![Genesys logo]

Knowledge Manager

8.5.000.05

12/20/2025

8.5.000.05

Knowledge Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/15/15	Hot Fix	Unavailable				X

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What's New

Helpful Links

Releases Info

- List of 8.5.x Releases
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Product Documentation

eServices

Genesys Products

List of Release Notes

> **Important**
> As of 06/25/2021, this release is no longer available to download. Knowledge Manager has been replaced by eServices Manager Plug-in for GAX.

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Knowledge Manager no longer removes spaces between words when parsing the HTML source for standard responses. (KM-2035)

The HTML editor no longer removes the space character from certain `<a href>` tags. (KM-2030)

The HTML editor no longer adds this extraneous tag: `<SCRIPT for=window event=onerror>var no0p = null;</SCRIPT>` (KM-2023)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.05.