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Genesys Administrator Extension

8.5.000.91

12/23/2025

8.5.000.91

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/08/15	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:

When working in Cloud mode, Platform Administration (GAX) no longer creates additional Agent Logins after editing an agent in the Agents view, if Agent Logins are already associated with the agent. Previously, if an agent had already been associated with an Agent Login using Configuration Manager, and the agent is modified later in the Agents view, additional Agent Logins would be created.

Note that even after the fix, if the Default Number (DN) of the agent is changed during editing, additional Agent Logins will still be created.

(GAX-8175)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.91.

Supported Languages

See [Translation Support](#).

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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- [8.5.x Product Alert](#).

Product Documentation

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