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# Workforce Management Web

8.5.220.07

12/14/2025

8.5.220.07

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/03/23	Update			X			X

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## What's New

This release contains the following new features and enhancements:

- WFM Web is updated to support OpenJDK 17 for WFM Web Server (Apache Tomcat) part. (WFM-36848)

## Helpful Links

### Releases Info

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

### Product Documentation

[Workforce Management Web](#)

### Genesys Products

[List of Release Notes](#)

### Important

Following Java 9 options should be set in Tomcat: --add-opens=java.base/java.util=ALL-UNNAMED, --add-opens=java.base/java.util.concurrent=ALL-UNNAMED

- WFM Web is updated to support OpenJDK 17 for client part (Supervisors UI) (WFM-36847)
- WFM Web is updated to support Tomcat 9.0.75. (WFM-36695)

## Resolved Issues

This release contains the following resolved issues:

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Error about session expiration doesn't appear anymore when session is ongoing and active (WFM-37052, WFM-36996)

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Labels for timezones with DST are presented correctly now (WFM-36927)

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Unknown time-zone ID error message doesn't appear on the WFM Web login page anymore if the newly introduced IANA time-zone is set as the user's time zone in Configuration > Users module. Previously issue existed in environments where SOAP API is used to authenticate WFM users (the

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[auth] section is absent in the application options) (WFM-36794)

### Important

WFM Server 8.5.220.06 or higher is required for this functionality. WFM Server application option `tz_mode` must be set to `posix`

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An error doesn't occur anymore when using the Schedule Intra-Day and Agent-Extended views in WFM Web. Previously it could happen if the newly introduced IANA time-zone was used in business unit/site configuration or selected in Time Zone control. (WFM-36762)

### Important

WFM Server 8.5.220.06 or higher is required for this functionality. WFM Server application option `tz_mode` must be set to `posix`

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.07.