GENESYS™

Interaction Recording Web Services

Release Notes 8.5.x

10/13/2025

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Interaction Recording Web Services 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Interaction Recording Web Services. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.5:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
8.5.500.35	10/13/25	General			X				
8.5.500.30	08/18/25	General			X				
8.5.500.24	07/15/25	General			X				
8.5.500.17	06/02/25	General			X				
8.5.500.14	04/09/25	Restricted			X				

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.205.69	12/20/24	General			X		
8.5.205.65	10/04/24	General			X		
8.5.205.32	03/27/24	General			X		
8.5.205.10	07/12/23	Hot Fix	Unavailable		X		
8.5.204.16	05/20/22	General			X		
8.5.204.14	04/12/22	Hot Fix			X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.204.02	06/10/21	General			X		
8.5.203.94	10/19/20	General			X		
8.5.203.90	04/24/20	General			X		
8.5.203.86	02/13/20	Hot Fix			X		
8.5.203.47	11/26/19	Hot Fix			X		
8.5.203.42	10/01/19	General	Under Shipping Control		X		
8.5.203.25	04/01/19	General	Under Shipping Control		X		
8.5.203.18	01/11/19	General	Under Shipping Control		X		
8.5.203.14	11/09/18	General	Under Shipping Control		X		
8.5.203.10	08/28/18	General	Under Shipping Control		X		
8.5.202.97	05/17/18	General	Under Shipping Control		X		
8.5.202.70	12/15/17	General	Under Shipping Control		X		
8.5.202.42	09/27/17	General	Under Shipping Control		X		
8.5.202.19	06/28/17	General	Under Shipping Control		X		
8.5.202.04	04/28/17	Hot Fix			X		
8.5.201.99	03/29/17	General	Under Shipping Control		X		
8.5.201.75	12/20/16	General	Under Shipping Control		X		
8.5.201.60	09/27/16	General	Under Shipping Control		X		
8.5.201.42	06/29/16	General	Under Shipping Control		X		

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see the Discontinued Support page in the *Genesys Supported Operating Environment Reference*.

There are no discontinued items for this product.

Known Issues

You can find information about Known Issues and Recommendations for all 8.5.x releases of the Interaction Recording Web Services product, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about the Interaction Recording Web Services, see the following documentation:

- The documentation related to this software is available from the Genesys Interaction Recording page.
- The *Genesys Interaction Recording 8.5 Solution Guide* provides details about Genesys Interaction Recording solution.
- The Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Interaction Recording Web Services

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Interaction Recording Web Services. 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.

The file **cf-schema-c4-8.5.500.30.txt** is not aligned with the format used in other .txt schema files. This will not affect the functionality.

ID: **GIR-34767**	Found In: **8.5.500.30**	Fixed In:

RWS logs will show warnings for deprecated ES8 fields, but this won't impact functionality.

ID: **GIR-34675**	Found In: **8.5.500.24**	Fixed In:

The Features POST API to RWS will result in invalid entries in Cassandra 4 which will result in metadata POST to RWS fail. The log message includes **No record found in features for key <contactCenterId>**

Workaround:
NOTE: For Multi-tenant and Multi-keyspace configuration, please execute the following steps for all the contact centers and keyspaces with invalid entries. Perform the following steps with DBA Administrator

1. Take snapshot of the cassandra 4 data. For More information, please refer Cassandra Documentation

2. Run the following CQL query in Cassandra 4 DB to detect invalid records.

   ```
   select * from <keyspace>.features_index_contact_center_id WHERE
   key='2FB69FD3-3CDE-43a7-9ABB-E8B0A54D8706' AND column1='<contactCenterId>';
   ```

   ```
   where keyspace - keyspace parameter in cassandraCluster section of RWS. contactCenterId
   - contact center ID of the tenant.
   ```

3. Once the invalid records are identified, remove them using their unique identifier (id).

   ```
   DELETE FROM <keyspace>.features_index_contact_center_id WHERE
   key='2FB69FD3-3CDE-43a7-9ABB-E8B0A54D8706' AND column1='<contactCenterId>';
   ```

4. Confirm that the deletion was successful and the invalid record no longer exists.

```
select * from <keyspace>.features_index_contact_center_id WHERE
 key='2FB69FD3-3CDE-43a7-9ABB-E8B0A54D8706' AND column1='<contactCenterId>';
```

