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Genesys SR Service

8.5.205.00

12/23/2025

8.5.205.00

Genesys SR Service Release Notes

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

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What's New

This release contains the following new features and enhancements:

- Integration with Workspace Desktop Edition.
- Configuration can now be done during installation at the command line.
- Support for uploading and updating immediately after restart.

Resolved Issues

This release contains the following resolved issues:

Screen Recording disk free space limit is now working correctly. Previously, a violation would result in an error, but the recording would not terminate. (GIR-1652)

Screen Recording Service log cleaner now starts correctly. (GIR-1641)

Screen Recording Client now continues to record if the agent locks their screen. (GIR-1576)

Screen Recording Service checksum checks for updating are no longer case-sensitive. (GIR-1443)

Screen Recording Service now logs critical errors when configured to log at any log level. Previously, some critical errors were logged only when the log level was set to debug. (GIR-1423)

Screen Recording Service can now properly detect, through timeout, that a browser window containing Workspace Web Edition has been closed for the current Windows user even when there are multiple users logged into Windows and Workspace Web Edition. (GIR-1395)

If an agent locks their desktop screen during a call session, recording now continues. Previously in this scenario, screen recording would stop until Web Services was restarted. (GIR-1351)

Screen Recording Service now connects properly to Web Services immediately after upgrading.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Interaction Recording](#)

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(GIR-1306)

The Screen Recording Service setup file can now be served from a HTTPS server. The server's certificate must be CA certified.

Note: To use a self-signed HTTPS certificate, in the local `config.json` file, set the `certificate` parameter to `false`. (GIR-1279)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.00.