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Business Edition Premise Provider's Guide

Known Issues and Corrections

12/15/2025

Known Issues and Corrections

<tabber>

General=

This tab includes known issues found in or affecting **all** versions of Business Edition Premise 8.1.101. If you are using a localized version of BEP, the issues listed under the tab for your localized version also apply.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

Incoming calls temporarily not routing

In rare cases under heavy load, Orchestration Server (ORS) can terminate unexpectedly, causing BEP to stop processing inbound calls. The issue does not affect existing calls already being processed by an agent, but all incoming calls are abandoned and those currently in queue are stuck on Media Control Platform until the caller releases. (ORS-1393)

Found in: BEP 8.1.101.07

Workaround: None, but ORS restarts automatically.

eServices component shutdown through the eServices Solution can cause voice call routing to stop

If you have deployed the email option in Business Edition Premise, any subsequent stoppage of eServices using the eServices solution shuts down call routing due to the presence of shared components in eServices and voice solutions. (ESHDP-153)

Workaround: Do not use the eServices solution to shut down eServices while voice call routing is ongoing; to shut down eServices, shut down the individual eServices applications.

| - | English=

Latest version: 8.1.101.22

This tab includes known issues found in or affecting English (U.S.) versions of BEP. All issues under the General tab also affect the English localization.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

ORS can quit unexpectedly

ORS can quit unexpectedly when disconnecting from the T-Server. (ORS-1496)

Found in: BEP 8.1.101.07 | **Fixed in:** BEP 8.1.101.22

Workaround: None, but ORS restarts automatically.

Genesys Administrator Extension displays incorrect time zone

The Genesys Administrator Extension application does not indicate the correct time zone for end time of deployed solutions. (GAX-5422)

Found in: BEP 8.1.101.07

Workaround: None.

Special Day auto-response email does not display date

In a localized environment, the auto-response email sent to customers on a special day does not include the correct reopening date. The email instead displays the following error message:

```
$Error: Cannot evaluate method (Date):  
com.genesyslab.icc.util.stencil.expr.EvalException: ParseException (GRA-426)
```

Found in: Genesys Routing Applications 8.1.002.01 | **Fixed in:** Genesys Routing Applications 8.1.002.06

EZPulse Collector service is initially set to start-up type automatic

The EZPulse Collector service is initially set to start-up type automatic instead of manual. As a result, the service is shown as running before tune-up script execution. (GENONE-1025)

Found in: BEP 8.1.100.20 | **Fixed in:** BEP 8.1.101.07

SS_Rep application has two option sections for logging

The SS_Rep application has two option sections, log and Log, while it should have just one. (GENONE-1016)

Found in: BEP 8.1.100.20 | **Fixed in:** BEP 8.1.101.07

32-bit rather than 64-bit versions of MCP and RM installed

The 32-bit versions of the Media Control Platform and Resource Manager applications are installed rather than the 64-bit versions. (GENONE-982)

Found in: BEP 8.1.100.20 | **Fixed in:** BEP 8.1.101.07

ORS not processing interactions received for email

After eServices is deployed in BEP, ORS does not process the interactions it receives for email until it

is restarted. (ORS-1445)

Found in: BEP 8.1.100.20 | **Fixed in:** BEP 8.1.101.07

Duplicate entries for logs created in Genesys Administrator

When creating a new application for Stat Server in Genesys Administrator using the wizard and importing the templates and metadata, duplicate entries (log and Log) are created. (SS-5706)

Found in: BEP 8.1.100.20 | **Fixed in:** BEP 8.1.101.07

| - | French =

Latest version: 8.1.101.22

This tab includes known issues found in or affecting French (France) versions of BEP. All issues under the General tab also affect the French (France) localization.

To view known issues in BEP components, click the links in the Release Note column of the [Components](#) topic.

ICON purge job does not complete

In the FRA localization (8.1.101.07), the nightly ICON database purge does not complete, causing the ICON database to grow indefinitely. (GENONE-1074)

Found in: BEP 8.1.101.07 | **Fixed in:** BEP 8.1.101.10

Special Day auto-response email does not display date

In a localized environment, the auto-response email sent to customers on a special day does not include the correct reopening date. The email instead displays the following error message:

```
$Error: Cannot evaluate method (Date):  
com.genesyslab.icc.util.stencil.expr.EvalException: ParseException (GRA-426)
```

Found in: Genesys Routing Applications 8.1.002.01 | **Fixed in:** BEP 8.1.101.10

ORS can quit unexpectedly

ORS can quit unexpectedly when disconnecting from the T-Server. (ORS-1496)

Found in: BEP 8.1.101.10 | **Fixed in:** BEP 8.1.101.22

Workaround: None, but ORS restarts automatically.

Genesys Administrator Extension displays incorrect time zone

The Genesys Administrator Extension application does not indicate the correct time zone for end time

of deployed solutions. (GAX-5422)

Found in: BEP 8.1.101.10

Workaround: None.

MSSQL system databases use different collation than Genesys databases

The MSSQL system databases (master, tempdb) use a different collation than the Genesys databases. (GENONE-1095)

Found in: BEP 8.1.101.10 | **Fixed in:** BEP 8.1.101.22

| - | German =

Latest version: 8.1.101.22

This tab includes known issues found in or affecting German versions of BEP. All issues under the General tab also affect the German localization.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

ORS can quit unexpectedly

ORS can quit unexpectedly when disconnecting from the T-Server. (ORS-1496)

Found in: BEP 8.1.101.09 | **Fixed in:** BEP 8.1.101.22

Workaround: None, but ORS restarts automatically.

