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## eServices Manager Plug-in for GAX

8.5.111.11

# 8.5.111.11

## eServices Manager Plug-in for Administrator Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/30/16	Hot Fix			X		X

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## What's New

This release includes only resolved issues.

## Helpful Links

### Releases Info

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

This release contains the following resolved issues:

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You can now include the original message when replying to an email. Previously, eServices Manager Plug-in for Administrator truncated HTML and BODY tags, and improperly escaped HTML special characters, which caused the original message to be omitted. (KM-2632)

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### Product Documentation

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This release adds a new feature called `ESERVICES_MANAGER/ESERVICES_MANAGER_ACCESS` that limits user access to eServices Manager Plug-in for Administrator.

To use this feature create a Zip file for the plugin deployment using GAX:

1. Create a temporary folder on your desktop.
2. Copy the IP folder from the original location into the temporary folder.
3. Copy the templates folder from the original location into the temporary folder.
4. Zip the temporary folder.

Alternatively, contact Genesys Customer Care to obtain the required Zip file containing the installation package and associated templates.

To install the eServices Manager Plug-in for Administrator with the GAX Installation Wizard:

1. Add the following option to the Genesys Administrator Extension (GAX) Application object:  
Section name: asd  
Option name: plugin\_ip\_list  
Option value: eSMngrPlgnAdm64 (Windows host) or eSMngrPlgnAdm (Linux host)
  2. Restart GAX.
  3. Upload the eServices Manager installation package (IP). If you have previously uploaded the IP, you must do so again now.
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4. Carry out the plugin installation process. To uninstall eServices Manager, use the general procedure for removing a plugin.
5. Restart GAX.

To grant a user access to eServices Manager Plug-in for Administrator, assign the following privileges to the following users in GAX:

- COM/Access Configmanager
- ESERVICES\_MANAGER/Genesys eServices Manager Plug-in for Administrator Access

See more information here:

<https://docs.genesys.com/Documentation/GA/latest/Dep/GAXPlugins>

<https://docs.genesys.com/Documentation/GA/8.5.2/Dep/RolePrivileges> (KM-2590)

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The type for eServices Manager Plugin for Administrator templates was corrected to "184" -Genesys Administrator Server. ( KM-2759, KM-2524)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.111.11.