GENESYS™

Interaction Recording Web Services

8.5.500.14

5/12/2025

8.5.500.14

Interaction Recording Web Services Release Notes

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

Contents

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)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

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.