Genesys Web Engagement Server

Genesys Web Engagement Server 8.5.x Release Note

5/9/2025

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This Release Note applies to all 8.5.x releases of Genesys Web Engagement Server. Links in the Available Releases section enable you to access information regarding a specific release.

Contents

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 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.10	02/17/22	Hot Fix			X		X
8.5.200.09	12/31/21	Hot Fix			X		X
8.5.200.07	12/31/21	General			X		X
8.5.200.06	04/15/21	Hot Fix			X		X
8.5.200.03	03/10/20	Hot Fix			X		X
8.5.200.02	10/31/19	General			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.22	02/17/22	Hot Fix			X		X
8.5.100.21	12/31/21	Hot Fix			X		X
8.5.100.19	12/31/21	General			X		X
8.5.100.17	04/15/21	Hot Fix			X		X
8.5.100.15	03/10/20	Hot Fix			X		X
8.5.100.14	01/31/20	Hot Fix			X		X
8.5.100.13	09/19/19	General			X		X
8.5.100.11	07/24/19	General			X		X
8.5.100.08	05/31/19	General			X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.43	12/18/18	Hot Fix			X		X
8.5.000.42	08/01/17	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.36	02/15/17	General			X		X
8.5.000.35	02/03/17	General	Unavailable		X		X
8.5.000.34	01/11/17	General			X		X
8.5.000.33	11/15/16	General			X		X
8.5.000.26	07/11/16	General			X		X
8.5.000.19	05/16/16	Hot Fix			X		X
8.5.000.17	05/11/16	Hot Fix			X		X
8.5.000.15	04/06/16	General			X		X
8.5.000.14	01/27/16	General			X		X
8.5.000.11	10/30/15	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 Genesys Web Engagement page in the Genesys Supported Operating Environment Reference Guide.

For information about 8.1.x releases of Genesys Web Engagement Server, see the 8.1 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.

- The Thrift-based cassandra-gui tool is no longer included with Web Engagement Server.

Discontinued as of: 8.5.000.17

- Genesys Web Engagement 8.5 now uses a ZAP-based proxy, instead of the Paros-based proxy that was used in earlier releases.

Discontinued as of: 8.5.000.11

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Web Engagement Server, 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 Genesys Web Engagement Server, see the following documentation:

- The documentation related to this software is available from the product page.

- The Genesys Web Engagement 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 Genesys Web Engagement components.

Release Notes for other Genesys components are available here.