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Workforce Management Web

8.5.003.22

12/14/2025

8.5.003.22

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/11/22	Hot Fix		X	X	X	X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

This release contains the following resolved issues:

As of April 11, 2022, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on April 23, 2022. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-35265)

Product Documentation

[Workforce Management](#)

Genesys Products

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Important

If you installed this version of WFM Web prior to April 11, 2022, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

WFM Web's Java applet signing certificate signature includes a timestamp, meaning the code signature will not expire after the code signing certificate expires. Previously, there was no timestamp to indicate a certificate expiration date. Therefore, if the certificate expired, launching the Java applet resulted in error and/or warning messages. Tested and verified as of August 12, 2019. (WFM-32503)

WFM Web has a renewed certificate for signing Java code. The certificate provided in previous WFM versions expires on June 11, 2019. Continuing to use an older release of WFM after the expiration date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. To resolve this issue, Genesys recommends that you upgrade to the latest version of WFM Web that includes the updated certificate. (WFM-32288)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.003.22.