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Recording Plug-in for GAX

Known Issues and Recommendations

12/19/2025

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:
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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:
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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:
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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:
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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
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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
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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:
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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
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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
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.
