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## Workforce Management Web

8.5.218.55

12/14/2025

8.5.218.55

## 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](#)
- [8.5.x Known Issues](#)

## Resolved Issues

This release contains the following resolved issues:

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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)

### Product Documentation

#### [Workforce Management](#)

#### Genesys Products

#### [List of Release Notes](#)

### 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.

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Third-party libraries have been updated so that WFM Web can connect to Config Server using a secure protocol. Previously, WFM Web could not obtain the configuration over a secure protocol. (WFM-35231)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.55.