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Genesys Driver for Use with Facebook

Genesys Driver for Use with Facebook 8.5.x Release Note

12/24/2025

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This Release Note applies to all 8.5.x releases of Genesys Driver for Use with Facebook. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Genesys Driver for Use with Facebook, see the [8.1 Release Note](#) (Cumulative).

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Available Releases

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.

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Genesys Driver for Use with Facebook at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.101.19	05/12/16	Hot Fix		X			X	X	X
8.5.101.18	12/04/15	Hot Fix		X			X	X	X
8.5.101.17	11/16/15	Hot Fix		X			X	X	X
8.5.101.15	08/25/15	Hot Fix		X			X	X	X
8.5.101.14	07/30/15	Hot Fix		X			X	X	X
8.5.101.11	07/20/15	Hot Fix		X			X	X	X
8.5.101.10	07/09/15	Hot Fix		X			X	X	X
8.5.101.08	06/08/15	Hot Fix		X			X	X	X
8.5.101.06	05/06/15	Hot Fix		X			X	X	X
8.5.101.04	02/25/15	Hot Fix		X			X	X	X
8.5.101.03	01/08/15	General		X			X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.000.11	12/15/14	Hot Fix		X			X	X	X
8.5.000.10	07/16/14	General		X			X	X	X

Discontinued Support

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*.

- Windows 2003 operating system
- Windows 2008 32-bit operating system
- Red Hat Enterprise Linux AS 5 32-bit operating system

Discontinued as of: 8.5.000.10

Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Genesys Driver for Use with Facebook, including the issues that are specific to Localized (International) releases, at the following links:

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

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the *Social Media Solution Guide* first.

- The following are accessible directly from the [eServices product page](#) on the Genesys Documentation website:
 - *eServices Social Media Solution Guide* describes deployment and use of the Genesys Social Messaging product. It also includes a reference listing of Social Media configuration options.
 - *eServices Deployment Guide* describes deployment procedures for all eServices components. It also contains a high-level description of the eServices system, its architecture, and a list of new features in the current release.
 - *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.
- 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 [Messaging Apps/Social Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide*.