Genesys SR Service

8.5.220.72

12/23/2025

8.5.220.72

Genesys SR Service Release Notes

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

Contents

What's New

This release contains the following new features and enhancements:

- SR Service now preforms value validation for all numeric configuration parameters.

- SR Service now delays shutting down the agent's PC until all the screen recordings are uploaded with the new **delayShutdown** parameter. For more information about this parameter, see the Genesys Interaction Recording Solution Guide.

- Support for Windows 8 64-bit

- Support for Windows 7 32-bit

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

SR Service now uses the Windows Certificate Store to validate HTTPS SSL certificates. (GIR-3023)

SR Service now accepts values with leading and trailing white spaces. Previously in this scenario, SR Service would generate an error and stop working. (GIR-3043)

SR Service now exits when it encounters a certificate validation error. Previously in this scenario, the SR Service would continuously try to start causing it to hang. (GIR-3021)

SR Service now removes the old installation files before performing a new installation or upgrade. (GIR-3003)

SR Service no longer deletes the **config.json** file, log files, and the Recording directory when uninstalling the previous version. (GIR-2965)

Full installation now overwrites the VLC, OpenSSL, and SRS files. It will not overwrite the screen-capture-recorder.dll and config.json files. (GIR-2963)

Screen Recording Update Service now supports automatic upgrades. (GIR-2939)

SR Service command line installation now handles typing errors correctly. Previously, if the wrong parameters were entered on the command line, the SR Service understands it as if it is a recognized parameter, and enters the wrong value in the **config.json**. For example, Screen Recording Server recognizes the **server** parameter. The wrong behavior occurred if you typed the name as "server1" or "serverName" or "serverX" (all starting with the recognized parameter name). If you typed "nserver", it was ignored. (GIR-2880)

You will no longer see a distorted screen when using screen resolution 1366 X 768. (GIR-2684)

SR Service now includes CORS headers in the SRS Authentication Server HTTP error response message. (GIR-2426)

SR Service no longer creates the **(default)** startup menu item. (GIR-2385)

The SR Service can now limit the size of its log files with the new **maxLogSize** and **logsToKeep** parameters. Previously, log files were managed with the **logKeep** parameter which is now deprecated. (GIR-2008)

SR Service setup file is now verified using a SHA512 checksum instead of MD5 checksum (GIR-1779)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.72.