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Genesys Administrator Extension

Known Issues and Recommendations

12/17/2025

Known Issues and Recommendations

Genesys Administrator Extension

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Administrator Extension. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

Recommendation: When GAX starts from GA (or SCI), Windows Services shows that the function has stopped. To run GAX as an exe service and view the synchronized status in Windows Services, GA, or GAX, you must manually edit the GAX application in Configuration Server and update the command line to `gaxservice.exe` and the command line arguments to, for example, `-service GAX64 -immediate - app GAX application name`.

Recommendation: If you are using the Voice Platform plugin for GAX, GAX might not save any configuration objects that use a time input field in the object configuration, such as Statistical Days, Calling Lists, Treatments, Time Zones, Routing Parameters, and Objective Tables.

To ensure that GAX works as expected, upgrade to Voice Platform plugin version 8.5.151.22 or later.

Recommendation: If you are migrating to GAX 8.5.220.20 and are using the Pulse plugin for GAX, do not use Pulse plugin version 8.5.103.01 or 8.5.103.03. Using either of these versions might cause some GAX screens to work incorrectly or not at all; in rare cases, you may be left unable to log in to GAX.

To ensure that GAX works as expected, upgrade to Pulse plugin version 8.5.103.04 or later.

In addition, after the upgrade, ensure that the following files do *not* appear in the **<GAX directory>/plug-ins** and **<GAX directory>/webapp/WEB-INF/lib** folders, deleting the files if necessary:

- **jackson-annotations-2.6.0.jar**
 - **jackson-core-2.6.0.jar**
 - **jackson-databind-2.6.0.jar**
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Recommendation: If you are migrating to GAX 8.5.220.20 and are using the IWD plugin for GAX, make sure that you are using IWD plugin version 8.5.101.04 or later. Using an earlier version of the plugin prevents GAX from starting after the migration is complete. (GAX-8606)

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

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 use the above-mentioned libraries, it is recommended not to install this GAX version immediately but wait until plug-ins are released with corresponding updates to the third-party libraries.

ID: GAX-9688	Found In: 8.5.270.06	Fixed In:
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When Configuration Server is running in **Emergency Mode** or **Read only Mode**, the password authentication messages are not completely localized.

ID: GAX-9644	Found In: 8.5.250.20	Fixed In:
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GAX Server does not process plugin applications, such as Pulse 8.5.107.05, that send requests with an accept header that contains json, but does not include an X-Requested-With header.

ID: GAX-9473	Found In: 8.5.250.15	Fixed In:
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If password authentication rules are configured in Configuration Server at the Tenant level, existing Bulk Change Sets and new Bulk Change Sets (created by CSV files) might not work as expected.

ID: GAX-8841	Found In: 8.5.220.01	Fixed In:
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When root_url in the **gax.properties** file is set to something different from the default (/gax), the Centralized Log feature does not work.

ID: GAX-8617	Found In: 8.5.220.20	Fixed In: 8.5.220.22
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Automatic Solution Deployment using GAX is currently limited to 2000 tenants.

ID: GAX-8546	Found In: 8.5.220.20	Fixed In:
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When using the Oracle database, the user may not be able to access the database if the name of the default schema does not match the user's login username.

ID: **GAX-8536**

Found In: **8.5.210.12**

Fixed In:

When GAX is used to update an object that has no configuration options in its annex, GAX displays the CFGUniquenessViolation error message, and the update is not made.

ID: **GAX-8497**

Found In: **8.1.400.64**

Fixed In: **8.5.220.34**

When using the Internet Explorer 9 web browser, actions in the **System Dashboard** are sometimes processed slowly or not at all, and a JavaScript error is generated.

ID: **GAX-8458**

Found In: **8.5.000.86**

Fixed In:

The custom date range calendar in the Centralized Logs filter is not rendered properly in the Safari 7 web browser.

Workaround: Upgrade to Safari 8 or higher.

ID: **GAX-8328**

Found In: **8.5.220.20**

Fixed In:

In Arabic translations, the opening parentheses (()) of newly-created Operational Parameters of type Configuration Object are incorrectly displayed as closing parentheses ()).

ID: **GAX-8086**

Found In: **8.5.000.71**

Fixed In: **8.5.220.20**

ID: **GAX-8086**

Found In: **8.5.000.71**

Fixed In: **8.5.220.20**

The GAX Deployment Guide does not contain instructions for passing and using an OPM in a VXML application.

ID: **GAX-8080**

Found In: **8.1**

Fixed In:

There is a conflict between the field length that GAX will allow for certain fields and the field length that is configured in Configuration Server. So although you enter an allowable number of characters for sections and keys of configuration options for objects in GAX, if any of those entries exceed the number of characters allowed by Configuration Server, a validation error is generated.

ID: **GAX-7755**

Found In: **8.5.000.68**

Fixed In: **8.5.220.20**

In non-English translations, all text of field names, placeholder values, and buttons in the **Password Change** and **Agent Deletion** dialog boxes is not localized.

ID: **GAX-7701**

Found In: **8.5.000.68**

Fixed In: **8.5.000.71**

A User without Write permission for Personalities cannot delete Audio Resources.

ID: GAX-7692	Found In: 8.1.400.60	Fixed In: 8.5.000.73
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In Internet Explorer 9, GAX sometimes terminates unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you correct the password and try to log in.

ID: GAX-7677	Found In: 8.5.000.68	Fixed In: 8.5.000.71
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When adding an Agent Login to an Agent, typing the Agent Login ID in the text box will result in the error Item cannot be inserted, and the ID will not be added. If you select the Agent Login ID from the drop-down menu, you do not get the error.

Workaround: To avoid this error, select the Agent Login ID from the drop-down menu.

