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Genesys SR Service

8.5.330.64

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Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/16	General	Under Shipping Control				X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service (SR Service) is now able to process a screen recording correctly if the agent's details contain special characters. Previously, the SR Service was not able to process a screen recording if the agent's username contained a single-quote character. (GIR-8186)

Helpful Links

Releases Info

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

Product Documentation

[Genesys Interaction Recording—Voice Edition](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.330.64.