Interaction 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** |
| 8.5.103.22  08/04/15  General |  |  | 13 | 8.5.110.10  09/08/17  General | 13 |

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| 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.**

## **Resolved issues:**

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| 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.**

## **Resolved issues:**

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| 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.**

## **Resolved issues:**

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| 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:**

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| 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.**

## **Resolved issues:**

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| 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:**

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| 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:**

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| 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.**

## **Resolved issues:**

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| 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.**

## **Resolved issues:**

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| 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:**

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| 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.**

## **Resolved issues:**

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| 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:**

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| 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.**

## **Resolved issues:**