If the query returns no invalid entry, the deletion has been successfully executed. Please upgrade to RWS 8.5.500.17 (or higher) and re-execute the Features POST API again.

| ID: **GIR-34675** | Found In: **8.5.500.14** | Fixed In: **8.5.500.17** |

RWS logs will show warnings from spring boot and TLS cipher for cassandra communication during startup, but does not affect the functionality.

| ID: **GIR-34695** | Found In: **8.5.500.17** | Fixed In: |

For Cassandra 4, users must run upgrade.jar to upgrade Cassandra 2 database. Cassandra 4 does not support new contact center creation.

| ID: **GIR-34509** | Found In: **8.5.500.17** | Fixed In: **8.5.500.30** |

If you face a read/write timeout issue with Cassandra, restart the Cassandra and RWS instances.

| ID: **GIR-34109** | Found In: **8.5.500.17** | Fixed In: |

The screen recording metadata returns an redundant tag which does not affect the functionality.

| ID: **GIR-34003** | Found In: **8.5.500.17** | Fixed In: |

This release does not support Screen Recording Connection report.

| ID: **GIR-34000** | Found In: **8.5.500.17** | Fixed In: |

The Config Server locations are not synced correctly. This results in warnings in the log files but do not affect functionality.

| ID: **GIR-33998** | Found In: **8.5.500.17** | Fixed In: |

RWS logs may contain tombstone warnings from Cassandra when querying deleted user data, due to a high number of tombstones which does not affect functionality.

| ID: **GIR-33972** | Found In: **8.5.500.17** | Fixed In: |

RWS does not auto detect Screen Recording Certificate changes from GAX Plug-in.

Workaround: Restart RWS.

ID: **GIR-34389**	Found In: **8.5.205.69**	Fixed In: **8.5.500.14**

RWS does not support the **--spring.config.location** parameter. As a result, RWS cannot be started without performing the following workaround:

Workaround

1. Edit the **gir.conf** file (/usr/lib/systemd/system/gir.service.d/gir.conf) and comment out one line:

   ```
   #Environment=GIR_CONF=/opt/gcti/gir/config
   ```

2. If the configuration files are not in **WorkingDirectory/config**, create this directory and move the configuration files there.

3. Run `systemctl daemon-reload`

4. Start RWS using `sudo systemctl start gir`

ID: **GIR-32911**	Found In: **8.5.205.10**	Fixed In:

Media Lifecycle Management (MLM) does not support the parameter, **enableScanAndScroll** = `true`.

ID: **GIR-32911**	Found In: **8.5.205.10**	Fixed In:

Muxer does not support the parameter, **split_window_enabled** = 1, when working with RWS.

ID: **GIR-32673**	Found In: **8.5.205.10**	Fixed In: **8.5.205.32**

When a user performs an MLM purge of voice recordings without purging screen recordings, some of the screen recordings become detached from the associated recordings. Subsequently, logs display an error whenever the user attempts to purge these detached screen recordings, due to unavailability of the related voice recordings.

ID: **GIR-24666**	Found In: **8.5.203.17**	Fixed In:

When a user runs a job that schedules an MLM backup followed by an MLM purge of both voice and screen recordings, voice-only recordings prevent the MLM backup from completing. As a result, the MLM purge does not proceed as configured. This issue occurs because the MLM backup job is searching for screen recordings in the voice-only recordings.

ID: **GIR-24604**	Found In: **8.5.203.17**	Fixed In:

If an invalid certificate or password is configured for the **caCertificate** or **jksPassword** parameters, Interaction Recording Web Services will fall back to establish a TLS connection without certificate validation for SIP Server, Interaction Server, and Configuration Server instead of failing to establish a TLS connection.

ID: **GIR-13830**	Found In: **8.5.202.42**	Fixed In: **8.5.202.70**

If a call recording does not have an associated screen recording, an error occurs when you attempt to delete the call recording manually from SpeechMiner.

Workaround: Create a recording settings group and then set the **deleteCallRecordingAndScreenRecordingsAndMedia** parameter to `false` as shown below:

```
POST http://<Interaction Recording Web Services-cluster-address>/api/v2/settings/recording
{
  "name": "deleteCallRecordingAndScreenRecordingsAndMedia",
  "value": false
}
```

If this parameter is set to `true` (the default), there will be an exception if there are no screen recordings.

