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# Universal Contact Server Manager

Release Notes 8.5.x

3/31/2025

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# Universal Contact Server Manager 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Universal Contact Server Manager. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Universal Contact Server Manager, see the 8.1 [Release Note \(Cumulative\)](#).

## Available Releases

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.

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the [Universal Contact Server](#) page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Universal Contact Server Manager at the following links:

### Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">8.5.300.51</a>	06/27/24	Update		X	X	X	X
<a href="#">8.5.300.05</a>	01/25/24	General		X	X	X	X
<a href="#">8.5.300.04</a>	07/18/23	Hot Fix		X	X	X	X
<a href="#">8.5.300.02</a>	10/16/17	General		X	X	X	X

### Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">8.5.000.03</a>	08/21/14	General					X

## Discontinued Support

The Discontinued Support section is cumulative. It lists functionality that is no longer supported in this software and the release number of the version in which support was discontinued. This cumulative list is in release-number order with the most recently discontinued features at the top of the list.

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Support for Java 1.7 is discontinued as of release 8.5.300.02.

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Support for Windows Server 2008 is discontinued as of release 8.5.300.02.

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Support for Windows Server 2003 is discontinued as of release 8.5.000.03.

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## Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Universal Contact Server Manager, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the *Deployment Guide* first.

- The following are accessible directly from the [eServices product page](#) on the Genesys Documentation website:
  - *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 configuration options.
- *eServices Social Media Solution Guide* describes deployment and use of the Genesys Social Messaging product.
- The **Universal Contact Server** page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about product support for operating systems.

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

# Known Issues and Recommendations

## Universal Contact Server Manager

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Universal Contact Server 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 Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

See also: [Internationalization Issues](#)

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There are no known issues or recommendations for this product.

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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 8.5.3

## Universal Contact Server Manager Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Universal Contact Server Manager, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.300.05

## Universal Contact Server Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/25/24	General						X

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2012 is discontinued in this release.
- Support for Windows Server 2022 is implemented in this release.

See the [Universal Contact Server](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications and databases.

### Resolved Issues

This release contains the following resolved issues:

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Since version 8.5.300.05, Universal Contact Server Manager supports OpenJDK 17, as well as OpenJDK 11 and Open JDK 8. (ESR-16339)

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### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)



## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.05.

# 8.5.300.04

## Universal Contact Server Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/18/23	Hot Fix		X	X		X	X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

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Starting from 8.5.300.04, UCS Manager uses Log4j2 (2.17.1) instead of Log4j. (ESR-16065)

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#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.04.

8.5.300.02

## Universal Contact Server Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/17	General		X	X	X	X

### What's New

This release contains the following new features and enhancements:

- The UCS Manager user interface now supports the new Genesys brand.
- Support for Transport Layer Security (TLS) 1.2 is implemented in this release.
- Support for Java 1.8 is implemented in this release.
- Support for Windows 10 is implemented in this release.
- Support for Java 1.7 is discontinued in this release.
- Support for Windows Server 2008 is discontinued in this release.
- Support for Windows Server 2019 is implemented in this release.

See the [eServices](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications and databases.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Universal Contact Server](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.02.

# Release 8.5.0

## Universal Contact Server Manager Release Notes

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

8.5.000.03

## Universal Contact Server Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/21/14	General							X

### New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Universal Contact Server Manager.

- This release supports Windows Server 2012 Hyper-V. (ESR-7673)
- This release supports Windows Server 2012 64-bit native. (ESR-7672)

### Helpful Links

#### Releases Info

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

#### Product Documentation

#### [eServices](#)

#### Genesys Products

#### [List of Release Notes](#)

### Corrections and Modifications

This release also includes the following corrections or modifications:

When the UCS Manager is connected to several Universal Contact Server (UCS) instances, the Scheduled tab now refreshes when switching between UCS instances if one UCS does not have a configured task. (ESR-8267)