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Recording Plug-in for GAX

Release Notes 8.5.x

10/13/2025

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Recording Plug-in for GAX 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Recording Plug-in for GAX (Genesys Administrator Extension). 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 8.5.5:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
8.5.500.10	10/13/25	General			X			X	
8.5.500.09	06/11/25	Hotfix			X				
8.5.500.08	03/12/25	General			X			X	
8.5.500.05	10/04/24	General			X			X	

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.097.61	03/27/24	General			X		X
8.5.097.57	04/26/22	General			X		X
8.5.097.53	06/10/21	General			X		X
8.5.097.50	04/24/20	General			X		X
8.5.096.20	01/06/20	Update			X		X
8.5.095.53	10/25/18	General	Under Shipping Control		X		X
8.5.095.01	08/02/18	General	Under		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Shipping Control				
8.5.091.11	05/17/18	General	Under Shipping Control		X		X
8.5.085.67	12/15/17	General	Under Shipping Control		X		X
8.5.080.71	09/27/17	General	Under Shipping Control		X		X
8.5.075.72	06/28/17	General	Under Shipping Control		X		X
8.5.070.93	03/29/17	General	Under Shipping Control		X		X
8.5.065.64	12/20/16	General	Under Shipping Control		X		X
8.5.060.80	09/27/16	General	Under Shipping Control		X		X
8.5.051.01	08/22/16	Hot Fix			X		X
8.5.050.99	08/15/16	Hot Fix			X		X
8.5.050.75	06/29/16	General	Under Shipping Control		X		X
8.5.040.99	04/01/16	Hot Fix			X		X
8.5.040.89	04/01/16	General	Under Shipping Control		X		X
8.5.030.88	01/12/16	Hot Fix			X		X
8.5.030.72	12/18/15	General	Under Shipping Control		X		X
8.5.020.87	10/02/15	General	Under Shipping Control		X		X
8.5.010.49	07/01/15	General	Under Shipping Control		X		X
8.5.005.58	04/15/15	General	Under Shipping Control		X		X
8.5.004.78	01/16/15	General	Under		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Shipping Control				
8.5.004.38	12/05/14	Hot Fix			X		X
8.5.004.11	11/03/14	General	Under Shipping Control		X		X
8.5.003.02	09/18/14	General	Under Shipping Control		X		X
8.5.001.31	01/13/14	General	Under Shipping Control		X		X
8.5.001.14	01/13/14	General	Under Shipping Control		X		X

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 Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference*.

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 the Discontinued Support page in the *Genesys Supported Operating Environment Reference*.

There are no discontinued items for this product.

Known Issues

You can find information about Known Issues and Recommendations for all 8.5.x releases of the Recording Plug-in for GAX product, 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 the Recording Plug-in for Genesys Administrator Extension, see the following documentation:

- The documentation related to this software is available from the Genesys Interaction Recording page.
- The *Genesys Interaction Recording 8.5 Solution Guide* provides details about Genesys Interaction Recording solution.
- The Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Recording Plug-in for GAX

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Recording 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.

The Deployed Count for Screen Recording Certificates is incorrect.

ID: **GIR-34388**	Found In: **8.5.500.08**	Fixed In:

RWS does not auto detect Screen Recording Certificate changes from GAX Plug-in.

Workaround: Restart RWS.

ID: **GIR-34389**	Found In: **8.5.500.08**	Fixed In:

Recording Plugin deployment is not shown in GAX UI in Deployed Solutions. For more information, see Prerequisites for Genesys Administrator Extension Modules.

ID: **GAX-12105**	Found In: **8.5.500.05**	Fixed In:

If RWS has CSRF enabled, the Recording Plug-in for GAX might not receive the CSRF token properly and some operations might fail.

Workaround: Disable CSRF on the RWS side.

ID: **GIR-6537**	Found In: **8.5.060.80**	Fixed In:

When debug logging is enabled, Recording Plug-in for GAX exposes the Base64-encoded Authorization header in the log file, when sending requests to Interaction Recording Web Services (RWS).

ID: **GIR-4592**	Found In: **8.5.030.88**	Fixed In: **8.5.085.67**

When trying to set up a backup or purge rule, you might intermittently receive a `User not authorized` message.

Workaround: Log out and log in again.

ID: **GIR-2053**	Found In: **8.5.010.49**	Fixed In: **8.5.020.87**

The SPD file does not support configuration units or sites that include folders that are named Persons, Access Groups, or Roles.