ID: **GIR-18253**	Found In: **8.5.202.19**	Fixed In:

Using MLM backup with the unzipped option to export the backup to a remotely mounted Windows directory is currently not supported. Instead, use the unzipped option to export the backup to a Unix file system.

ID: **GIR-11117**	Found In: **8.5.201.98**	Fixed In: **8.5.202.04**

When an MLM backup of multiple recordings fails part way through the process, Interaction Recording Web Services continues its attempts to backup the remaining recordings.

ID: **GIR-10674**	Found In: **8.5.201.91**	Fixed In:

If voice or screen recordings are deleted and Interaction Recording Web Services (RWS) is then requested to reindex for a time period for which there are no recordings, RWS may display an incorrect error that Elasticsearch validation failed.

ID: **GIR-9532**	Found In: **8.5.201.60**	Fixed In: **8.5.202.42**

When an agent logs in to an environment containing multiple switches, Interaction Recording Web Services incorrectly attempts to connect to all SIP Servers--instead of only to the SIP Server associated with the switch that serves the DN of the agent.

ID: **GIR-10604**	Found In: **8.5.201.55**	Fixed In:

Data masking in the Genesys Interaction Recording API might not behave as expected if the list of masked fields you define for the **metadata.privacy.agent_fields** and **metadata.privacy.customer_fields** settings contain spaces.

Workaround: Avoid using spaces in the **metadata.privacy.agent_fields** and **metadata.privacy.customer_fields** settings in the **recordingsettings** group.

ID: **GIR-6338**	Found In: **8.5.201.42**	Fixed In: **8.5.201.75**

RWS will not attempt a connection to Interaction Server if the api-multimedia-screenrecording feature is enabled but the api-multimedia feature is not.

ID: **GIR-4201**	Found In: **8.5.201.42**	Fixed In: **8.5.201.99**

Messages like the following can be safely ignored in the log:

```
10/21/2015 18:06:45.433ERROR [] [] []
\[com.genesyslab.PCT.invoker.EventBrokerEx:TServer:5e85bb59-d585-43e2-9e79-b5df480003f1:9e116565-912a-4da2-ab62
c.g.c.v.a.e.s.ScreenRecordingTelephonyEventHandlerV2 Failed to process message:
PartyMessage(super=InteractionMessage(super=BasicTelephonyMessage(message='EventAttachedDataChanged'
(85) attributes:
<attributes omitted for clarity>
com.genesyslab.cloud.v2.exceptions.CloudException: GSIP_RECORD Is missing/invalid in attach
data eventKVList:
<attributes omitted for clarity>
```

ID: **GIR-3538**	Found In: **8.5.201.42**	Fixed In: **8.5.202.42**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.5

Interaction Recording Web Services Release Notes

You can find links to Release Notes for particular 8.5.5 releases of Interaction Recording Web Services, if available, in the tree menu on the left or in the list of Available Releases.

8.5.500.30

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/18/25	General			X			

What's New

This release contains the following new features and enhancements:

- An issue with Recording Web Service (RWS) where the creation of a new contact center caused errors in Cassandra 4 when running on Java 8 has been fixed. (GIR-34509)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.30.

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8.5.500.24

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Interaction Recording (GIR) RWS now supports Elasticsearch version 8.x, including secure connections with basic user authentication and TLS. (GIR-34320)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

- The minimum supported Java version is openJDK17.

- The minimum supported Cassandra version is now 4.1.4.
     If you are not yet running with Cassandra 4.1.4, then check the documentation Upgrading Cassandra to 4.1.4.

8.5.500.17

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/02/25	General			X			

What's New

Genesys Interaction Recording (GIR) supports Cassandra version 4.1.4.

Resolved Issues

This release contains the following resolved issues:

An issue no longer occurs when **upgrade.jar** is connected to SSL-enabled Cassandra. (GIR-34565)

An issue with Recording Web Service (RWS) where the features POST API was causing invalid entries in Cassandra 4 has been fixed. (GIR-34590)

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Upgrade Notes

Upgrading directly from 2.2.x to 4.1.4 is not supported. You must upgrade your Cassandra versions incrementally for schema portability, for example, from version 2.2.x -> 3.11.11 -> 4.1.4. For more information, see Upgrading Cassandra to 4.1.4.

