1.102.06  04/17/15  General |  | 8.5.201.07  09/08/17  Hot Fix | 14 | 8.5.201.07  09/08/17  Hot Fix | 14 |

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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 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:**

## **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:**

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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 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:**

## **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:**

## **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:**

## **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:**

## **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:**

## **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**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 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:**

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

|  |  |  |  |  |  |  |  |
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| 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**

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| 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:**

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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 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:**

## **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:**

## **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:**