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Workforce Management Web

8.5.216.12

12/14/2025

8.5.216.12

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/22	Update			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 October 11, 2024, WFM Web 8.5.216.12 version contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. 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-37584)

Product Documentation

[Workforce Management](#)

Genesys Products

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Important

If you installed this version of WFM Web prior to October 11, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

As of April 9, 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)

Important

If you installed this version of WFM Web prior to April 9, 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 has been updated to remove a potential vulnerability in links to contextual Help. (WFM-33143)

WFM now correctly applies filters in the WFM Agent application's **Configuration > Browse Shared Transport** view. Previously, if users entered symbols in the **Filter by** field from an existing shared transport name, WFM failed to apply the filter and produced no results. (WFM-32949)

WFM now correctly applies the selected filter in the WFM Agent application's **Configuration > Browse Shared Transport** view. Previously, selecting a filter other than the default filter in the **Filter by** drop-down menu, failed to apply the selected filter and incorrectly produced results for the default filter. (WFM-32948)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.12.