8.5.500.14

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/25	Restricted			X			

What's New

This release contains the following new features and enhancements:

- Genesys Interaction Recording (GIR) supports Cassandra version 4.1.4.

Resolved Issues

This release contains the following resolved issues:

An issue that prevented RWS from auto detecting Screen Recording Certificate changes from GAX Plug-in has been fixed. (GIR-34389)

An issue that caused the RWS API nextUri to return an invalid endpoint has been fixed. (GIR-34511)

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Upgrade Notes

Upgrading directly from 2.2.x to 4.1.4 is not supported. You must upgrade your Cassandra versions incrementally for schema portability, for example, from version 2.2.x -> 3.11.11 -> 4.1.4. For more information, see Upgrading Cassandra to 4.1.4.

Release 8.5.2

Interaction Recording Web Services Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Interaction Recording Web Services, if available, in the tree menu on the left or in the list of Available Releases.

8.5.205.69

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/24	General			X			

What's New

This release contains the following new features and enhancements:

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> **Important**
>
> Interaction Recovery Web Services (based on Java 8) has been discontinued as of Dec 20, 2024.

- Support for OpenJDK 17. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all prerequisites. (GIR-33806)
- Third-party component Jetty is upgraded from version 9 to version 12. (GIR-33185)
- Third-party component Spring is upgraded to 6.1.14. (GIR-34200)

Resolved Issues

This release contains the following resolved issues:

An issue with *userData* filter is fixed. (GIR-34249)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.69.

8.5.205.65

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/24	General			X			

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 9. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems. (GIR-32491)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.65.

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8.5.205.32

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/27/24	General			X			

What's New

This release contains the following new features and enhancements: Many security vulnerabilities have been addressed by upgrading third-party components including Spring and Jetty. (GIR-32055, GIR-32670, GIR-32467, GIR-33125, GIR-32470, GIR-32448)

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Resolved Issues

This release contains the following resolved issues:

Setting MLM **enableScanAndScroll**=true is now supported. Previously, this was not functioning properly. (GIR-32749)

Setting **scanAndScroll**=true while using **Muxer split_window_enabled**=1 is now supported. Previously, these two settings conflicted each other. (GIR-32673)

An issue that prevented the Synchronization service from utilizing the configServerConnectionTimeout parameter is now fixed. (GIR-33292)

A new parameter, configServerDefaultEncoding, has been added to the **application.yaml** file to address an issue in synchronizing accented characters. (GIR-33386)

An issue that prevented recording search from returning all results is now fixed. Now, all matching

results are returned. (GIR-33107)

Upgrade Notes

- This release contains changes to **/usr/bin/gir**.

- If using ScanAndScroll (**enableScanAndScroll**: `true`) with Elasticsearch 7, the **elasticsearch.yml** file of the Elasticsearch instance needs the following parameter added:
    `search.max_open_scroll_context: 10000`

- The minimum supported Java version is now 1.8.0_261 b12.

- The minimum supported Elasticsearch version is now 7.17.15.
    On upgrading to Elasticsearch 7.17.15:

    If you are already running on Elasticsearch 7.X with a V3 schema, then follow the standard Elasticsearch procedures for updating to Elasticsearch 7.17.15.

    If you are not yet running on the V3 schema, you will need to do the following:

1. Create a new Elasticsearch cluster using the V3 schema.

2. Create a new RWS instance pointing to this Elasticsearch cluster that is separate from your existing RWS cluster but pointing to the same Cassandra instance. Configure it with a large `hystrix.command.RecordingOperationApiTaskV2.execution.isolation.thread.timeoutInMilliseconds` timeout so that you do not run into timeout issues when reindexing.

3. Reindex all call recordings. Use the standard reindex API call. Use multiple calls with a small enough time range that the reindex operation will not exceed the timeout set in the previous step.

4. Update the nodes in your RWS cluster to point to the new Elasticsearch V3 cluster.

8.5.205.10

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/12/23	Hot Fix	Unavailable		X			

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Important

As of October 25, 2023, this release is no longer available. If you've already downloaded the software, please contact Customer Care or your Genesys Representative.

8.5.204.16

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/20/22	General			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If the sync node of Interaction Recording Web Services missed saving the user's information in Cassandra, Interaction Recording Web Services now accepts the recording metadata from this user. Previously, Interaction Recording Web Services rejected the request when receiving the metadata POST from GIR Voice Processor. (GIR-31840)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.16.

