GENESYS™

Workspace Desktop Edition

8.5.151.06

12/20/2025

8.5.151.06

Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/24/22	Update						X

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What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Workspace no longer becomes unresponsive when displaying tables in the body of an email interaction when the display area is small. This fix complements a former fix that did not work as expected on certain virtualized environments. (IW-17558)

The processing of the HTML-based rich table, which is specified in Standard Responses has been improved. The improvement has an impact on the HTML Preview and the final email that is sent to the customer. (IW-17550)

Workspace now correctly detects hyperlinks in the Chat transcript view. Previously, the custom expression specified in the expression.url option might not have recognized some hyperlinks correctly. (IW-17543)

Workspace no longer sends two parallel requests to UCS when executing the email Reply operation. Previously, during the email Reply operation, Workspace might have sent a request to update the outbound reply email in UCS, in parallel to a request to update the corresponding parent inbound email in UCS. This could cause an unexpected error in UCS and the UCS database. (IW-17540)

In Cisco CUCM environments, Workspace will now automatically re-login to the agent's voice channel after being out of service due to temporary device disconnection. (IW-17536)

The option keyboard.shortcut.paste-text-only was introduced to let the administrator fine-tune the keyboard shortcut for paste as text only. Previously, starting with version 8.5.149.03, this shortcut was hardcoded to **CTRL+ALT+V** which could interfere with the **AltGr** key of language-specific keyboards, like Czech. (IW-17516)

In multi-site environments with both SIP Server and Cisco TServer, the support of a 4-way conference scenario that engages parties of SIP Server and Cisco T-Server has been improved. Previously, in such a scenario, the departure of one of the conference parties might not be reflected. (IW-17495)

In the Advanced Interaction Search view, Workspace now supports the configuration of a custom

Helpful Links

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search attribute that contains the keyword 'Date'. (IW-17481)

It is now possible to copy an image that is embedded in an email and paste it into a separate application. (IW-17448)

In scenarios where the initial color of the Case Data frame is specified by an option override, the value specified for the interaction.case-data.frame-color option is now correctly applied to the Case Data frame of the consultation interaction, for a consultation call that is initiated from an existing consultation call. (IW-17364)

In environments where the Hub Plugin for Workspace (Apple Business Chat support, for example) is activated for an agent, Workspace now restores the correct scroll position in the Chat transcript view when an agent switches from one chat interaction tab to another. Previously, the cursor was placed at the top of the Chat transcript. This new fix complements a previously delivered fix that did not resolve all the scenarios. (IW-17136)

In ClickOnce deployment environments, the Workspace assemblies that implement the Contacts and OpenMedia module families are now always downloaded during the initial download of Workspace. This resolves a dependency issue in some Workspace plugins like Genesys Hub Plugin for Workspace Desktop Edition. Previously, those assemblies were downloaded only when the user was authenticated and confirmed to be granted with Contacts or OpenMedia privileges. (IW-16008)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.151.06.