



Channels 9.4

CUMULATIVE UPDATE 15 QFE 15

Release Notes

Notices

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Release Information

V9.4 Cumulative Update 15 (9.4.0.15) QFE 15

Build: 9.40.6220

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About This Document

Moxie continues to improve software functionality and reliability through periodic releases. These release notes summarize any enhancements, resolved defects, known issues, and behavior changes in the Moxie® Channels 9.4 Cumulative Update 15 QFE 15 release, referred to as Channels 9.4 CU15 QFE 15 in this document.

The Channels documentation set is available on the [Moxie Support](#) website. In addition to the documentation set, refer to [Support Knowledgebase](#) for any late-breaking information.

Test Environment

The following table lists the software versions used to test this release. Refer to the *Channels 9.4 CU 15 Hardware and Software Requirements* document for supported platforms.

Software	Version
Operating System for Channels Agent Client	Microsoft Windows 10 Pro (64 bit)
Browser for Channels Administrator	Internet Explorer 11 (32 bit)
Browser for Channels Agent Client	Internet Explorer 11 (32 bit)
Java (JRE) for Channels Agent Client	1.8 update 331 (32 bit only)

What's New in This Release

Defects Addressed in Channels 9.4 CU15 QFE 15

Area of Product	Issue Resolved	Reference ID(s)
Chat	Fixed issue of the browser's Back button sometimes not working as expected during a chat.	TFS ID: 147919

Behavior Changes from Recent Releases

Channels 9.4 CU15 QFE 13

This release contains Chat client template file changes for Customer Guidance Platform (Concierge) integration.

Channels 9.4 CU15 QFE 12

This release contains internal changes for future Customer Guidance Platform (Concierge) reporting enhancements.

Channels 9.4 CU15 QFE 11

This release optimizes Chat with Customer Guidance Platform (Concierge).

Channels 9.4 CU15 QFE 10

This release contains the following enhancements:

- When designing a Channels survey, you can now edit the button label for skipping the survey. To edit the label, sign into the Channels Administrator and select **Surveys>Survey Builder>Survey Style**. Click the survey style to edit or click **Insert** to create a new style. On the Settings page for the survey style, edit the **Skip survey button text** field:

The screenshot shows the 'General Options' settings page for a survey style. The 'Page Options' section is expanded, showing various settings. The 'Skip survey button text' field is highlighted with an orange box and contains the text 'Skip survey and review chat transcript'.

Name:	EnglishStyle
Description:	EnglishStyle
Page Options	
Font(s):	(Preferred font name first, separate fonts name with commas, names with spaces in them should be placed in quotes) Tahoma,Arial
Font Size:	9
Font color:	<input type="color"/>
Border color:	<input type="color"/>
Background color:	<input type="color"/>
Header background color:	<input type="color"/>
Footer background color:	<input type="color"/>
Page title:	Survey
Submit survey button text:	Submit Survey
Skip survey button text:	Skip survey and review chat transcript
Too long error string:	Too many characters
Required field error string:	Denotes required field
Required field explanation string:	Required field
Invalid format string:	Invalid Format
HTML editor:	<input checked="" type="checkbox"/>
Header HTML:	Paragraph <p> Tahoma 10

The default label is **Skip survey and review chat transcript**. See the *Channels 9.4 Administrator Guide* for details on customizing survey settings.

- The **responsive** template for the Customer Client is ready to support the upcoming iOS 15 release on Safari. In the iOS 15 release, the Safari address bar moves from the top of the window to the bottom. The chat text fields/buttons that typically appear at the very bottom of the window will appear just above the address bar when viewed on Safari. Note that the iOS 15 release is not available yet, and the user experience may change.

Channels 9.4 CU15 QFE 9

This release contains improved processing of email messages to optimize system performance managing email messages.

Channels 9.4 CU15 QFE 7

Chat now works on all listed browsers when third party cookies are blocked or in private browsing mode when the visitor browses pages within the same domain.