ID: **GIR-1356**	Found In: **8.5.010.49**	Fixed In:

If the solution SPD file has the following options, the SPD file can be installed with all options enabled:

1. Create Alarm Conditions
2. Set TServer Alarm Period
3. Set MCP Recording Alarm Period
4. Set Recording Archive Configuration
5. Create Recording Certificate Roles
6. Create SpeechMiner Roles
7. Create Base SpeechMiner Access Groups

If you install the SPD file with options 4 to 7 disabled, the SPD execution fails.

Workaround: Allow options 1, 2, and 3 to be installed, and enable option 5.

ID: **GIR-419**	Found In: **8.5.001.14**	Fixed In: **8.5.001.31**

The solution SPD file option Create Alarm Conditions, prompts for the T-Server and MCP alarm condition timeout values in hours; however, the value is not converted to seconds when set in the alarm condition. For example, if the value is set to 1, the timeout value will be one second instead of 3600 seconds.

Workaround: Enter the desired value in seconds.

ID: **GIR-394**	Found In: **8.5.001.14**	Fixed In: **8.5.001.31**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.5

Recording Plug-in for GAX Release Notes

You can find links to Release Notes for particular 8.5.5 releases of Recording Plug-in for GAX, if available, in the tree menu on the left or in the list of Available Releases.

8.5.500.10

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/13/25	General			X			X

What's New

This release contains the following enhancements:

- Third-party component Spring boot has been upgraded to 3.4.9(GIR-34702)
- Third-party component Spring framework has been upgraded to 6.2.10(GIR-34701)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.10.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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8.5.500.09

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/11/25	Hotfix			X			X

Administrator Extension}}

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Recording Plug-in for GAX issue with HTTPS connection to RCS and CA verification is fixed (GIR-34625)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.09.

8.5.500.08

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/12/25	General			X			X

What's New

This release contains the following new features and enhancements:

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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> **Important**
> Recording Plug-in for GAX (based on Java 8) has been discontinued as of Mar 12, 2025.

- Third-party component Spring is upgraded to 6.1.14. (GAX-12104)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.08.

8.5.500.05

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 9. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems. (GIR-32491)
- Support for OpenJDK 17. (GIR-33624)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.05.

Release 8.5.0

Recording Plug-in for Genesys Administration Extension Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Recording Plug-in for Genesys Administration Extension, if available, in the tree menu on the left or in the list of Available Releases.

8.5.097.61

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/27/24	General			X			X

> **Important**
> This release of Recording Plug-in for GAX is supported only on Windows Server 2019 and Red Hat Enterprise Linux 8.

What's New

This release contains the following new features and enhancements:

- Security vulnerabilities have been addressed by upgrading third-party components including Spring. (GIR-32755, GIR-32137)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.097.61.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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8.5.097.57

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/26/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.
  - Red Hat Enterprise Linux 8
  - Windows Server 2019

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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List of Release Notes

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.097.57.

8.5.097.53

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/10/21	General			X			X

What's New

Helpful Links

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- 8.5.x Known Issues

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> **Important**
> This version was first released as a Hot Fix on 03/30/21.

This release contains the following new features and enhancements:

- The Recording Plug-in for GAX now includes a new permission, **View All Evaluation Sessions**, for SpeechMiner to allow a user to view (read-only) all evaluation sessions where the session contains interactions the user has permission to view. This feature is supported in SpeechMiner starting from version 8.5.512.13.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.097.53.

8.5.097.50

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/24/20	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Recording Plug-in for GAX can now be installed on Red Hat Enterprise Linux (RHEL) 7 without generating any errors. (GIR-29597)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.097.50.

8.5.096.20

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/06/20	Update			X		X

What's New

- Starting with this release, Recording Plug-in for GAX is compatible with Genesys Administrator Extension (GAX) release 9.0.100.56 and later.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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> **Important**
> If you are using an 8.5.x version of GAX, this version of Recording Plug-in for GAX is only compatible with GAX release 8.5.290.09 and later.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.096.20.

8.5.095.53

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/25/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Recording Plug-in for GAX now includes a new permission, `Enable Video Context Menu`, for SpeechMiner to control access to the Video Context menu when performing a right-click action on a screen recording in the player. This feature is supported in SpeechMiner starting from version 8.5.510.13.
- This version of Recording Plug-in for GAX is compatible only with Genesys Administrator Extension (GAX) release 8.5.270.06 and later.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Resolved Issues

This release contains the following resolved issues:

The error message, **MAX Age must be larger than MIN Age. Both MIN Age and MAX Age cannot be zero**, is displayed when a user sets both minAge and maxAge to `0` in the **Recording Lifecycle Scheduler** page. Previously, an unclear error message was displayed in this scenario. (GIR-19258)

All critical vulnerabilities that are identified through the Klocwork static code analysis are fixed. (GIR-21668)

Users can now view certificates in the **Recording Certificates** page without any issue. Previously, a blank page was displayed when a user clicked on a certificate. (GIR-19392)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.095.53.

