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# Genesys Administrator Extension

8.5.220.20

12/20/2025

# 8.5.220.20

## Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/15	General			X		X

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## What's New

This release includes the following

- **Enhanced secure connections for Solution Deployment:** You can now configure Mutual TLS on connections between Genesys Deployment Agent and the Genesys Administrator Extension server.
- **Centralized Log:** You can now view the Centralized Log in GAX. Besides viewing the log records, you can sort them and use filters to find specific logs.
- **Increased number of available Audio Resource IDs:** In a single-tenant configuration, the number of available Audio Resource IDs is increased from 1000 to 9000, with the range increasing from 9000-9999 to 1000-9999.
- **Support for Apache Tomcat 7 web server:** See [Supported Operating Environment: Genesys Administrator Extension](#) for more detailed information and a list of all prerequisites.
- **Support for the following web browsers:**
  - Apple Safari 7
  - Apple Safari 8

See [Supported Operating Environment: Genesys Administrator Extension](#) for more detailed information and a list of all supported browsers.

### Warning

Customers using VP Reporting Plugin for GAX version 8.5.120.30 (or lower) should not upgrade to GAX 8.5.220.20, as this combination has not been qualified and there is at least one known issue. (GVP-22684)

## Helpful Links

### Releases Info

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

### Product Documentation

[Genesys Administrator Extension](#)

### Genesys Products

[List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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You can now use GAX to edit Statistical Days of type Date that were previously created in Genesys Administrator or legacy Configuration Manager. Previously, these Statistical Day objects could not be

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edited in GAX. (GAX-8517)

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This version fixes a potential security vulnerability known as Session Fixation. (GAX-8509)

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When working in Cloud mode, Platform Administration (GAX) no longer creates additional Agent Logins after editing an Agent in the Agents view, if Agent Logins are already associated with the agent. Previously, if an agent had already been associated with an Agent Login using Configuration Manager, and the agent is modified later in the Agents view, additional Agent Logins would be created.

Note that even after the fix, if the Default Number of the agent is changed from no value (empty) to a specific value in the Agents window, additional Agent Logins will still be created.

(GAX-8496 [GAX-8175])

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Audio Resource Management in GAX no longer generates warning messages when using older versions of SoX. Previously, while the conversion completed successfully, warning messages were generated. (GAX-8463)

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You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:

Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] , Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.

(GAX-8448 [GCLLOUD-4720])

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GAX performance when using Bulk Change Sets in the Internet Explorer 9 (IE9) web browser has been greatly improved. (GAX-8423 [GAX-8441])

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GAX now displays a confirmation message when a user has successfully changed their own password. The message reads as follows:

Password Changed  
Your password has been successfully changed.

The user must click **OK** to close the message before continuing.

Previously, GAX did not indicate the success or failure of the password change, and returned to the list of Persons.

(GAX-8439)

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When using Internet Explorer (IE) 9, GAX now allows the user to upload and reprocess audio files with a single click. Previously, the user needed to double-click on the buttons in IE 9 to complete the

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action. (GAX-8437)

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GAX now displays an error message when the Parameter Group Template description is longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the template, GAX generated an error message. (GAX-8432)

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GAX now displays an error message when the key and value in custom lists for parameters are longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the custom lists, GAX generated an error message. (GAX-8431)

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GAX now displays the correct status of the Bulk Change Set operation when its processing is complete. Previously, the Set ran to completion, but a race condition caused GAX to display it as in-progress. (GAX-8420 [GAX-8331])

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When using Internet Explorer 9, GAX now executes long running Bulk Change Sets properly and reports the correct status of the execution. Previously, the status was reported as failed even though execution of the Bulk Change Set had completed successfully. (GAX-8415 [GAX-8330])

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After creating an object using GAX Configuration Manager, the list of objects now refreshes automatically to include the new object in the list. Previously, GAX sometimes did not show the new object on some systems because of a race condition. (GAX-8382 [GAX-8365])

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GAX now inserts the correct application ID (184) into log messages that it generates and sends to Message Server. As a result, the **block-messages-by-<application type>** option, which can be used to suppress the logging of frequent non-actionable log messages, now blocks these messages. Previously, GAX inserted the incorrect application ID of 0 (zero), and the **block-messages-by-<application type>** was ineffective because there were no logs with an application ID of 184 to block. (GAX-8304)

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GAX now prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8283 [GAX-8238])

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GAX now allows an Alarm Condition to be edited if its **Cancel Log EventID** is set to 0 (zero). Previously, if you tried to modify an Alarm Condition with this field set to zero, GAX generated the following error message:

Your changes could not be saved. GAX has run into an error "Unable to update object!". Please check GAX logs for more detail. Please correct errors or check GAX log for more detail.

(GAX-8239)

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GAX now correctly presets the application startup priority from the corresponding Application

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Definition when creating applications in a Solution in Configuration Manager. Previously, the startup priority from the Application Definition was ignored. (GAX-8209)

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When setting up or modifying agents in the Agents view, GAX now allows the suffix of the domain part of their email addresses (the characters after the last period [ . ]) to be longer than four characters. Previously, the length of the domain suffix was limited to four characters, meaning you could not save the email address of any agent whose email domain suffix exceeded this limit. (GAX-8202 [GAX-8192])

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This release fixes a potential security vulnerability relating to leakage of information. (GAX-8183 [GAX-8427])

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GAX now correctly moves multiple agents from one Agent Group to another, when instructed. Previously, GAX added the agents to the destination Agent Group, but did not remove them from the original Agent Group. (GAX-8142)

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In Arab translations, parenthesized items now appear correctly in the list of Transaction objects in Operational Parameter Measurement (OPM) parenthesized items, with the parentheses forming a matched pair, like this—( ). Previously, the opening parenthesis was replaced by a closing parenthesis, and the enclosing parentheses appeared like this—) ). (GAX-8086 [GAX-7854])

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GAX now verifies that configuration object sections and names do not contain more than 255 characters. Previously, GAX accepted input of up to 1020 characters, but would not save the object if the section or name contained more than 255 characters. (GAX-7755, GAX-1312)

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This version of GAX removes an XML external injection vulnerability. (GAX-7744)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.20.

## Supported Languages

See [Translation Support](#).