Note the following:

- If the chat visitor is browsing in private mode and switches to a new tab or window, resuming a chat session and reconnecting to the same agent may not work.
- If you are using the sales conversion feature, cookies are still required. Channels-based sales conversions will not be tracked if cookies are disabled.
- If third party cookies are blocked and the visitor browses pages across different domains or sub-domains, reconnecting to the same agent may not work:

Browser	Chat Behavior with Third Party Cookies Blocked
<ul style="list-style-type: none"> • Internet Explorer 11 (Windows) • Safari (macOS and iOS) • Google Chrome (iOS) 	If the visitor browses across different domains or to subdomains, their current chat is active and can be continued.
<ul style="list-style-type: none"> • Google Chrome (Windows and macOS) • Mozilla Firefox (Windows and macOS) • Microsoft Edge (Windows) 	If the visitor browses across different domains or to subdomains, their current chat session is unavailable. A new chat can be started and may be with a different agent.
<ul style="list-style-type: none"> • For additional details about changing browser security settings, see the Channels v9.4 Release Notes Updates article. 	

IMPORTANT: If all browser storage/cookies are blocked in Chrome, Edge, Firefox, or Safari, the Channels chat tab is not available.

Channels 9.4 CU15 QFE 6

This release provides support for OAuth2 authentication when accessing Microsoft 365 mail and with Microsoft Azure configured to use the Admin Consent Request feature that is being previewed. To support this configuration, a new checkbox labeled **Microsoft Azure Only: Admin Consent request Preview enabled** is added to the Update Service/Add Service screens in Channels Administrator:

The screenshot shows the 'Update Service' form in the Channels Administrator. The form is titled 'System - OAuth Services' and 'Used to setup authentication for email servers'. It contains the following fields:

- Mail Service Name: Microsoft 365
- Description: Default Microsoft 365 OAuth2 settings. Requires update with Microsoft 365 client information before use.
- OAuth Client ID: <YOUR CLIENTID HERE>
- OAuth Client Secret: [Redacted]
- Authorization Code URI: https://login.microsoftonline.com/common/oauth2/v2.0/authorize
- Access Token URI: https://login.microsoftonline.com/common/oauth2/v2.0/token
- Refresh Token URI: https://login.microsoftonline.com/common/oauth2/v2.0/token
- Redirect URI (case sensitive match with URI registered with service provider required): https://<CHANNELS SERVER FQDN>/NetAgent/adminasp/oauth_redirect.aspx
- Scope: openid profile email offline_access https://outlook.office.com/IMAP.AccessAsUser.All https://outlook.office.com/

A new checkbox labeled 'Microsoft Azure Only: Admin Consent request Preview enabled' is located below the Scope field and is currently unchecked. The form also includes 'Update' and 'Cancel' buttons.

The **Microsoft Azure Only: Admin Consent request Preview enabled** checkbox must be checked if you are using the Admin Consent Request feature. If you are not using this feature, or if you are creating a Google mail service, this box should be unchecked. Unchecked is the default value.

Channels 9.4 CU15 QFE 4

If an agent receives an email message with multiple attachments that have the same name but with different capitalization, Channels now appends sequential numbers to the attachments so that they each have a unique name. For example:

- WeeklySchedule[1].pdf
- Weeklyschedule[2].pdf
- Weeklyschedule[3].pdf
- WeeklySchedule[1][1].pdf

Channels 9.4 CU15 QFE 3

This release adds support for using the Microsoft Edge browser to access the Channels Administrator. You must enable IE mode (IE5 Document Mode) for the Edge browser. Configure the IE mode policy to use an Enterprise Mode Site List that supports the Channels Administrator. For information on configuring IE mode policies, see this [Microsoft documentation](#).

Channels 9.4 CU15 QFE 2

Additional browsers are supported for the Channels Agent Client in this release:

- Microsoft Internet Explorer 11 (32-bit only)
- Microsoft Edge
- Google Chrome
- Mozilla Firefox

Channels 9.4 CU15 QFE 1

OAuth2 authentication support now lets you access Microsoft 365 mail messages in Channels mailboxes (in addition to G Suite and Gmail).

