



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Knowledge Manager

Known Issues and Recommendations

12/21/2025

Known Issues and Recommendations

Knowledge Manager

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Knowledge Manager. 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.

Knowledge Manager is not compatible with UCS version 8.5.300.32.

ID: KM-4792	Found In: 8.5.x	Fixed In:
--------------------	------------------------	-----------

Apostrophes and other special characters in HTML standard responses might be corrupted in non-UTF-8 encodings. This is a known problem: <http://www.i18nqa.com/debug/bug-iso8859-1-vs-windows-1252.html>.

As a workaround, when there is mixed encoding, convert the whole HTML file to a single encoding, or manually edit the standard response in Knowledge Manager to replace any question marks (?) with the intended special character.

ID: KM-2043	Found In: 8.5.000.05	Fixed In:
--------------------	-----------------------------	-----------

When setting a standard response for an FAQ object, the **Cancel** button opens a New Standard Response window rather than canceling the action.

ID: KM-1290	Found In: 8.0.100.13	Fixed In:
--------------------	-----------------------------	-----------

When creating a new training object and selecting **Use time interval and agents list**, the **Available agents** area ought to be disabled, but it is not.

ID: KM-1259	Found In: 8.0.100.11	Fixed In:
--------------------	-----------------------------	-----------

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.
