

GENESYS

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Interaction Recording Web Services

8.5.202.70

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Interaction Recording Web Services Release Notes

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

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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.

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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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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.70.