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Genesys Administrator Extension

8.5.000.71

12/23/2025

8.5.000.71

Genesys Administrator Extension 8.5.0 Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/15	Hot Fix			X		X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the Agent window, the list view now always displays all the skills assigned to an agent. Previously, some skills assigned to an agent were sometimes not displayed. (GAX-7822)

GAX now properly creates a Statistical Day object with the specified day. Previously, if the GAX user was in a time zone before GMT, the Statistical Day was created with the day previous to the specified day. (GAX-7740, GAX-7711)

When cloning an Agent in the Agent Management screen, the original Agent stays associated with its original Place. Previously, the original Agent became disassociated from its Place. (GAX-7772)

GAX now creates a Statistical Day object with date values set to Any only in either of the following scenarios:

- **Month** is set to Any, while **Month** and **Day** are set to specific values. For example: Year-Any, Month-3-March, Day-9.
- **Year**, **Month**, and **Day** are set to Any; for example, Year-Any, Month-Any, Day-Any.

Any other combination of Any and specific values in these three fields will now result in GAX generating an error message, and not creating the Statistical Day object.

Previously, GAX accepted any combination of Any in the three fields, created the object, and did not generate an error. (GAX-7747)

The placeholder value in the **Skill** filter is now cleared when you start to type in a search string. Previously, the placeholder value was not cleared and became a part of the search string. (GAX-7727)

In the IE 9 browser, the System Dashboard **Expand to Tab** menu selection now works properly and

Helpful Links

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the widget expands to a full tab. Previously in IE 9, the widget did not expand. (GAX-7725)

GAX now properly creates an Outbound Treatment with the specified day. Previously, if the GAX user was in a time zone before GMT, the Treatment was created with the day previous to the specified day. (GAX-7712)

In non-English localizations, all text of field names, placeholder values, and buttons in the following dialog boxes is translated:

- **Password Change**
- **Agent Deletion**

Previously, the text was not translated and appeared in English. (GAX-7701)

In some international languages that use the non-Latin character set, all characters in an object's options are now exported as originally input. Previously in this scenario, some non-Latin characters were converted to question marks (?). (GAX-7678)

GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you correct the password and try to log in. (GAX-7677)

When adding an Agent Login to an Agent, GAX now accepts an Agent Login ID typed into the text box or an ID selected from the drop-down list. Previously, it would only accept a selection from the drop-down list; if you typed a value into the text box, GAX generated the error Item cannot be inserted, and did not add the ID. (GAX-7642)

GAX now allows the user to display multiple agent detail screens consecutively in IE 9. Previously, after several agent detail screens were opened, the Skills and Agent Groups lists would not be properly displayed. (GAX-7559)

Execution of Bulk Change Sets no longer fails when the option **password-min-length** is set in the **[security-authentication-rules]** section in the Tenant. Previously in this scenario, the Bulk Change Set was not executed. (GAX-7470)

The Administer Bulk Change Sets privilege allows a user to access the **User Options** and **Access Control** buttons and to execute Bulk Change Sets. Previously, this was not documented correctly. (GAX-7419)

You can now configure the Application object for 8.5.x releases of Configuration Server in GAX. Previously, you had to use another application, such as Genesys Administrator, to configure the Configuration Server 8.5.x Application object. (GAX-7234)

GAX and GAX plug-in users now have the correct access control restrictions with respect to the Environment tenant in the Tenant filter. Previously, the users could select the Environment tenant irrespective of their actual access control. (GAX-5429)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.71.

Supported Languages

See [Translation Support](#).