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Social Media Solution Guide

Migrating from 8.5.1 to 8.5.2 or Later

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Migrating from 8.5.1 to 8.5.2 or Later

1. As a safety measure, back up your 8.5.1 configuration by exporting the **[channel-<any name>]** and **[channel-<any name>-monitor-<any name>]** sections relating to your Facebook and Twitter channels (these might have names like channel-facebook, channel-facebook-monitor, channel-twitter, and channel-twitter-monitor).
2. Delete the **[channel-<any name>]** and **[channel-<any name>-monitor-<any name>]** sections relating to your Facebook and Twitter channels.
3. Uninstall the existing Facebook and Twitter drivers.

Tip

All of the preceding actions can be done in Genesys Administrator, by navigating to your Social Messaging Server Application object, then clicking **Export** and **Delete** (on the **Options** tab) and **Uninstall** (any tab).

4. Proceed to [set up Social Engagement 8.5.3](#).