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Genesys SR Service

8.5.366.12

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Genesys SR Service Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/08/19 | Hot Fix | | | | | X |

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Screen Recording Service (SRS) now completes a screen recording when the recording is paused or resumed. Previously, in version 8.5.365.01 or higher, SRS encountered an error and failed to complete a recording when the recording was paused or resumed. (GIR-26010)

Screen Recording Service (SRS) now uses shorter names to store encryption certificates. Previously, SRS could encounter I/O errors due to long filenames of encryption certificates. (GIR-25628)

Screen Recording Service (SRS) now has an increased default value of 10 seconds as the VLC HTTP timeout. Additionally, the **vlcHttpTimeout** parameter is introduced to allow users to adjust this timeout. Previously, SRS failed to complete a recording due to a *VLC Http stop failed with ConnectTimeout* error. (GIR-25170)

Screen Recording Service (SRS) no longer encounters a **recorder.pyc** error. Previously at times, SRS did not record an agent's screen when there were back-to-back login and logout requests. (GIR-26155)

Product Documentation

[Genesys Interaction Recording](#)

Genesys Products

[List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.366.12.
