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Gplus Adapter for Siebel CRM Voice Component

Known Issues and Recommendations

12/20/2025

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Gplus Adapter for Siebel CRM Voice Component. 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.

See also [Internationalization Issues](#).

The Adapter does not support the Hot Standby high availability mode for Genesys T-Servers and Genesys SIP Servers. It only supports Warm Standby.

When a campaign to which an agent is assigned is stopped but still loaded/active, the AddRecord button is disabled rather than enabled as it should be.

ID: GPSBL-5242	Found In: 8.0.300.14	Fixed In:
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When conference calls are created from Push Preview interactions, only the conference originator can mark the Outbound Contact Server (OCS) record as Mark Done and enter the call result.

ID: ER# 261490769	Found In: 8.0.000.13	Fixed In:
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Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Gplus Adapter for Siebel CRM Voice Component unless otherwise noted in the issue description.

There are no internationalization issues for this product.
