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Interaction Recording Web Services

8.5.202.42

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Interaction Recording Web Services Release Notes

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

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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)

Helpful Links

Releases Info

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

Product Documentation

[Genesys Interaction Recording](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.42.