To use OAuth authentication with Microsoft 365, you need to do the following:

- In Microsoft 365, generate and save locally the OAuth credentials that you will enter in Channels Administrator.
- Create an OAuth service configuration for Microsoft 365 in the Channels Administrator (by selecting **System>OAuth>OAuth Services**). A sample configuration named **Microsoft 365** is provided for you to edit.
- Set the OAuth user credentials by using **System>OAuth>OAuth Users** to create an OAuth user. When you create an OAuth user, you identify the Microsoft 365 account to associate with a Channels mailbox, specify the credentials that are needed to access the Microsoft 365 mail, and give Channels permission to access and modify the messages in this Microsoft 365 account.
- Create or edit a Channels mailbox where you specify the OAuth user for the SMTP, POP3, or IMAP4 user name. When creating or editing a mailbox, you can use any combination of login methods for SMTP, POP3, or IMAP4. If agent notifications are enabled, and the SMTP login method is set to **OAuth2**, then agent mail notifications must use **OAuth2** as well. If the SMTP login method is set to something other than **OAuth2**, you cannot use OAuth2 for agent notifications.

For information on configuring OAuth 2.0 authentication to support Microsoft 365, see these sections of the *Channels Administration Guide*:

Tool to Use	Step to Take	Where described in <i>Channels Administration Guide</i>
Microsoft 365 cloud platform	1. Generate OAuth credentials for use with Channels.	Chapter 3, Using the System Menu
Channels Administrator	2. Create an OAuth mail service.	Chapter 3, Using the System Menu
Channels Administrator	3. Create an OAuth user.	Chapter 3, Using the System Menu
Channels Administrator	4. Set up mailboxes to use OAuth2 authorization.	Chapter 6, Using the Email Menu

NOTE: When using Microsoft 365 authentication, if you have access to multiple email accounts on the OAuth2 Service Providers system, validate that the address you entered on the OAuth Users page is correct. Additional troubleshooting tips are included at the end of Chapter 3, Using the System Menu, in the *Channels Administration Guide*.

Chat Security Enhancement

The Channels 9.4 CU14 QFE10 release contained Chat security enhancements pertaining to passing session information. In particular:

- When starting a chat based on a responsive chat template, Chat now uses a POST instead of GET to submit data to avoid exposing information via the URL when passing data between the Chat client and the server.
- If the chat has a pre-chat questionnaire, when passing a query string to the server, if there is a matching element in the pre-chat questionnaire, the pre-chat questionnaire data is used.
- If you have any customizations where you are passing website data to the Chat application, the GET approach is still supported or can be updated to use POST. Contact Moxie Support or your Moxie professional services representative if you need assistance.

Defects Addressed in Recent Releases

Defects Addressed in Channels 9.4 CU15 QFE 14

Area of Product	Issue Resolved	Reference ID(s)
Scheduled Reports	Fixed the issue of some reports not completing correctly.	TFS ID: 142982, 147523
Chat	Fixed issue where an extra chat is assigned to an agent with no available slots.	TFS ID: 147524
Email	Added additional event logging for workflow sent emails.	TFS ID: 147523

Defect Addressed in Channels 9.4 CU15 QFE 13

Area of Product	Issue Resolved	Reference ID(s)
Channels CoBrowse	Fixed issue of Channels CoBrowse service being unavailable to agents.	TFS ID: 147573

Defect Addressed in Channels 9.4 CU15 QFE 12

Area of Product	Issue Resolved	Reference ID(s)
Chat	Fixed issue on Safari and Firefox of a website page auto-scrolling to the bottom when displaying the responsive Chat button after upgrading to Channels 9.4 CU15 QFE8 and if the chat script tag is placed last on the page.	TFS ID: 147273

