GENESYS™

Knowledge Manager

Knowledge Manager 8.5.x Release Note

5/11/2025

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> **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.

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 8.5.1:

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*.

- 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.

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.