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Genesys SR Service

8.5.311.13

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Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/11/16	General	Under Shipping Control				X

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What's New

This release contains the following new features and enhancements:

- The **slowMachine** parameter is now deprecated, and is replaced by the new **vlcCloseTimeout** parameter.
- The SR Service will now retry to upload all failed recordings after the next restart.

Resolved Issues

This release contains the following resolved issues:

The SR Service (SRS) now supports dynamic update for the 'csrfUrl' configuration parameter in config.json. (GIR-6165)

If the **vlcCloseTimeout** parameter is configured with a default of 2 seconds, the SR Service will wait for the configured timeout before killing the VLC process. During this time, the SR Service is now able to start a new recording session. (GIR-5997)

The SR Service no longer stops functioning when error logs are sent to Web Services API. Previously, the SR Service stopped responding when there was only one error log that needed to be sent to Web Services API. (GIR-5927)

The SR Service can now capturing a new interaction's screen after a SRS Server (GWS) failover. Previously, when a GWS failover occurred, the SR Service did not capture the screen until the agent logged out and then logged into Workspace Web Edition (WWE). (GIR-5891)

The SR Service no longer sends a Runtime error during shutdown when a thread is not started. Previously, a Runtime error was sent during shutdown while the system waited for a thread that did not start. (GIR-5884)

Internet Explorer no longer caches the ping request to the SR Service. (GIR-5856)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

[Genesys Interaction Recording—Voice Edition](#)

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The SR Service no longer stops capturing the screen when the agent uses Internet Explorer to access Workspace Web Edition (WWE). Previously, the SR Service periodically stopped capturing the screen when the agent used Internet Explorer to access WWE. (GIR-5834)

ValidateCertificate no longer fails to read the hash on the Horizon setup when validating the certificate embedded in the production signed SR Service setup.exe. (GIR-5832)

The SR Service now ignores 10053 errors on local host connections. (GIR-5733)

Uncaught exceptions are now logged in the process log file. Previously, a separate log file may have been created. (GIR-5562)

When running Auto Update with **updateWhen** set to **immediate**, a log error no longer appears. Previously, the following log error may have appeared: **Updater: An unexpected error has occurred.(6, 'WaitForSingleObject', 'The handle is invalid.')**". (GIR-5316)

When working with Internet Explorer 11, the SR Service no longer freezes until the Workspace Web Edition (WWE) tab is closed. (GIR-4571)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.311.13.