Defects Addressed in Channels 9.4 CU15 QFE 10

The following customer-reported defects were addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Surveys	Fixed issue of not being able to edit or localize the button label for skipping a survey when using the desktop template for the Customer Client.	TFS ID: 145238, 74150

Defects Addressed in Channels 9.4 CU15 QFE 9

The following customer-reported defects were addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Channels CommCore	Fixed issue of permission changes to Email sub-categories (via the Email>Content>Categories page in Channels Administrator) not being reflected in the Agent Client for agents until a system restart.	TFS ID: 138225
	Fixed issue of an email message not being sent when the email thread contains a reply to an email message with a previously deleted incident ID.	TFS ID: 140044

Defects Addressed in Channels 9.4 CU15 QFE 8

The following customer-reported defects were addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Agent Client	Fixed issue of email messages being auto fed from an agent's Personal Mailbox when the agent does not have the Auto Feed permission assigned for the Personal Mailbox.	TFS ID: 139762, 111539
	Fixed issue of email messages in an agent's Personal Mailbox not being auto fed when the user has only Auto Feed permission assigned to the Personal Mailbox.	N/A
Channels Service	Fixed an issue with processing improperly created chat transcript masking rules.	TFS ID: 142510, 144507, 145489

NOTE: The Personal Mailbox defects addressed in this release may affect personal mailbox auto-feeding for some agents.

Defect Addressed in Channels 9.4 CU15 QFE 7

The following customer-reported defect was addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Channels Chat	Fixed issue on Chrome browsers so that the full referring URL (where the chat was initiated) is now captured correctly for responsive and desktop chats.	TFS ID: 144721

Defects Addressed in Channels 9.4 CU15 QFE 5

The following defects are addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Channels CommCore	Fixed issue of using SMTP with OAuth authentication for Gmail/GSuite and Microsoft 365.	N/A
Channels Chat	Fixed issue of incorrectly recording session end user and event information for transferred chats.	TFS ID: 143982

Defects Addressed in Channels 9.4 CU15 QFE 4

The following defects are addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Channels CommCore	Fixed issue of email messages being downloaded multiple times in case of messages with attachments that have the same name but different capitalization.	TFS ID: 142815
	Fixed issue of Post Office service sending multiple system messages under certain conditions.	TFS ID: 140959

Defects Addressed in Channels 9.4 CU15 QFE 3

The following defects are addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Agent Client	Fixed some UI issues when paging through chat transcript search results.	TFS ID: 141294

Defects Addressed in Channels 9.4 CU15 QFE 2

The following defects are addressed in this release:

Area of Product	Issue Resolved	Reference ID(s)
Channels Administrator	Fixed issue of email messages with a long MessageID getting stuck in internal Channels processing and not being assigned to agents.	TFS ID: 130331
	Fixed issue of not being able to assign access list permissions for sub service lines.	TFS ID: 132743

Known Issues

Known issues in this release include the following.

