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eServices Manager Plug-in for GAX

Known Issues and Recommendations

12/24/2025

Known Issues and Recommendations

eServices Manager Plug-in for GAX

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of eServices Manager Plug-in for GAX. 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.

See also [Internationalization Issues](#).

The drop-down menu for Language business attributes may also display languages with the **Disabled** status. Genesys does not recommend using these languages.

ID: KM-5255	Found In: 8.5.111.21	Fixed In: 8.5.200.29
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The plugin does not allow you to save an Apple Pay structured message if there is any text in the **Supported Countries** field.

ID: KM-4511	Found In: 8.5.305.09	Fixed In:
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The plugin does not perform a validation check on whether imported or copied JSON contains duplicated or invalid properties. You must ensure the JSON does not contain duplicated or invalid properties before it is uploaded.

ID: KM-4291	Found In: 8.5.304.10	Fixed In:
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If, in the configuration of any business attribute value of the **MediaOrigin** business attribute, the **rich-media-types** section is missing (in **Annex**) but there are other section(s) with any other names at the same time, the **Media Origin** drop-down menu in the plugin will be empty and a structured message under **Standard Response** cannot be created.

Workaround: All **MediaOrigin** business attribute values must have the **rich-media-types** section in **Annex**.

ID: KM-4866	Found In: 8.5.304.10	Fixed In:
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eServices Manager 8.5.302.02 and later releases are not compatible with GAX 8.5.260.xx or earlier releases.

ID: KM-3835	Found In: 8.5.302.02	Fixed In:
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User who do not have the **View Standard Response** privilege can still import Knowledge Management objects.

ID: KM-3805	Found In: 8.5.302.02	Fixed In:
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eServices Manager does not support GAX 8.5.270.06 or later.

ID: KM-3728	Found In: 8.5.301.09	Fixed In: 8.5.302.02
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eServices Manager displays an error if you search for a standard response using the **Owner** criterion, but the owner you searched for does not already exist in the system.

ID: KM-3552	Found In: 8.5.301.09	Fixed In:
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Use of improperly formatted HTML syntax (for example, if tags are not properly closed) can cause empty lines to appear in standard responses.

Workaround: Check HTML syntax for proper formatting and ensure tags are properly closed before pasting the HTML syntax into a standard response.

ID: KM-3523	Found In: 8.5.111.21	Fixed In: 8.5.301.09
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The Help link (?) in the user interface does not open the correct version of the help documentation.

Workaround: Use the following direct link to access help documentation: <https://docs.genesys.com/Documentation/ESDA/8.5.3/ESMgr/KMwelcome>.

ID: KM-3505	Found In: 8.5.300.09	Fixed In: 8.5.301.09
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After you create a custom variable, the **Description** field for the new custom variable does not populate in the **Custom Variables** list.

Workaround: Click **Refresh** to refresh the **Custom Variables** list.

ID: KM-3503	Found In: 8.5.300.09	Fixed In: 8.5.301.09
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The **Marker** option in the standard response HTML editor does not highlight selected text.

ID: KM-3500	Found In: 8.5.200.29	Fixed In: 8.5.300.09
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eServices Manager does not prevent you from creating or updating screening rules that have incorrect pattern syntax. For example, you must not use incorrect pattern syntax that has text before the function, such as `abcdefFind("abcdef")`.

ID: KM-3497	Found In: 8.5.300.09	Fixed In:
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When updating screening rules, GAX displays an error when eServices Manager attempts to save changes to assigned categories and relevancy levels.

ID: KM-3494	Found In: 8.5.200.32	Fixed In: 8.5.300.09
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Search strings for field codes and custom variables are case-sensitive.

ID: KM-3493	Found In: 8.5.300.09	Fixed In: 8.5.301.09
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You cannot create custom variables with negative values.

ID: KM-3105	Found In: 8.5.110.08	Fixed In: 8.5.200.29
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Rendering of added Field Codes does not work in the HTML editor. This issue affects only version 8.5.111.11 and higher.

ID: KM-3010	Found In: 8.5.111.11	Fixed In: 8.5.111.21
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If you are using Classification Server v.8.5.110.04 or later, you must enable screening rules to be able to test them.

ID: KM-2870	Found In: 8.5.000.13	Fixed In: 8.5.200.29
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Service Categories do not support UTF-8 for the names of Screening Rules. Any non-Latin symbols in the name of a Service Category Screening Rule are converted to question marks (???).

ID: KM-2639	Found In: 8.5.111.07	Fixed In: 8.5.200.29
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The plugin might not update the tree after creating, updating, or deleting a node. If this happens, refresh the page. If the issue persists, delete the cache and cookies and refresh the browser.

ID: KM-2497	Found In: 8.5.111.05	Fixed In: 8.5.200.29
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Testing a screening rule may produce an incorrect answer such as Unknown error 502 occurred while performing operation, rather than the expected Rule Matched or Rule Not Matched.

As a workaround, when testing, select the screening rule's checkbox **Pattern is found in any selected field (OR relation)**. This usually makes the test work correctly.

ID: KM-2435	Found In: 8.5.110.08	Fixed In: 8.5.200.29
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When viewing a screening rule, selecting **Categories** to display the categories associated with the rule may not work. This is because the system may take so long to respond that the browser exceeds

its time limit.

ID: **KM-2414**

Found In: **8.5.110.05**

Fixed In: **8.5.200.29**

If you have a large number of objects (categories, standard responses, screening rules), eServices Manager may take so long to load that Firefox and Internet Explorer may produce a warning message. The workaround is as follows:

- For Firefox: Set the **dom.max_script_run_time** property to 0.
- For Internet Explorer: modify registry settings as follows:

Note: The Registry entry specified below may have an invalid value. If the entry is not present, you'll need to make a new one with recommended value.

For Windows 8.1 or 8:

1. Press Windows Key + R.
2. Type RegEdit, then click **OK**.
3. Locate the following Registry path: **HKEY_CURRENT_USER\SOFTWARE\Microsoft\Internet Explorer\Style**
4. Double click MaxScriptStatements string and set its value to 0xFFFFFFFF.
5. Click **OK**, then close Registry Editor.

Note:

- If the **Style** key is not present, click **Edit > New > Key** and then type Style as the key name and press **Enter**.
- If the above string is not found or if the **Style** key is newly created, right-click the **Style** key, then click **Edit > New > DWORD (32-bit Value)**. The remaining steps are same.

For Earlier Versions of Windows:

1. Click Start and select **All Programs > Accessories**.
2. Click **Run**.

The remaining steps are same.

ID: **KM-2396**

Found In: **8.5.110.03**

Fixed In: **8.5.200.29**

If you have a large number of objects (categories, subcategories, and standard responses—for example, over 1,000 standard responses) performance is likely to be less than optimal. In certain instances, it may take approximately 30 to 70 seconds to load data. Note, however, that when the eServices Manager client machine (hardware) is robust, performance is likely to be less of a problem. Also, with such a configuration Genesys recommends using Chrome or Mozilla Firefox browsers and not Internet Explorer.

ID: KM-2048	Found In: 8.5.000.13	Fixed In: 8.5.200.29
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eServices Manager correctly connects to UCS if both default and HTTP ports are specified on the Server Info tab of UCS. In this situation eServices Manager uses the default port.

ID: KM-2002	Found In: 8.5.000.13	Fixed In: 8.5.111.06
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Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of eServices Manager Plug-in for Administrator unless otherwise noted in the issue description.

There are no internationalization issues for this product.
