GENESYS™

Genesys SR Service

8.5.500.20

12/25/2025

8.5.500.20

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/16/24	General						X

Contents

What's New

This release includes the following new features and enhancements:

- Support for Microsoft Windows Server 2022 in Citrix. See the Genesys Interaction Recording page in the Genesys Supported Operating Environment Reference Manual for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.20.

Helpful Links

Releases Info

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

Product Documentation

Genesys SR Service

Genesys Products

List of Release Notes