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Genesys Administrator Extension

8.5.260.11

12/23/2025

8.5.260.11

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/17	General			X		X

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What's New

This release contains the following new features and enhancements:

- You can now import an application metadata XML file into an existing or a new Application Template for Application objects. For more information, see the [Importing Application Metadata](#) section in the [Application Templates](#) page. (GAX-9234)
- GAX now supports SIP Business Continuity Switch Synchronization Wizard. For more information, see the [Disaster Recovery](#) tab in the [Switches](#) page. (GAX-8826)
- The following Apache Common Libraries are updated:
 - commons-fileupload 1.3.3
 - commons-io 2.5
 - commons-lang3-3.6
 - httpclient-4.5.3
 - commons-beanutils 1.9.3
 - commons-codec 1.10
 - commons-io 2.5
 - commons-pool2 2.4.2

(GAX-9376)

- Support for Tomcat 8. See the Prerequisites section on the [Genesys Administrator Extension](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (GAX-9464)
- Support for Windows Server 2016, MS SQL Server 2016, and MS SQL Server 2016 Cluster (AlwaysOn). See the [Supported Operating Environment: Genesys Administrator](#) page for more detailed information and a list of all supported operating systems. (GAX-9435)

Important

MS SQL Server 2016 Cluster supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2016 Cluster/AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.

- Support for JDK 1.6 is withdrawn starting from release 8.5.260.11 and JDK 1.7 is mandatory to install GAX 8.5.260.11. However, JDK 1.6 is still supported for releases prior to GAX 8.5.260.11 (GAX-9529)
- Now GAX can read the custom SSL key configurations from the **gax.properties** file. (GAX-9538)
- You can now configure Content Security Policy (CSP) headers for GAX in the **gax.properties** file.

Helpful Links

Releases Info

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

Product Documentation

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(GAX-9451)

- GAX now supports HTTP Strict Transport Security and you can enable it by configuring `enable_hsts=true` in the **gax.properties** file. (GAX-9450)
- Personality and Audio Resource-related information is now written to GAX logs. (GAX-9424)

Resolved Issues

This release contains the following resolved issues:

The Application objects list view now loads correctly, even if there are lengthy application names. Previously in this scenario, the list disappeared. (GAX-9563)

The deployed IP page now loads successfully without any occasional errors. (GAX-9549)

GAX now correctly performs bulk imports of agents, even if the **Person** folder exists in the Configuration Unit. You can now import persons or agents to destinations under any Business Unit/Site/Folder. (GAX-9543, GAX-9467)

Cloning a Person object now works correctly in Mozilla Firefox version 40.0 (GAX-9540)

Names with the apostrophe (') punctuation mark can now be filtered properly in the **Quick** filter and **Column** filter. (GAX-9533)

Agents Bulk import now works correctly even if **Application Rank** is selected in the import. Previously, Agents Bulk import failed when **Application Rank** was selected. (GAX-9496)

GAX now connects and starts successfully if the multi-language configuration support is enabled in Configuration Server. (GAX-9492)

The system dashboard now displays accurate status. Earlier, the folder status was displayed incorrectly in the GAX system dashboard. (GAX-9477)

Now, when GAX is configured to run with the Oracle backend database, the centralized log loads much faster than before. (GAX-9398)

GAX support for Oracle Driver is now updated from ojdbc6 11.2.0.2.0 to the more recent ojdbc7 12.1.0.2. (GAX-9348)

Installation Packages list now refreshes correctly, when the PostgreSQL GAX backend database is restarted. Previously, there were errors while loading the list. (GAX-8702)

Upgrade Notes

This release includes a core schema update for GAX to run successfully. For more information on how to upgrade from database schema version 8.1.301.01 to 8.5.260.11, see the database schema update provided in the [Migration Procedures](#) page.