Channels Agent Client

Known Issue	Reference ID(s)
If an agent has set a category or greeting that contains the incident ID placeholder for an email message, and then the email message's incident ID is deleted from the MailIncident table, when the agent replies to the email message, the deleted incident ID appears in the email response instead of a new incident ID.	TFS ID: 146635
If an Administrator changes the departments assigned to an agent in a multi-server environment, the Departments column in the agent's work list area may display an incorrect list of departments until the agent signs in again.	TFS ID: 136063
If an administrator sets Count new emails in routing decisions to true on the System Mail Settings page, after an agent created an agent-initiated email in the Email Reply editor, the ItemCount in the CacheActiveAgentItem table is incremented negatively when the agent-initiated email is sent, deleted, or saved. This can cause email auto-feed to stop working as expected.	TFS ID: 134703
When viewing a PDF file in a popup window, the PDF does not render completely if opened a second time while the popup window is open. Workaround: Resize the popup window.	TFS ID: 124200
When the setting "Display Name for From Email Address": {##AGENT_FULLNAME##} is configured for a mailbox, emails may not be processed if the Full Name exceeds 58 characters (including the space separating the first and last name).	TFS ID: 121876
If there are multiple email requests in the Email auto feed dialog, the Details tab does not display any content.	TFS ID: 120042
On navigating from the last page to the previous pages in the Outbox "Search" display panel, the number of emails displayed does not match with the number specified for DB_MAX_SEARCH_RECORDS in the NaSettings table.	TFS ID: 119897
On clicking Yes in the Save Changes dialog box, and exiting Channels Agent Client, when there are a few unattended emails, it is noticed that the content added to the last email is not saved on put back because the agent has not accessed the email at the end of the list.	TFS ID: 118565
"From" email address in an agent-initiated email, changes automatically on clicking "Greetings", entering content for one or more of the greeting fields and saving the updates.	TFS ID: 77660
Email marked for approval is not auto fed to supervisors who are granted the mailbox permission 'Auto Feed Approval mail'.	TFS ID: 92690
When the personal mailbox timeout is set for "Weekday Hours", emails sent on a weekend (Saturday or Sunday) expire on the same day. For example, an email sent at 10:00 AM on a Saturday (or Sunday) with timeout interval set to "2 Weekday Hours" and transferred to a personal mailbox, is timed-out after 2 hours, that is, at 12:00 PM of the same day.	TFS ID: 112692
When an agent logs out from an instance and logs into another instance without clicking "OK" to confirm automatic logout, the "Total Time Offline" does not match with the sum of the individual offline time fields.	TFS ID: 95831
The <Script> tag in HTML format email is scrubbed in email reply editor even when the JAC_EMAIL_SCRUB_LEVEL set to 0.	TFS IDs: 93477

When an agent selects a different email address in the “From” drop-down list and clicks “send”, the “from” address of the related email is reset to the address that was there prior to the change, when the email leaves the system. It is suggested that the “email from address” have a display name to resolve this issue.

TFS ID: 112322

In the personal mailbox panel, the ‘Department’ and ‘Agent’ personal mailboxes do not change color to red when SRSL time limit has ended whereas the columns ‘Received’ and ‘SRSL Expire Time’ are displayed in red.

TFS ID: 81862

After an agent has responded to email in the personal mailbox, and the supervisor “pulls” it out for action, the mail continues to be listed in the worklist.

TFS ID: 93267

A search request does not retrieve matching records from the Archive Database when the setting “Include Archive Data” and the search option “Department” are selected.

TFS ID: 72727

When an inbound email is added to a category by the action configured in the inbound workflow, the resulting statistic is not correctly reflected in the Email Category Report.

TFS ID: 103377

On clicking an attachment’s link in the email search workspace, a blank window is opened and retained even after the file is closed.

TFS ID: 92806

Agent Statistics page is not refreshed after agents log off, showing agents as still logged in.

TFS ID: 90219

On pulling email into a worklist, the email count for the mailbox in is decremented by one (1). Deleting the email while it is in the worklist again causes the mailbox count to be decremented by one (1).

TFS ID: 93739

An email with specific set of email addresses, fails to be sent. There is no record for the email in email search and in the database.

TFS ID: 89961

On putting back an email from the reply editor to email approval panel, the attachment icon is not displayed until the mailbox view is refreshed.

TFS ID: 83217

Search for “Incoming Email” with the “Include Archive Data” option does not retrieve expected data for the following search options:

TFS ID: 105986,
105984,
105982, 105983

- ‘Date’ and ‘Email Fields-From (Domain)’
- ‘Date’ and ‘Email Fields-From (User Name)’
- ‘Date’ and ‘Email Fields-From (Display Name)’
- ‘Date’ and ‘Email Fields-From (Full Address)’

If files that do not have an extension (.txt, .gif etc.), are inserted as library attachments in Channels Administrator, they are not listed in the ‘Library Attachments’ folder for use by agents.