Genesys Administrator Extension displays incorrect time zone

The Genesys Administrator Extension application does not indicate the correct time zone for end time of deployed solutions. (GAX-5422)

Found in: BEP 8.1.101.09

Workaround: None.

MSSQL system databases use different collation than Genesys databases

The MSSQL system databases (master, tempdb) use a different collation than the Genesys databases. (GENONE-1095)

Found in: BEP 8.1.101.09 | **Fixed in:** BEP 8.1.101.22

| - | Spanish =

Latest version: 8.1.101.22

This tab includes known issues found in or affecting Spanish versions of BEP. All issues under the General tab also affect the Spanish localization.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

ORS can quit unexpectedly

ORS can quit unexpectedly when disconnecting from the T-Server. (ORS-1496)

Found in: BEP 8.1.101.12 | **Fixed in:** BEP 8.1.101.22

Workaround: None, but ORS restarts automatically.

Genesys Administrator Extension displays incorrect time zone

The Genesys Administrator Extension application does not indicate the correct time zone for end time of deployed solutions. (GAX-5422)

Found in: BEP 8.1.101.12

Workaround: None.

| - | Portuguese=

Latest version: 8.1.101.22

This tab includes known issues found in or affecting Portuguese (Brazil) versions of BEP. All issues under the General tab also affect the Portuguese (Brazil) localization.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

ORS can quit unexpectedly

ORS can quit unexpectedly when disconnecting from the T-Server. (ORS-1496)

Found in: BEP 8.1.101.13 | **Fixed in:** BEP 8.1.101.22

Workaround: None, but ORS restarts automatically.

Genesys Administrator Extension displays incorrect time zone

The Genesys Administrator Extension application does not indicate the correct time zone for end time of deployed solutions. (GAX-5422)

Found in: BEP 8.1.101.13

Workaround: None.

| - | Japanese =

Latest version: 8.1.101.22

This tab includes known issues found in or affecting Japanese versions of BEP. All issues under the General tab also affect the Japanese localization.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

GI2 Language Pack is available for Japanese locales

The GI2 Language Pack is available at <http://g1-core-p/ips>, in the following file format: `gi2-lp-<version>-<locale>.zip`. To select a Language Pack, login to CMC as an Administrator, go to **Preferences**, and select the appropriate Product Locale. (GENONE-1175)

Interaction Workspace does not support spelling-checks for Japanese

The BEP documentation should mention how to add or create IWS spell-checkers for Japanese and Simplified Chinese locales. (GENONE-1130)

Found in: BEP 8.1.101.22

Workaround: If you are using the Japanese version of BEP, Genesys recommends that you create your own dictionary for IWS spelling-checks. For instructions on how to do this, see the Interaction Workspace documentation, specifically the Spelling tab on the **Handling Interactions** page.

Composer Help must be manually switched to Japanese

After installing BEP for Japanese locales, users must manually switch Composer Help to Japanese.

Found in: BEP 8.1.101.19

Workaround: To switch Composer Help to Japanese, do the following:

1. Launch Composer.
 2. Select **Main Menu > Edit > Preferences**.
 3. Select **Composer > Help**
 4. In the **Online Wiki URL** edit box, enter the following value:
`http://docs.genesys.com/wiki/index.php?title=Special:ComposerHelp&keyword={keyword}&locale=ja-JP&version={version}`
 5. Click **OK**.
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Genesys Administrator Extension displays incorrect time zone

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Found in: BEP 8.1.101.19

Workaround: None.

Multibyte Character Sets (MBCS) appear as squares in charts associated with GI2 reports

Multibyte Character Sets in charts associated with GI2 reports can appear as squares. (GENONE-1128)

Found in: BEP 8.1.101.19

Workaround: You can modify the default display font of the report charts by changing the Web Intelligence default view format to **interactive** and then selecting the appropriate font. For more information about Web Intelligence, see the Business Objects documentation.

ORS can quit unexpectedly

ORS can quit unexpectedly when disconnecting from the T-Server. (ORS-1496)

Found in: BEP 8.1.101.19 | **Fixed in:** BEP 8.1.101.22

Workaround: None, but ORS restarts automatically.

ORS runs out of memory after one hour of traffic in a 7x24 environment

The ORS application runs out of memory in a 7x24 environment after one hour of traffic. (ORS-1610)

Found in: BEP 8.1.101.19 | **Fixed in:** BEP 8.1.101.22

| - | Chinese=

Latest version: 8.1.101.22

This tab includes known issues found in or affecting Chinese versions of BEP. All issues under the General tab also affect the Chinese localization.

To view known issues in BEP components, click the links in the Release Note column of the **Components** topic.

GI2 Language Pack is available for Simplified Chinese locales

The GI2 Language Pack is available at <http://g1-core-p/ips>, in the following file format: gi2-lp-<version>-<locale>.zip. To select a Language Pack, login to CMC as an Administrator, go to **Preferences**, and select the appropriate Product Locale. (GENONE-1175)

Interaction Workspace does not support spelling-checks for Simplified Chinese

The BEP documentation should mention how to add or create IWS spell-checkers for Japanese and Simplified Chinese locales. (GENONE-1130)

Found in: BEP 8.1.101.22

Workaround: If you are using the Simplified Chinese version of BEP, Genesys recommends that you create your own dictionary for IWS spelling-checks. For instructions on how to do this, see the Interaction Workspace documentation, specifically the Spelling tab on the [Handling Interactions](#) page.

Genesys Administrator Extension displays incorrect time zone

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