GENESYS™

Genesys SR Service

8.5.340.81

12/14/2025

8.5.340.81

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/17	General	Under Shipping Control				X

Contents

What's New

This release includes only resolved issues.

Note: This version was first released as a Hot Fix on 05/25/17.

Resolved Issues

This release contains the following resolved issues:

SRS no longer stops uploading recordings after it fails to upload a recording due to authentication errors. It now skips the problematic recording and continue to upload the other agent recordings. (GIR-12110)

SRS no longer fails to capture screen recordings when an agent uses WWE through Chrome (version 57.0.2987.133 & above) over a secure connection (HTTPS). Previously, with this configuration, the chrome browser would reject the HTTPS connection attempt due to the net::ERR_INSECURE_RESPONSE error, which prevented successful SRS initialization. (GIR-12099)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.340.81.