GENESYS™

Genesys Administrator Extension

8.5.220.25

12/18/2025

8.5.220.25

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/16	Hot Fix			X		X

Contents

What's New

This release contains only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Tenant Administrators and Supervisors can now access an agent's **Options** tab or change the Skills assigned to the agent even if the user does not have Write permission to the Transactions/UserPreferences folder.

More specifically, GAX no longer creates an empty section in the Annex of a Person object if that user does not have Write permission to the Transactions/UserPreferences folder. Previously, this prevented a Tenant administrator or supervisor in a Genesys Engage cloud configuration from accessing the **Options** tab of agents or changing Skills assigned to agents. (GAX-8680)

You can now import a configuration file that contains configuration options with no assigned values (for example, 1TRG=) into a Transaction object.

More specifically, GAX now imports a configuration file containing null values into a Transaction object. Previously in this scenario, GAX did not import the file and displayed the error message `Unable to import the options from uploaded file, Please check GAX logs for more detail` instead. (GAX-8653)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.25.

Supported Languages

See Translation Support.

Helpful Links

Releases Info

- List of 8.5.x Releases
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- Product Alert

Product Documentation

Genesys Administrator Extension

Genesys Products

List of Release Notes