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Gplus Adapter for Siebel CRM Voice Component

Release Notes 8.5.x

11/7/2022

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Gplus Adapter for Siebel CRM Voice Component 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Gplus Adapter for Siebel CRM Voice Component. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.05	05/19/20	General			X		X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Gplus Adapter for Siebel CRM](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about the previous 8.0.x releases of Gplus Adapter for Siebel CRM Voice Component, see the [8.0 Release Note \(Cumulative\)](#).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- All AIX versions
- All Solaris versions
- Red Hat Enterprise Linux 5
- Windows Server 2008

Discontinued as of

Date: **May 15, 2020**

Release: **8.5.000.05**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Gplus Adapter for Siebel CRM Voice Component, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Gplus Adapter for Siebel CRM Voice Component, see the following documentation:

- The documentation related to this 8.5 software is available at [Gplus Adapter for Siebel CRM 8.5](#). For 8.0 and earlier documentation, see [Gplus Adapter for Siebel CRM](#).
- The [Gplus Adapter for Siebel CRM Deployment Guide](#) provides details about installing and configuring Gplus Adapter for Siebel CRM.
- The [Gplus Adapter for Siebel CRM Agent's Guide](#) provides information about using the Adapter.
- The [Gplus Adapter for Siebel CRM](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Gplus Adapter for Siebel CRM.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Gplus Adapter for Siebel CRM Voice Component

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.

Release 8.5.0

Gplus Adapter for Siebel CRM Voice Component Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Gplus Adapter for Siebel CRM Voice Component, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.000.05

Gplus Adapter for Siebel CRM Voice Component Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/19/20	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Siebel CRM IP 2017, IP 2018 and IP 2019. Use the content from the IP2017 folder for the deployment on the mentioned Siebel versions. (GPSBL-5428)
 - On 12/16/21, Genesys confirms support for IP 2020 and IP 2021.
 - On 11/07/22, Genesys confirms support for IP 2022 and IP 2023.
- Selective protection of sensitive data is improved with the ability to hide T-Library data like DTMF (for example, digits) in Logs. (GPSBL-5433)
- For the OpenUI mode only, the After Call Work (ACW) timer enables agents to see their remaining after call work time. (GPSBL-5039)
- Support for the following operating systems. See the [Gplus Adapter for Siebel CRM](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information. (GPSBL-5487, GPSBL-5551)
 - Microsoft Windows Server 2019
 - Red Hat Enterprise Linux 8
- The following operating systems are no longer supported:
 - All AIX versions
 - All Solaris versions
 - Red Hat Enterprise Linux 5
 - Windows Server 2008

Helpful Links

Releases Info

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

Product Documentation

[Gplus Adapter for Siebel CRM](#)

Genesys Products

[List of Release Notes](#)

- See also the [Discontinued Support](#) section for discontinued operating systems starting with this release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.05.