TFS ID: 82994

The following are observed with respect to Japanese text entry in the reply editor or notes area:

TFS ID:
109369, 96611,
96686, 96688,
96810

- After entering Japanese text, clicking the mouse button elsewhere in the same block causes the text to be duplicated.
- On highlighting one or more characters, the font color and the highlight color change, making it difficult to read the text.
- When text is highlighted by pressing the <Spacebar>, pasting any copied content causes the highlighted content to be deleted.
- On pressing <Enter>, the pasted content is partially replaced with the previously highlighted content.

When the cursor focus is not in the input field, and text is highlighted, the typed content disappears on pressing <Enter>.

Channels Administrator

Known Issue	Reference ID(s)
<p>If you created an OAuth mailbox while using Channels 9.4 CU14 QFE3 or QFE4, and then in QFE5 updated the OAuth user (without providing login credentials), your emails will not send from this mailbox.</p> <p>Workaround: You can do either of the following:</p> <ul style="list-style-type: none"> • Update the OAuth user for the mailbox that is failing to send emails by selecting System>OAuth> OAuth Users and then providing login credentials for the user. • Update the mailbox settings page to use an OAuth user that you created on the System>OAuth> OAuth Users page. 	TFS ID: 139814
<p>If you define a mailbox to use OAuth2 for the SMTP and POP3/IMAP4 login method, and then set the SMTP Reply Email Address field to a different email address, the reply email address is ignored and the OAuth user is used as the reply email address.</p>	TFS ID: 139907, TFS ID: 138783
<p>When System Response Service Level is enabled for a mailbox, and the schedule is set to close during the transition hour when time is moving backward between Daylight Saving Time to Standard Time (for example, when time in the US moves from 2:00 AM to 1:00 AM on the first Sunday of November), the email SRS� expiry may increase if the email is received after the schedule is closed during the transition hour.</p> <p>NOTE: The date and time when Daylight Saving Time transitions to Standard Time varies amongst different countries and regions around the world. For example, in Brazil, Daylight Saving Time transitions to Standard Time on the third Sunday in February at 12:00 AM.</p>	TFS ID: 128257
<p>If your system was on 9.4 CU9 or earlier, using the Administrator console to restart the Channels service will fail. In this event, you must use the Services Console to restart the Channels service.</p>	TFS ID: 126590
<p>If a service line name contains the ampersand (&) character, the drop-down menus pertaining to language, service line, and template in the Portal Builder > Portal Style page do not display any options, for any portal style selected. This is observed to occur for users in sub-admin roles. It is not observed on logging in as the administrator (ADMIN).</p>	TFS ID: 118043
<p>The proactive chat button is not displayed on a portal built using the default Responsive Chat. To resolve this issue, in Channels Administrator, open the default responsive portal and check the option "Allow chat on page, but do not show button/tab" and click "Update".</p>	TFS ID: 113511
<p>An email notification is not sent to the agent's email address when the email is transferred to a mailbox enabled with Agent Mailbox Notification.</p>	TFS ID: 82993
<p>Using the suggestion dropdown menu while setting a Property Name and changing from "String Property Value" to "Numeric Property Value" and vice versa displays the following error and does not save the change:</p> <p>"Validation check for Condition 1 failed. Please specify a property modifier"</p> <p>However, when the Property Name is typed manually, the feature functions as expected.</p>	TFS ID: 112059
<p>On the Chat>Filter Settings>URL Filter page of the Channels Administrator, selecting the Allow radio button and entering "*" (asterisk) in the Add URL to Filter field does not function as expected in Agent Client. Frequently used pages from agents to chat visitors are rejected.</p>	TFS ID: 105269
<p>When a chat portal builder is created on one instance of the cluster, using portals copied from another instance, clicking the Test Chat link fails, with the error "Invalid login details" on that instance.</p>	TFS ID: 93250

The option **Reset Statistics Now** on the **System>Supervisor>Real-time Statistics Reset** page does not function as expected. Additionally, statistical data is reset at 12:00:00 regardless of the time specified.

