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Genesys Administrator Extension

8.5.200.18

8.5.200.18

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/15	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 Internet Explorer 9, the **Skills** filter field now works properly. The placeholder value does not become part of the filter expression. Previously, the placeholder value was not removed when the field was cleared and remained as the whole, or part (if another value was entered) of, the query expression. (GAX-7985)

In the **Agent** view, the list now always displays all the skills assigned to an agent. Previously, some skills assigned to an agent were sometimes not displayed. (GAX-7984 [GAX-7822])

In Internet Explorer 9, 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 corrected the password and tried to log in. (GAX-7677)

By adding gzip encoding for JSON data, the GAX server now reduces the size of the data to be sent to the browsers. This reduces the delay in displaying screens (for example, the Agents screen) that fetch a large amount of data from the server. This is especially apparent when the effective network bandwidth between browser and server is limited. (GAX-7892)

You no longer need to clear your browser's cache when migrating *from* releases 8.5.000.76 or 8.5.200.18 to newer releases. You must still manually clear the cache when migrating *to* 8.5.000.76 or 8.5.200.18 from an older release. (GAX-7841)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.18.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Administrator Extension](#)

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Supported Languages

See [Translation Support](#).