8.5.204.14

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/12/22	Hot Fix			X			

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 8. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.14.

8.5.204.02

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/10/21	General			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When querying Interaction Recording Web Services (RWS) for recordings, the total number of recordings found is now included in the body of the HTTP Response. (GIR-30308)

When synchronizing agent information between Configuration Server and Cassandra, RWS now correctly handles any corrupted data in Cassandra by overwriting the corrupted data with the agent information from Configuration Server. (GIR-29292)

When querying for screen recordings using Elasticsearch 1.7, RWS no longer returns a 500 HTTP response if the screen recording index in Elasticsearch is missing. (GIR-28721)

The default value of the **multiPartResolverMaxUploadSize** configuration option is now set correctly as **536,870,912**. Previously, the default value of this option was set incorrectly as **67,108,864**. (GIR-25528)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.204.02.

8.5.203.94

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/19/20	General			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Purge and Backup jobs that are performed as part of Media Lifecycle Management now ignore the **crRegion** parameter configured in the **application.yaml** file. This affects recordings in all regions from Cassandra and the local Elasticsearch that match the specified job criteria. (GIR-26101)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.94.

8.5.203.90

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/24/20	General			X			

What's New

This release contains the following new features and enhancements:

- Cassandra authentication for Interaction Recording Web Services (RWS) is now supported. For more information, see Cassandra Authentication. (GIR-29147)

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) can now be installed on Red Hat Enterprise Linux (RHEL) 7 without generating any errors. (GIR-29596)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.90.

8.5.203.86

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/13/20	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

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> **Important**
>
> The following is applicable to deployments where SpeechMiner and Interaction Recording Web Services are on different domains and screen recording is being used.
> If this does not apply to your deployment, no additional action is required.

- Interaction Recording Web Services (RWS) is updated to support the configuration of the **SameSite= None** and **Secure** attributes for cookies associated with cross-site resources used by the SpeechMiner browser application. This is due to forthcoming releases of Chrome and other browsers that will restrict cross-site requests if these attributes are not set. (GIR-28705)

  - These attributes are not set by default.

  - If you are using HTTP for communication between SpeechMiner and RWS, you can disable the enforcement of cross-site restrictions in your browser settings. Otherwise, you must change your deployment to use HTTPS and set the attributes accordingly.

- See also the Upgrade Notes for this release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

This release of Interaction Recording Web Services is intended to be upgraded in conjunction with Recording Crypto Server release 8.5.093.70 (or higher). Genesys recommends that you upgrade both components concurrently.

8.5.203.47

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/26/19	Hot Fix			X		

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Resolved Issues

This release contains the following resolved issues:

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When using the Elasticsearch v2 schema, Interaction Recording Web Services (RWS) now correctly indexes a recording when the event data contains any of the following key names: **agentId**, **ani**, **dnis**, **recordDN**, and **agentExtensionDN**. Previously, the recording would not be indexed if the event data contained any of these key names, which prevented it from appearing in search results and also caused reindexing operations to fail. (This issue is only applicable to the Elasticsearch v2 schema.) (GIR-27574)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.47.

8.5.203.42

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/19	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When re-indexing recordings, Interaction Recording Web Services now ignores recordings that do not contain any metadata. (GIR-26134)

When streaming unencrypted call recording media files, Interaction Recording Web Services now includes the **content-length** in the **Headers** properties. (GIR-26056)

If the folder parameter is missing from the screen recording metadata provided by Screen Recording Service (SRS), Interaction Recording Web Services now provides it. (GIR-26727)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.42.

8.5.203.25

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/01/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- The scan and scroll method of Elasticsearch is now supported for MLM with Elasticsearch v2 schema. For large scale deployments, enable the scan and scroll option to improve performance of MLM. (GIR-25860)

- The default number of shards for new deployments with Elasticsearch v2 schema is 12. The existing deployments with the current number of shards are also supported. (GIR-25859)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.25.

Helpful Links

Releases Info

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- 8.5.x Known Issues

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8.5.203.18

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/11/19	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The warning message, **Contact center user profile not found for user**, is removed and it no longer appears in the log file when receiving OPS requests. (GIR-23821)

Helpful Links

Releases Info

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Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.18.

8.5.203.14

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/18	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- Interaction Recording Web Services (RWS) includes new parameters for a search API used by Recording Muxer Script to improve performance.