TFS ID: 92413

During bulk updates to positions or roles that affect a large number of users or system objects the following error message is displayed:

TFS ID: 92341

Unable to receive request: The handle is in the wrong state for the requested operation.

Users who are logged in Channels Agent Client during the update on the same server may experience that the user interface becomes temporarily unresponsive.

Channels Chat

Known Issue	Reference ID(s)
If a visitor is using a Chrome 80 browser (or later) and if your chat portal is based on the Responsive portal style, there is a chance that the visitor may have some issues when paging between HTTP and HTTPS pages during a chat. If the visitor navigates from an HTTP page to an HTTPS page (or vice-versa), the chat will not continue to the new page. If the visitor uses the Back button to display the prior page, the chat still appears on that page, but only for a limited time.	NA
If a visitor is chatting with an agent and then hides the chat window and navigates to a linked page, the message indicator is not displayed when the agent sends another message.	TFS ID: 142365
On clicking "Hide" and "Open" in the chat frame in a cross-domain scenario, focus is not set to the 1 st item of the Questionnaire.	TFS ID: 118390
In the credit card interface, if more than 3 numbers are entered in the CVV field, for Master/VISA cards, the entry is not validated, and no error message is displayed.	TFS ID: 117719
In an instance of using NVDA screen reader and Firefox browser, if text entered while building the Questionnaire, in the "Name of Element" fields of: Input Box, Select Box, Password and Text Area, includes spaces, the titles of these fields are not read by the screen reader.	TFS ID: 117734
After pulling a chat from a Service Line, an agent is not marked to have taken a chat as expected and the next chat request may be auto fed to the agent instead of another agent.	TFS ID: 116364
Custom Properties set in Channels Administrator are not displayed in the Session Properties EDA pages during chat sessions, when "Allow Properties" is selected but are displayed when the option 'Ignore Properties' is selected.	TFS ID: 113303
On Apple devices (Safari browser) the option "Reconnect to the same Agent" is not available in the Chat UI.	TFS ID: 111477
Disposition Code when added by a workflow for the event 'Customer Ends Session' is not added to a session.	TFS ID: 105571
Intermittently, the "Geolocation" setting does not work as expected after chat visitors permit agents to access their physical location.	TFS ID: 105857
The updated Chrome browser on Android devices causes a scrolling issue in the Chat user interface. Visitors using Chrome browser version 60 or later) may be unable to scroll the chat transcript in the chat window. Instead, the page is refreshed.	TFS ID: 112078
Chrome, Safari and Firefox browsers on Apple Mac allow users to resize the chat window when a Modern template chat portal is configured to open in a new window and resizing is disabled.	TFS ID: 109163
Using a "closed portal", URL to open a chat browser displays the message 'Invalid login attempt', instead of displaying the closed URL configured in the field: "System / service line	TFS ID: 103737

schedule closed URL” in the Chat > System URLs page. To work around this issue, ensure that the “Portal Closed HTML” area in Portal Style settings has the relevant code.

When **Maximum Chat Message Size** in **Chat>Portal Style** is set to unlimited, a message with more than 600 characters is not sent. However, when the limit is set to '5000,' the same message is sent.

TFS ID: 79622

Channels CommCore

Known Issue	Reference ID(s)
If Channels previously failed to parse email messages that contained multiple attachments with similar names, and there are entries in the MailMessage table with Status set to 5 (mail is being processed), when upgrading to Channels 9.4 CU 14 QFE6 these messages are processed and you will have multiple copies of the email messages. In some cases, these messages, while stored in the database, are unavailable when searching for messages in the Channels Agent Client.	TFS ID: 140064
If you are using a Web Service for routing emails and set a size limitation for email attachments (by using the Maximum Attachment Size setting for a mailbox), the mailbox will not receive email messages, even if the messages do not have attachments.	TFS ID: 134124
Auto-Acknowledgement email is not sent in the subsequent cycle when the count “maxautoacknowledgement” is reached within the configured interval.	TFS ID: 105384