8.5.095.01

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Starting with this release, Recording Plug-in for GAX is now compatible with Genesys Administrator Extension (GAX) release 8.5.270.06 and later. (GIR-17846)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.095.01.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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8.5.091.11

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/17/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- This release of Recording Plug-in for GAX contains modifications to SpeechMiner privileges.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.091.11.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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8.5.085.67

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/17	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Recording Plug-in for GAX now attaches all cookies received from the Recording Crypto Server (RCS) as well as the cookies added by load balancer in the subsequent requests to the load balancer and RCS. (GIR-15825)
- If the **show_cert_with_upload_privilege** option in the [**rcs**] section of the GAX application object is set to `true`, GAX will require the user to have the `Administration of Recording Certificates and Keys` and `Decrypt a Recording` role privileges to view recording certificates. (GIR-14436)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The Recording Plug-in for GAX no longer requires the user to re-log in to GAX in case the Recording Crypto Server (RCS) is down when the user logged in. Previously, the user must re-log in to GAX to view the Recording Certificates. (GIR-13950)

The Recording Plug-in for GAX now masks the Authorization header in the log file. (GIR-4592)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.085.67.

8.5.080.71

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/17	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Recording Plug-in for GAX now supports configurable certificate validation when making secured connections to the Recording Crypto Server and Interaction Recording Web Services.

Resolved Issues

This release contains the following resolved issues:

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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The Recording Plug-in for GAX now displays specific error messages if communication with Recording Crypto Server (RCS) has failed or was not configured properly. Previously, the "RCS not available" message was displayed for all RCS-related errors. (GIR-13229)

The Recording Plug-in for GAX now validates the input path specified in an MLM backup task. Previously, the input path was not validated, for example, if the user specified "file:////" instead of "file:///", the UI would not reject the input even though the path was invalid. (GIR-12497)

The Recording Plug-in for GAX is now able to connect to the Recording Crypto Server (RCS) successfully if the "/rcs" suffix is used in the **rcsurl** configuration, such as http://rcshost:8080/rcs. (GIR-5841)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.080.71.

8.5.075.72

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/17	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- You can now manage the life cycle of voice recordings by using interaction labels.
- Support for Red Hat Enterprise Linux version 7.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.075.72.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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8.5.070.93

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/17	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Recording Plug-in for GAX supports the SpeechMiner "Send notifications about evaluation sessions for agents" feature, with new permissions.

  These permissions include: `Show Evaluation Session Score` and `Evaluation Session`.

- The Media Lifecycle Management interface now supports backup of recordings in unzipped format. Refer to this Recording Lifestyle Scheduler dialog box to see where the setting resides and to this list of RLS parameters for the parameter description.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Statistical Days is now shown in the Configuration menu in a text box, not as a drop-down box.

Previously, if the Recording Plugin for GAX was installed, the Statistical Days widget would be affected and became a drop-down box under the Configuration menu—an unintended behavior. Now, the text box display for Statistical Days matches its original format in GAX. (GIR-10139)

The Recording Plug-in for GAX installation package now includes the file `recording_spd.xml`. (GIR-9200)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.070.93.

8.5.065.64

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/16	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Complete Action Item permission was added to enable users to complete an action item without the permission to edit the action item. Previously, users could only complete or edit an action item when the Edit Action Items permission was assigned to their role. (GIR-6295)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Genesys Interaction Recording—Voice Edition

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.065.64.

8.5.060.80

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/16	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Support for Java 8. See Prerequisites for: Recording Plug-in for GAX on the Supported Operating Environment: Genesys Interaction Recording page for more detailed information and a list of all prerequisites.

Resolved Issues

This release contains the following resolved issues:

gir_privileges_bec.csv in the CSV file no longer contains extra spaces. (GIR-6869, GIR-6845)

SpeechMiner privileges were synchronized in the Business Edition Cloud (BEC) privilege definition file to coincide with the latest SpeechMiner release. (GIR-6819)

Two new permissions are added to the SPD file:

- Retrieve Original Interaction
- Export Coaching Session

(GIR-6616, GIR-6369)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Interaction Recording—Voice Edition

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.060.80.

8.5.051.01

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/22/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- SpeechMiner privileges were synchronized in the Business Edition Cloud (BEC) privilege definition file to coincide with the latest SpeechMiner release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.051.01.

