GENESYS™

Genesys Administrator Extension

8.5.000.65

12/24/2025

8.5.000.65

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/14	Hot Fix			X		X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now properly handles switchovers if Solution Control Server (SCS) reconnects to GAX before SCS connects to Configuration Server. Previously in this scenario, the switchover occurred successfully, but the **System Dashboard** window reported that all monitored objects had a status of **Unknown**. (GAX-7456)

GAX now disables SSLv3 by default due to security concerns regarding the POODLE vulnerability. If you want to enable SSLv3, you must add the following to the **gax.properties** file: SSLv3=true. (GAX-7442)

Users can now successfully log in if GAX starts after the backup Configuration Server is running in Primary mode. (GAX-7438)

If you create an Agent in the **Agents** window while using **Cloud** mode, GAX now properly creates an **Extensions** folder (under the customer folder) for new DNs that are created for the Agent. (GAX-7422)

Local Control Agent (LCA) now properly initializes only one GAX instance after GAX is installed in certain Linux environments. Previously in this scenario, LCA might initialize multiple GAX instances. (GAX-7411)

If the GAX database server process fails, GAX shows an error message instead of a loading icon if you try to access windows specific to Solution Deployment, Operational Parameter Management and Bulk Change Sets. Previously, if you tried to access one of these windows, GAX did not display an error message and the loading icon would spin continuously, but the window did not load. (GAX-7397)

This release improves the stability and performance of GAX when running on a German-localized Windows host. (GAX-7336)

GAX now properly displays Japanese text in various areas, such as: the **Cancel** button in a warning dialog box, and the **Use Current Page As Home** menu item. The **Routing/eServices** icon in the **Configuration Manager** window is still displayed incorrectly in Japanese. (GAX-7316)

GAX now correctly displays a warning message in Japanese if the user attempts to add a new Agent to an already assigned Agent Login. Previously, this warning message was displayed in English. (GAX-7289)

Bulk Change Sets now execute correctly if the user selects the **Use an Object as a Template** option for creating objects and the template object contains one or more unique values (for example, each Person object must have a unique Agent Login). Previously in this scenario, GAX attempted to assign the unique value to each created object and the Bulk Change Set execution failed. (GAX-7135)

GAX now properly displays the names of Person/User objects in Japanese. Previously, these names were displayed in *First Name, Last Name* order. (GAX-7122)

GAX now enables you to deploy Configuration Server 8.5.x via Setup Mode. Previous releases of GAX did not support Configuration Server 8.5.x deployment via Setup Mode. (GAX-6986)

GAX now supports the use of UTF-8 characters for file names when you export a file from the **Completed Bulk Changes** window. (GAX-6619)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.65.

Supported Languages

See Translation Support.