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# Genesys Administrator Extension

8.5.270.06

12/24/2025

# 8.5.270.06

## Genesys Administrator Extension Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/21/18     | General      |              |     | X     |         | X       |

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## Helpful Links

### Releases Info

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

### Product Documentation

[Genesys Administrator Extension](#)

### Genesys Products

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## Important

- For enhanced security purposes, third-party components were upgraded to latest industry standard versions, and many GAX plug-ins will not work with GAX version 8.5.270.06 if they depend on older versions of the following libraries:

- Jetty 9.2.22.v20170606
- CometD 3.0.6
- Jackson 2.9.4
- Spring 4.3.13

(GAX-9688)

There is no known workaround and the issue is expected to resolve automatically when the respective plug-in component libraries are updated in newer versions of the plug-ins. To avoid incompatibility issues, if you use GAX plug-ins that depend on the above-mentioned libraries, it is recommended not to install this GAX version immediately but wait until the plug-ins are released with corresponding updates to the third-party libraries.

- With this and later versions of GAX, Genesys Pulse 9.0 (which is not a plug-in) must be used.

## What's New

This release contains the following new features and enhancements:

- Added mutual Transport Layer Security (TLS) support between:
  - GAX and Configuration Server. (GAX-9566)
  - GAX and Solution Control Server (SCS). (GAX-9633)  
For more details, see [Configuring System Security](#).
- Enabled folder-based list view in Agent Dashboard. For more details, see [Agents](#). (GAX-9345)
- Included DELETE support on CSV Bulk Import capabilities in Agent Management and specific Configuration Manager objects. Previously, only ADD and UPDATE features were supported. For more details, see [Bulk Import/Export of Agent Data](#). (GAX-9399)
- Added Advanced Search feature to search for Person objects by using additional search criteria in Configuration Manager. For more details, see [Searching for Configuration Objects](#). (GAX-9395)
- Enabled Edit Skills feature for Agent Groups in Configuration Manager. (GAX-9569)
- Optimized Quick Filter in Agent Dashboard and application options of all object types in Configuration Manager for better performance and quick results. (GAX-9626)
- Enhanced Quick Filter to display only matched key-value pairs while filtering application options. (GAX-9626)
- Upgraded Spring libraries to version 4.3.13 and Jackson library to version 2.9.4. (GAX-9562)
- Upgraded Jetty to version 9.2.22.v20170606 and CometD to version 3.0.6. (GAX-9587)
- Upgraded GAX JDBC driver to mssql-jdbc-6.2.2.jre7. (GAX-9666)
- For SSO, GAX now supports External User ID in SAML response. The SAML attribute name corresponding to the External User ID can be configured in the **gax.properties** file as key 'saml\_external\_userid'. Previously, GAX only supported User Name. For more details, see [Configuring GAX Properties](#). (GAX-9537)
- For SSO, GAX now uses the certificate configured in a keystore as the signing certificate in the **GAX metadata** file. The keystore must be configured in the **gax.properties** file. Previously, GAX always used the default self-signed certificate. For more details, see [Configuring GAX Properties](#). (GAX-9538)

## Resolved Issues

This release contains the following resolved issues:

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The GAX Applications page now correctly displays the execution mode for Folders and Applications. (GAX-9630)

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GAX now displays a valid value from the transaction object if the user chooses **Value from Transaction Object**. Previously, GAX displayed an empty value if users chose **Value from Transaction Object** for the Audio Resource, Personality, and Configuration Object parameter types while editing a parameter group. (GAX-9627)

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**Show Column Filter** in Agent Dashboard now filters correctly in a localized GAX. (GAX-9607)

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You can now disable the **gax login** page and redirect to the **saml login** page, by setting the property **saml\_redirect\_always** to true in the **gax.properties** file. (GAX-9603)

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Column Filter now correctly loads the data and displays the list much faster than before. Earlier, some performance issues occurred when large numbers of agents were filtered. (GAX-9567)

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GAX now correctly loads the password key-value pair in the **Application Options** and **Annex Options** pages in Configuration Manager. (GAX-9553)

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GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.270.06.