ID: GAX-7642	Found In: 8.5.000.65	Fixed In: 8.5.000.71
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You cannot select a **Route Type** of Direct UUI with a **Target Type** of ISCC when configuring the Access Codes for a Switch.

ID: GAX-7462	Found In: 8.5.000.58	Fixed In: 8.5.200.12
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GAX does not check if a record has been modified concurrently by another application. When the user saves the changes to the current object, the current values displayed by GAX are saved and may overwrite the changes made concurrently by the other application.

Workaround: Refresh the GAX view to obtain the latest values.

ID: GAX-7362	Found In: 8.1.400.64	Fixed In: 8.5.210.10
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GAX cannot configure the Application object for 8.5.x releases of Configuration Server.

Workaround: Use another application to configure the Configuration Server 8.5.x Application object, such as Configuration Manager or Genesys Administrator.

ID: GAX-7234	Found In: 8.5.000.44	Fixed In: 8.5.200.12, 8.5.000.71
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The selected Tenant does not persist when navigating from Configuration Manager to other views, such as Routing Parameters. For example, the Tenant selection that you make in a Capacity Rules panel does not carry over to the Configuration Manager view.

Workaround: Check the Tenant selection and, if necessary, re-select the Tenant after you navigate to a different panel.

ID: GAX-6956, GAX-6955	Found In: 8.5.000.47	Fixed In:
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The **System Dashboard** window does not work correctly in versions 8.x and 9.x of Internet Explorer.

ID: GAX-6634	Found In: 8.5.000.44	Fixed In: 8.5.000.47
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The **Audio Resources** window does not load correctly in versions 8.x and 9.x of Microsoft Internet Explorer when the Genesys Administrator pass-through feature is also enabled.

ID: GAX-6588	Found In: 8.5.000.44	Fixed In:
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GAX might incorrectly display an error message, **Timeout while uploading file**, if you upload a large audio file and the upload process takes more than five minutes to complete. To determine if the upload was successful, download the audio file and compare it to the file that you previously uploaded.

ID: GAX-6290	Found In: 8.1.400.60	Fixed In: 8.5.000.44
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When adding a Backup Server to an Application object, the Application objects for the Primary Configuration Server and Backup Configuration Server must have a port already defined in which the **Port ID** field has a value of **default**. Failure to do so results in an error when saving the Application object.

ID: GAX-5169, GAX-5171	Found In: 8.1.400.38	Fixed In: 8.5.000.44
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The Application Template for Genesys Administrator Extension cannot be imported into Genesys Administrator. The GAX template includes prerequisite information for role privileges, which is not supported by Genesys Administrator.

ID: GAX-5031	Found In: 8.1.400.38	Fixed In:
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When using Setup Mode to install Primary and Backup Configuration Servers, you might have to wait up to two minutes for the Configuration Servers to restart before creating the GAX Application object. Otherwise, Setup Mode fails to create the GAX Application object.

ID: GAX-4523	Found In: 8.1.400.38	Fixed In: 8.5.000.44
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When defining a Virtual Agent Group, the list of Agents within the group does not update immediately after saving the Agent Group for the first time.

Workaround: Click the Refresh button in your browser, or close and open the Agent Group.

ID: GAX-4196	Found In: 8.1.400.38	Fixed In: 8.5.000.44
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Unsaved changes in a form can be lost if the panel containing the form is closed by means other than:

- Selecting another item from a list or tree-view panel.
- Using the links in the Navigation Bar to go to another screen.
- Closing the tab or window of the browser.

ID: GAX-1322	Found In: 8.1.301.02	Fixed In:
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The Bulk Change Set functionality in GAX does not support the following scenarios:

- A Bulk Change Set that creates new objects that also have circular dependencies. For example:
 - A user creates a Bulk Change Set and adds a new agent and a new skill to the **Additions** section.
 - The user saves the Bulk Change Set.
 - The user assigns the new skill to the new agent, but also gives the new agent access permissions for the new skill.

Such a scenario creates circular dependencies between the new objects, and the execution of the Bulk Change Set fails.

Solution: Execute the Bulk Change Set before assigning dependencies between objects.

- A Bulk Change Set that references a new object before the Bulk Change Set is saved. For example:
 - A user creates a Bulk Change Set and adds a new agent and a new skill to the **Additions** section.
 - The user does not save the Bulk Change Set and attempts to assign the new skill to the new agent.
 - The user cannot select the new objects until the Bulk Change Set is saved.

Solution: Save the Bulk Change Set before referencing the new object.

ID: GAX-1313	Found In: 8.1.301.02	Fixed In:
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GAX does not fully support keyboard access. You might have to use your mouse to navigate in some windows.

ID: GAX-376	Found In:	Fixed In:
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Internationalization Issues

Information in this section is included for international customers.

Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Administrator Extension unless otherwise noted in the issue description.

Language Packs are not currently supported by the Offline Documentation option for accessing Help content.

When Configuration Server is running in **Emergency Mode** or **Read only Mode**, the password authentication messages are not completely localized.

ID: GAX-9644	Found In: 8.5.250.20	Fixed In:
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In Arabic translations, the opening parentheses (()) of newly-created Operational Parameters of type Configuration Object are incorrectly displayed as closing parentheses ()).

ID: GAX-8086	Found In: 8.5.000.71	Fixed In: 8.5.220.20
ID: GAX-7854	Found In: 8.5.000.68	Fixed In: 8.5.000.80

In non-English translations, all text of field names, placeholder values, and buttons in the **Password Change** and **Agent Deletion** dialog boxes is not localized.

ID: GAX-7701	Found In: 8.5.000.68	Fixed In: 8.5.000.71
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