Channels Proactive Server

Known Issue	Reference ID(s)
When “Log Proactive Events” or “Log Proactive Customers’ Page History” settings or both are not selected in the Administrator Chat>Proactive Settings page, the Proactive invite is not displayed in a monitored page.	TFS ID: 103296

Channels Reporting

Known Issue	Reference ID(s)
In the Agent – Service Line Report, the # Chat Sessions Ended by Agent field does not consider the case where an agent ends a chat session before the customer sends a message. This field is only incremented when the customer sends a message before the agent closes the chat session.	TFS ID: 144371
Scheduled reports are not sent to customers if multiple reports are generated in quick sequence.	TFS ID: 120838
When snapshot reporting is enabled with a scheduled interval of 15 minutes or higher, at each instance of snapshot creation, two entries are made in “MailboxTimedStats” table.	TFS ID: 103500
Scheduled Reports that are configured to be generated using ‘Month by Date’ option in the schedule fail to do so on the specific dates. Irrespective of the day of month selected, the scheduled task is created for the 2nd, 3rd and 4th days of a month.	TFS ID: 91750
When running a Survey Result Data historical report that is grouped by hour, the report displays results in UTC time instead of local time zone.	TFS ID: 90987

Channels Workflows

Known Issue	Reference ID(s)
A scheduled workflow, which has the action 'Reply to' with a valid email address or mailbox, does not insert a copy of the email in the secondary mailbox as expected.	TFS ID: 110413
Workflows disabled in the workflow detail page continue to be triggered on new mails. They are not triggered only when disabled in the Workflow list page.	TFS ID: 109323
Adding a note using an advanced workflow to email that does not already have a note results in the error "Sequence contains no elements".	TFS ID: 96970
In a scheduled advanced workflow with UTC, the setting "Disapprove Message" does not disapprove the message marked for approval.	TFS ID: 79793
The action "Route to LastMailbox" in an inbound workflow breaks the synchronization between the Channels Databases (Main and Cache). If this disables email from being "pulled" from the mailboxes by agents, users are advised to contact Moxie's support.	TFS ID: 106049
The action "Send to Last Incident Agent" in an inbound workflow breaks the synchronization between Channels Databases - Main and Cache. If this disables email from being "pulled" from the mailboxes by agents, users are advised to contact Moxie's support.	TFS ID: 106036

Channels Documentation Set

The Channels documentation set has been updated for this release. The documentation set is available on the [Moxie Support](#) website.

In addition to the documentation set, refer to [Support Knowledgebase](#) for any late-breaking information. In particular, we recommend checking the [Channels v9.4 Latest Release Notes Updates](#) article for the very latest information about Channels.

Channels Documents

The Channels 9.4 documentation set is comprised of the following documents:

Book Title	Description
<i>Channels Hardware and Software Requirements Guide</i>	Provides the source-of-truth regarding supported hardware and software needed for Channels 9.4.
<i>Channels Administrator Guide</i>	Provides details on using the Channels Administrator tool to configure and manager Chat, Email, and Surveys.
<i>Channels Agent Guide</i>	Describes how to use the Channels Agent client when logged in as an agent to chat with customers and handle email.
<i>Channels Supervisor Guide</i>	Describes how to use the Channels Agent client when logged in as a supervisor to monitor the work of agents and run historical reports.
<i>Channels Database Guide</i>	Describes the Channels database schema.
<i>Channels Reporting Guide</i>	Describes how to use Channels Real-time Statistics and historical reports.
<i>Channels 9.4 What's New Guide</i>	Describes the new functionality added in the Channels 9.4 release.
<i>Moxie Applications Cookies Guide</i>	Outlines the cookies used in various Moxie applications.

If you are licensed for and using Channels CoBrowse, the following documents are also available:

- *Channels CoBrowse Administrator Guide*
- *Channels CoBrowse Agent Guide*
- *Channels CoBrowse Release Notes*