Helpful Links

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> **Important**
>
> You must increase the allowable maximum number of open file descriptors for the Elasticsearch nodes if the existing number of open file descriptors is not sufficient. For more information, refer to Complete the following steps for each Elasticsearch node or Complete the following steps for each Interaction Recording Web Services node that you want to host Elasticsearch, whichever applies in your environment.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.14.

8.5.203.10

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/18	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) now assigns random UUIDs to labels instead of generating name-based IDs for labels. Previously, a user could not apply the same label to multiple recordings at the same time through the Recording Label API because the generated label IDs were not unique. (GIR-21405)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.10.

8.5.202.97

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/17/18	General	Under Shipping Control		X		

What's New

This release includes only known issues. See the Upgrade Notes for this release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

The Cassandra schema must be manually upgraded to version 8.5.202.34. Refer to Upgrading Interaction Recording Web Services.

Helpful Links

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8.5.202.70

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/17	General	Under Shipping Control		X		

What's New

This release contains the following new feature and enhancement:

- Interaction Recording Web Services (RWS) no longer makes initial connections to SIP Servers and Interaction Servers when an RWS API is invoked.

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) validates for an invalid certificate or password for the **caCertificate** or **jksPassword** parameters in the **application.yaml** file, and will not start if the values are invalid. Previously, RWS would start and fail when connecting to the backend servers. (GIR-13830)

Interaction Recording Web Services (RWS) now only loads `Place` objects from the specific tenant setting defined in the RWS application object. Previously, it sometimes loaded from the `Environment` tenant, which caused RWS to choose the wrong place to capture an agent's screen recording. (GIR-12976)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.70.

8.5.202.42

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/17	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- Interaction Recording Web Services now supports configurable certificate validation for TLS connections to Recording Crypto Server, SpeechMiner Interaction Receiver, WebDAV, Configuration Server, SIP Server, and Interaction Server.

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) no longer incorrectly displays an error indicating that Elasticsearch validation failed when a request is made to reindex for a time period where call or screen recordings have recently been deleted and there are no longer any recordings. (GIR-9532)

If there are no active connections for a given Screen Recording Service (SRS) version, then an empty **[byLocationSubtotalCounts]** section will be displayed in the query response. Previously, the **[byLocationSubtotalCounts]** section was not displayed in the query response. (GIR-4488)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.42.

8.5.202.19

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/17	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- The Elasticsearch templates (**call_recordingv2_template.json** and **screen_recordingv2_template.json**) have been updated. Deploy the new versions of these templates to the Elasticsearch cluster so that when an index is created, the new index template is used. Re-indexing is not required after this step.

- Support for Red Hat Enterprise Linux version 7.

- Interaction Recording Web Services now supports the following new APIs: **Get Recording by ID**, **Get Recording Media by ID**, and **Delete Recording by ID**. For more information, refer to Genesys Interaction Recording API.
  Note: Support for the **Delete Recording by ID** API is added on July 14, 2017.

- Interaction Recording Web Services now supports using Java Runtime Environment (JRE) 8 as an alternative to the Java Development Kit (JDK) 1.8.

- The Cassandra schema used by RWS has been updated to version 8.5.201.79.

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Resolved Issues

This release contains the following resolved issues:

The **enableStaleSessionsMonitoring** parameter has been removed from the sample **application.yaml** file. The default value for this parameter is `false`. Previously, this parameter was set to `true` for the Interaction Recording Web Services (RWS) nodes. If you have previously

configured a value for this parameter, you must remove it from the **application.yaml** file on all RWS nodes. (GIR-12451)

You can now migrate to the Elasticsearch schema version 2, even if the `crRegion` setting found in **serverSettings** within the **application.yaml** file has special characters. For example, /MSN/USW1. Previously, it was not possible to migrate if the `crRegion` setting had special characters. (GIR-12266)

The MLM backup mechanism now validates and only accepts three "/" characters in the prefix of the file location, for example, to "file:///". Previously, a backup location that did not contain three "/" characters would result in an attempt to back up to an incorrect location. (GIR-12259)

The description of the value for **path.conf** in the sample **elasticsearch.yml** is now updated. Previously, **path.conf** contained a wrong value. (GIR-12133)

The **createTime** property returned by the **Getting all labels from a recording** API and by the **Getting a specific label from a recording** API is now returned in UTC. Previously, the value was in an incorrect timezone. (GIR-11944)

The response to a successful update when applying a label to multiple recordings now contains the path to the correct label instances. Previously, the path properties were all referring to the first label in the request. (GIR-11193)

When creating a recording with label data, if any mandatory attributes are missing, a 400 Bad Request response with status code **1** (RequiredParameterMissing) is now returned. Previously, status code **2** (InvalidRequestParameter) was incorrectly returned. (GIR-11805)

Upgrade Notes

The Cassandra schema must be manually upgraded to version 8.5.201.79. Refer to Upgrading Interaction Recording Web Services.