Helpful Links

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- List of 8.5.x Releases
- 8.5.x Known Issues

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8.5.050.99

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- SpeechMiner privileges were synchronized in the Business Edition Cloud (BEC) privilege definition file to coincide with the latest SpeechMiner release.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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> **Important**
> This hot fix is no longer available as it did not function as expected. Hot fix version 8.5.051.01 corrects the identified issue.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.050.99.

8.5.050.75

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/16	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Recording Plug-In for GAX now supports a multi-tenant environment. This is now possible because the Recording Crypto Server plugin can now be configured to fetch the `htcc_base_url` from the Tenant annex, Recording section.

Resolved Issues

This release contains the following resolved issues:

The SpeechMiner CfgRole objects are now properly deployed to the correct tenant and SPD file folders. Previously, some of the CfgRole objects were deployed to the Environment tenant. (GIR-4603)

Helpful Links

Releases Info

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.050.75.

8.5.040.99

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/19/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- SpeechMiner privileges were synchronized in the Business Edition Cloud (BEC) privilege definition file to coincide with the latest SpeechMiner release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.040.99.

Helpful Links

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8.5.040.89

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/01/16	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Support for SpeechMiner changes and new permissions in SPD.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.040.89.

Helpful Links

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8.5.030.88

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/12/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- A typo was fixed in the CSV for SpeechMiner privileges and BEC roles.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

Permission SM_73 was removed from the SpeechMiner Regular User role. (GIR-3912)

Permission 346 (that is, the Call Recording Report), was added and assigned to the Administrator, Power User, and Regular User roles. (GIR-3504)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.030.88.

8.5.030.72

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/15	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Permission SM_73 permission removed from the SpeechMiner Regular User role. (GIR-3912)

Permission 346 (that is, the Call Recording Report), was added and assigned to the Administrator, Power User and Regular User roles. (GIR-3504)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.030.72.

Helpful Links

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8.5.020.87

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/02/15	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Support for filtering on attached data in the MLM Scheduler.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Resolved Issues

This release contains the following resolved issues:

When trying to set up a backup or purge rule, you no longer receive a "User not authorized" message. Previously, you would need to log out and then back in again if you encountered this message. (GIR-2053)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.020.87.

8.5.010.49

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/15	General					X

What's New

This release contains the following new features and enhancements:

- Support for call type filtering on scheduling tasks.

Resolved Issues

This release contains the following resolved issue.

When using the quick filter to schedule MLM tasks, matching texts are now highlighted. (GIR-1628)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.49.

8.5.005.58

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/15/15	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Support for backing up and purging recording files.

Resolved Issues

This release contains the following resolved issues:

The Recording Plug-in for GAX now shows more helpful error messages in certain error conditions. (GIR-1548)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.005.58.

8.5.004.78

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/16/15	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Recording Plug-in for Genesys Administration Extension.

- Support for MP3 encoding bitrate compression.

Corrections and Modifications

There are no corrections or modifications for this release.

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8.5.004.38

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/05/14	Hot Fix					X		X

What's New

This release contains the following new features and enhancements:

- This version of the Recording Plug-in was compiled to support the cloud architecture.

Resolved Issues

There are no resolved issues for this release.

Helpful Links

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8.5.004.11

Recording Plug-in for Genesys Administration Extension Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/04/14	General	Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Recording Plug-in for Genesys Administration Extension.

- Support for Microsoft Windows 2012.

Corrections and Modifications

There are no corrections or modifications for this release.

Helpful Links

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8.5.003.02

Recording Plug-in for Genesys Administration Extension Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/18/14	General	Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Recording Plug-in for Genesys Administration Extension.

- Support for the Genesys Interaction Recording 8.5.2 solution.

Corrections and Modifications

There are no corrections or modifications for this release.

Helpful Links

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8.5.001.31

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/13/14	General	Shipping Control				X		X

What's New

This release contains no new features or functionality.

Resolved Issues

This release also includes the following resolved issues:

The solution SPD file executes correctly when any combination of options are selected during the installation procedure. (GIR-419)

The solution SPD file option Create Alarm Conditions now converts the T-Server and MCP alarm condition timeout value to seconds. Previously, the Create Alarm Conditions prompted for the T-Server and MCP alarm condition timeout values in hours, but did not convert the value to seconds. (GIR-395).

Helpful Links

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8.5.001.14

Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/13/14	General	Shipping Control				X		X

What's New

This release contains the following new features and enhancements:

- Support for the Genesys Interaction Recording 8.5.1 solution.

Resolved Issues

There are no resolved issues for this release.

Helpful Links

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- List of 8.5.x Releases
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