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Interaction Recording Web Services

8.5.205.32

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Interaction Recording Web Services Release Notes

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

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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)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

[Genesys Interaction Recording](#)

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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.