GENESYS™

Recording Muxer Script

8.5.220.78

12/16/2025

8.5.220.78

Recording Muxer Script Release Notes

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

Contents

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

> **Important**
>
> Upgrade to Genesys Web Services 8.6.200.84 or higher is required with this release of Recording Muxer Script.

Resolved Issues

This release contains the following resolved issues:

Recording Muxer can now process a recording that has a mono audio channel. Previously, an exception was generated when processing a mono recording file. (GIR-3292)

Recording Muxer Script has been improved by using the Bulk Query API in this release. (GIR-2556)

In scenarios where the underlying libraries for the Recording Muxer Script are unable to complete muxing the files in multi-segment recordings, the Recording Muxer will continue to process new request and no longer be blocked completely on repeatedly muxing that same recording. Previously in this scenario, the Recording Muxer Script would not proceed to the next recording (GIR-2386, GIR-2392)

The Recording Muxer Script's sample configuration contains inaccurate information for the **video_padding_slice_length_ms** option. The default value should be 5000 instead of 1000. This parameter is used to append video if it stops earlier than voice. (GIR-2319)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.78.