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Workforce Management Daemon

8.5.214.02

12/15/2025

8.5.214.02

Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General					X

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What's New

This release contains the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).
- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software (with the exception of SMTP servers). WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the [Workforce Management Administrator's Guide](#). (WFM-30288)
- WFM Daemon now supports OpenJDK, thereby removing the dependency on Oracle Java versions for which public updates are no longer available. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Manual](#) for more detailed information and a list of all supported prerequisites. (WFM-31618)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

WFM Daemon 8.5.214.02 build 4 (released 05/21/2019): The Back functionality on the **JavaHome Location** and **Ready to Install** windows in the installation Wizard for WFM Daemon has been corrected so that clicking the **Back** button now takes you to the previous Wizard window. Previously, it opened the **Ready To Install** window. (WFM-32441)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.02.