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Genesys Interaction Recording Help

[Recording Certificates List](#)

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Recording Certificates List

A Recording Certificate binds a public encryption key to a particular recorded message identity.

This screen displays the list of defined Recording Certificates. To refresh the list at any time, click **Refresh**. Click a Recording Certificate in the list to display its **details**.

To filter the contents of this list, type the name or partial name of the object in the **Quick Filter** field.

To sort the Recording Certificates, click a column heading. Click the heading a second time to reverse the order.

You can perform the following tasks on this screen:

- **Upload** new certificates.
- **Delete** certificates.

Uploading Recording Certificates

To upload a new certificate:

1. In the header, go to **Administration > Certificates**.
2. On the **Recording Certificates** panel, click **Upload**.
3. On the **Upload Certificate** panel, in the **Certificate File** section, click **Choose File**.
4. Select the appropriate file. This file must contain an X.509 RSA certificate in PEM format. The **Subject Name**, **Serial Number**, **Subject DN**, **Issuer DN** fields automatically populate.
5. In the **Key File** section, click **Choose File**.
6. Select the appropriate file. The file must contain an RSA private key in PEM format. The encoding can be in either Openssl RSA private key, or PKCS8 format. The **Details** field automatically populates.
7. Enter the **Private Key Password**.
8. Do one of the following:
 - To save the new certificate, click **Save**.
 - To cancel the new certificate and not save it in the database, click **Cancel**.

Deleting Recording Certificates

You can delete Recording Certificates that have a **Deployed Count** of 0. To delete a certificate:

1. In the header, go to **Administration > Certificates**.
2. On the **Recording Certificates** panel, select the radio button to the left of the certificate you want to delete.
3. Click **Delete**.
4. In the **Please Confirm** dialog box, do one of the following:
 - To remove the certificate from the database, click **OK**.
 - To keep the certificate and not remove it from the database, click **Cancel**.

Important

You cannot delete any certificate that has a **Deployed Count** greater than zero.