8.5.202.04

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/17	Hot Fix			X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) now attaches user data to the interaction for proper muxing of call and screen recordings. Now you can view screen recordings in SpeechMiner. Previously, RWS could not attach the user data required for proper muxing of call and screen recordings, if the **api-voice** feature was not enabled. Therefore, screen recordings were not available in SpeechMiner. (GIR-11108)

Interaction Recording Web Services (RWS) now supports MLM backup in unzipped format to both the Windows and Linux file systems. To perform unzipped backup to a Windows file system, make sure the **useFullPathInMediaFileBackup** option in the **[backgroundScheduledMediaOperationsSettings]** section is set to `false` in the **application.yaml** file.

useFullPathInMediaFileBackup

Valid values: `true, false`

Default value: `false`

- When set to `false` (the default), unzipped backup to a Windows or Linux file system is supported. This option changes the format of the backup for both zipped and unzipped modes.

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- When set to $true$, unzipped backup to a remote Windows file system is not supported. However, unzipped backup to a Linux file system is supported. This option restores the format of the backup as used in the earlier releases.

For both values, zipped backup is supported for both the Windows and Linux file systems. (GIR-11117)

When an agent logs in to an environment containing multiple switches, Interaction Recording Web Services no longer incorrectly attempts to connect to all SIP Servers--instead of only to the SIP Server associated with the switch that serves the DN of the agent. (GIR-10604)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.04.

8.5.201.99

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/17	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- For new installations or new tenants in existing installations the Elasticsearch schema version 2 is used by default.

- GIR now supports tagging interactions—including creating, applying and unapplying tags, as well as protecting and unprotecting recordings from deletion, through SpeechMiner.

  Interaction Recording Web Services (RWS) supports label APIs, with which a user can create, update and delete labels from an interaction. See Recording Label API for details. RWS also supports protecting an interaction from deletion, which prevents the system from deleting the specific interaction's metadata and media files. See Recording Non-Deletion API for details.

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Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) now responds to a query for call or screen recordings with the error `status code 500` (and not an empty list of recordings), when RWS fails to determine which

recordings to return, while using Elasticsearch.

Example queries:

- `GET /api/v2/recordings?startTime=A&endTime=B...`

- `GET /internal-api/screen-recordings?parameter1=value¶meter2=value...`

This response also covers conditions that can occur while rebuilding the Elasticsearch index, if the re-index command is specified to delete the old Elasticsearch index. (GIR-10765)

The sample application.yaml and elasticsearch.yml files have been updated with the current default and recommended settings. (GIR-9549)

Two agents can now use the same DN, at different times, without a conflict.

When two hot-seated agents have screen recording enabled and use the same DN at different time periods, in all cases Interaction Recording Web Services will register the DN for the second agent and capture the second agent's screen. Previously, the second agent's DN was not always registered and the screen recording therefore not always captured. (GIR-9441)

Interaction Recording Web Services connects to Interaction Server and supports non-voice screen recording, if the **api-multimedia-screenrecording** feature is enabled. (GIR-4201)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.99.

8.5.201.75

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/16	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- A `feature-definitions.json` file is now provided with Interaction Recording Web Services (RWS). This file is used to control the available features. If RWS is deployed in conjunction with Web Services and Applications, the `feature-definitions.json` file must be merged with a similar file that is used for GWS. To initialize the features, `feature-definitions.json` must be used the first time RWS is started for a deployment.

- RWS now supports Cassandra 1.2 and 2.2. Previously, RWS supported only Cassandra 1.2.

- The `application.yaml.sample` file now contains the default configuration for RWS for a premise deployment. Previously some default options were not listed in the sample file.

