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# Knowledge Manager

Release Notes 8.5.x

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# Knowledge Manager 8.5.x Release Note

## Important

Knowledge Manager has been retired. It is recommended that you migrate to eServices Manager Plug-in for GAX. If you have questions, contact your account representative.

This Release Note applies to all 8.5.x releases of Knowledge Manager. 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 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.02	02/12/16	General					X

#### Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.05	09/15/15	Hot Fix	Unavailable				X
8.5.000.03	06/25/15	General	Unavailable				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 [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Knowledge Manager, 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*.

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- As of version 8.5.100.02, the HTML part within standard responses is no longer available.
  - As of version 8.5.100.02, 32-bit operating systems.
  - As of version 8.5.100.02, support for Java 1.6.
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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Knowledge Manager, 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 Knowledge Manager, see the following documentation:

- The following documentation related to this software is available from the [eServices product page](#).
  - *Genesys Knowledge Management User's Guide* describes the use of Knowledge Manager.
  - *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.
  - *eServices Reference Manual* provides a reference listing of all Knowledge Management configuration

options.

- *Genesys eServices Field Codes Reference Manual* provides a reference listing all of Knowledge Manager Field Codes.
- *eServices Knowledge Manager Help*
- The *eServices* 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 eServices components.

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

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# 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.

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Knowledge Manager is not compatible with UCS version 8.5.300.32.

ID: <b>KM-4792</b>	Found In: <b>8.5.x</b>	Fixed In:
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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: <b>KM-2043</b>	Found In: <b>8.5.000.05</b>	Fixed In:
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When setting a standard response for an FAQ object, the **Cancel** button opens a New Standard Response window rather than canceling the action.

ID: <b>KM-1290</b>	Found In: <b>8.0.100.13</b>	Fixed In:
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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: <b>KM-1259</b>	Found In: <b>8.0.100.11</b>	Fixed In:
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## Internationalization Issues

Information in this section is included for international customers.

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There are no internationalization issues for this product.

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# Release 8.5.1

## Knowledge Manager Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Knowledge Manager, if available, in the tree menu on the left or in the list of [Available Releases](#).



8.5.100.02

## Knowledge Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/12/16	General					X

### What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the [Supported Operating Environment:eServices](#) page for more detailed information and a list of all supported operation systems.
  - Windows 2008 64-bit
  - Windows 7 64-bit native
  - Windows 8 64-bit native
- Support for Java 1.7 64-bit

### Helpful Links

#### Releases Info

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

#### Product Documentation

[eServices](#)[Genesys Products](#)[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

- Knowledge Manager requires 64-bit Java 1.7.

# Release 8.5.0

## Knowledge Manager Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Knowledge Manager, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.000.05

## Knowledge Manager Release Notes

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

### What's New

#### Helpful Links

##### Releases Info

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

##### 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:

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

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

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

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.05.

8.5.000.03

## Knowledge Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	General	Unavailable				X

### What's New

### Helpful Links

#### Releases Info

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

#### 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 contains the following new features and enhancements:

- Genesys Content Analyzer adds support for Arabic.
- Genesys Content Analyzer adds support for Turkish.
- Genesys Content Analyzer adds support for Portuguese.
- Genesys Content Analyzer adds support for Italian.
- Genesys Content Analyzer adds support for Spanish.
- Genesys Content Analyzer adds support for German.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.03.