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Genesys SR Service

8.5.350.65

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Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/17	General	Under Shipping Control				X

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What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) now supports the **ignoreCertificateVerificationErrors** parameter, which is enabled by default. When enabled, SRS ignores certain certificate verification errors for encryption of the screen recordings. (GIR-11113)
- The Screen Recording Service (SRS) now uses updated versions of Python and OpenSSL. (GIR-14096)

Helpful Links

Releases Info

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

Product Documentation

[Genesys Interaction Recording](#)

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Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service (SRS) now supports the **isVlcSlowCapture** parameter to enable or disable update of `startTime` with recording file creation time. Previously, on a slow machine there could be a misalignment between actual start time of video and the start time in metadata. (GIR-15643)

The Screen Recording Service (SRS) no longer supports the update of the **certificate** parameter value with an API request from the agent desktop clients. (GIR-6615)

The Screen Recording Service (SRS) installer UI now shows an additional option to reboot the machine by detecting the presence of `rra` files during upgrade. Previously, if SRS is not stopped when the `setup.exe` file is running during the SR Service (SRS) upgrade, `rra` files were created in the SRS installation folder. Reboot the machine for the upgrade to complete properly. (GIR-5945)

Firefox no longer displays a security warning for the secure (HTTPS) Screen Recording Service (SRS) APIs. If SRS is installed in the HTTPS mode while Firefox is running, restart Firefox to include the SRS certificates in Firefox. Previously, Firefox displayed a security warning for the secure SRS APIs. (GIR-4621)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.350.65.