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Genesys Administrator Extension

8.5.220.28

12/18/2025

8.5.220.28

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/16	Hot Fix			X		X

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What's New

This release contains the following new feature or enhancement:

- This release reduces the potential vulnerability to a Reflected File Download (RFD) attack.

Resolved Issues

This release contains the following resolved issues:

When creating a template file for exporting Agent data, or for exporting the data itself, the name of the file generated by Genesys Administrator Extension has changed from **<logged-inuser>generated_spreadsheet<datestamp>.csv** to **download.csv**. (GAX-8708)

Parameter Groups loading performance has been improved by more than 80%. (GAX-8685)

When you edit a Person or Agent, his or her encrypted password is displayed as a fixed string.

GAX now displays a fixed string for all passwords in Person and Agent object Edit forms, so that an individual's password cannot be derived from that field. Previously, GAX displayed the hashed value of the password when sniffing the communication on a network. (GAX-8678, GAX-8425)

GAX now keeps the association between an Agent and its Agent Login when an ADD operation is mistakenly applied twice by importing the same .CSV file. GAX also displays a message pointing out the uniqueness constraint error in this case. Previously in this scenario, GAX removed the association between the two objects. (GAX-8666)

When using Routing Parameters, Parameter Groups and Parameter Group Templates, if the mandatory checkbox is selected, you must enter a value before the record can be saved.

More specifically, GAX now verifies that values are set when the mandatory checkbox is selected. Previously, empty values would be accepted even if the mandatory flag was checked. (GAX-8655)

If a column filter is set when you click **Select All** to select Agents, you will see only those Agents that match the column filter.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)
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More specifically, the Agent picker now uses the column filter when **Select All** is checked. Previously, the column filter was ignored and an Edit Skills operation was applied to all Agents. (GAX-8654)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.28.

Supported Languages

See [Translation Support](#).