Workforce Management Web

8.5.214.15

12/17/2025

8.5.214.15

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	Update			X		X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

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 no longer displays the error message *An unexpected issue...access denied* after login, when the following values are set for the **[Functionality] NewAgent** and **[Functionality] ClassicAgent** configuration options:

- NewAgent = `false`
- ClassicAgent = `false`

(WFM-32453)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.15.

Helpful Links

Releases Info

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

Product Documentation

Workforce Management

Genesys Products

List of Release Notes