Helpful Links

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Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) no longer terminates during Media Lifecycle Management operations when a call recording cannot be found using the ID returned by Elasticsearch. (GIR-8475)

Interaction Recording Web Services (RWS) now supports values containing white space characters for the metadata masking feature. Previously, values containing white space were not supported. (GIR-6338)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.75.

8.5.201.60

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/16	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- Support for the following components running in the same environment:
  - Web Services and Applications
  - Interaction Recording Web Services
- Support for Hot Seating.

Helpful Links

Releases Info

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Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) now has additional validation on WebDAV credentials and URLs. Previously, the format and validity of the credentials and URLs were not validated properly. (GIR-6325)

Recording now stops when an agent changes status to Log Off or Not Ready. Previously, the recording did not stop when the agent logged off or set the status to Not Ready. (GIR-5544)

During purging, Interaction Recording Web Services now adjusts the page offset according to the purged recordings number when it performs a search using Elasticsearch. Previously, Interaction Recording Web Services did not consider that the Elasticsearch reindex was affected by purging recordings and the pagination skipped recordings. . (GIR-4585)

If Workspace Web Edition and Screen Recording Service sessions are handled by separate instances of Interaction Recording Web Services and the agent logs off without exiting Workspace, Interaction Recording Web Services is unable to send the StopRecording event to the Screen Recording Service for non-voice channels triggered by ready(x) and loggedin(x). Note: Blended agents are still routable, and there is no workaround for blended agents. (GIR-1667)

Additional validation is now performed on call recording storage settings:

```
PUT http://<htcc-cluster-address>//api/v2/ops/contact-centers/<contact-center-id>/settings/
recordings

POST/PUT http://<htcc-cluster-address>/api/v2/ops/contact-centers/<contact-center-
id>/settings/call-recordings
{
  "store": [
    {
      "awsS3": {
        "accessKey": "AAAAASAJKSJKAJSK",
        "secretKey": "AAAAKSJKSJDKEWUIFHSJKS",
        "bucketName": "bucket-example1"
      }
    },
    {
      "webDAV": {
        "userName": "user1",
        "password": "pass@32",
        "uri": "http://10.10.15.89/webdav"
      }
    }
  ]
}
```

The following additional validations are performed:

- Each webDAV credential has a unique URI value among the other webDAV credentials specified in the POST/PUT.

- Each awsS3 credential has a unique bucket value among the other awsS3 credentials specified in the POST/PUT. (GIR-7111, GIR-7087)

When the Hystrix circuit breaker is tripped for the thread pool associated with the OPS POST to /internal-api/contact-centers/<contactCenterId>/recordings, RWS now returns the correct message:

```
503 Service Unavailable
{
    "statusMessage":"API is not available",
    "statusCode":25
}
```

instead of returning the misleading error:

```
500 Internal Server Error
{
    "statusMessage":"error writing the call recording",
    "statusCode":4
}
```

(GIR-6670)

The PSDK library has been upgraded to version 8.5.201.04 in the RWS jar (gir.jar) file. (GIR-6629)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.60.

8.5.201.42

Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/16	General	Under Shipping Control		X		

What's New

This section describes the features that were introduced in this first release of Interaction Recording Web Services:

- Interaction Recording Web Services replaces the Web Services and Applications prerequisites for the Genesys Interaction Recording solution. It includes all Interaction Recording related Web Services features that are available in Web Services and Applications releases up to 8.5.201.29—for example, storing and managing recording files. It does not provide API support for non-GIR related Web Services, such as Workspace Web Edition.

- You can now use a new option, **sessionCookieName**, to define the name of the session cookie used by Interaction Recording Web Services.

- Interaction Recording Web Services now supports Java 8. **Note:** As of this release, it will not execute in Java 7.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

When the percentage of screens recorded is less than 100%, now only the number of full screens that are configured to be recorded are actually recorded. Previously, some partial screens were recorded. (GIR-4834)

During purging, Interaction Recording Web Services now adjusts the page offset according to the purged recordings number when it performs a search using Elasticsearch. Previously, Interaction Recording Web Services did not consider that the Elasticsearch reindex was affected by purging

recordings and the pagination skipped recordings. (GIR-4585)

During recording queries, Interaction Recording Web Services now always reports recordings that have the same start time in a deterministic order based on ID. This prevents missed or duplicated IDs when backing up. Previously, Interaction Recording Web Services missed some IDs and duplicated others because the backup processes recording queries were paginated. (GIR-4343)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.42.