GENESYS™

Genesys Administrator Extension

8.5.260.14

12/13/2025

8.5.260.14

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/18	Hot Fix			X		X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now allows you to edit the numeric-type options of any COM object even if the metadata file doesn't have a range specified for it. (GAX-9793)

The **Centralized Logs** page now correctly loads log messages with IDs that contain more than 10 digits. (GAX-9771)

GAX now correctly parses CSV files on the **Options** tab of all configuration objects. Previously, GAX could not correctly parse a CSV file during import if the file contained a comma (,) character. (GAX-9767)

The following new security parameters are added to the **gax.properties** file:

- **permitted_cross_domain_policies**
- **expect_ct**
- **public_key_pins**

If required by your security policy, you can configure these parameters to add them to HTTP response headers. Otherwise, no action is required.

(GAX-9754)

GAX now displays a warning message when the template is changed for any existing application object. (GAX-9752)

The parameters in a Parameter Group Template are now retained when **Select All** is used with the Quick Filter. Previously, in this scenario, parameters that were not included in the applied Quick Filter list were removed. (GAX-9725)

Helpful Links

Releases Info

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

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The message in the **Agent Dashboard Import** pop-up window now displays correctly in Internet Explorer 11. (GAX-9721)

The **Status** column is now removed from the Backup Server selection window for Application objects. Previously, the status of the Application was always displayed as "Unknown". (GAX-9678)

GAX now correctly displays the DN name in the **Manage options** dialog. Previously, if an alias name was empty for a DN, the DN name was displayed as an empty value. (GAX-9676)

GAX no longer throws an exception error if you upload an application metadata XML file that contains numeric variables that do not specify a range of values. (GAX-9654)

The filter for the Agent Management **Skill** column now correctly applies an AND condition when two skills are separated by a comma (,). Previously, the filter would incorrectly apply an OR condition. (GAX-9649)

The GAX Applications page now correctly displays the execution mode for Folders and Applications. (GAX-9630)

GAX now displays a valid value from the transaction object if the user chooses **Value from Transaction Object**. Previously, GAX displayed an empty value if users chose **Value from Transaction Object** for the **Audio Resource**, **Personality**, and **Configuration Object** parameter types while editing a parameter group. (GAX-9627)

GAX now successfully loads in Internet Explorer browser versions 10 and 11 even if the PingOne extension is installed and enabled. (GAX-9621)

GAX now correctly allows the port of an application to be changed. Previously, GAX wouldn't allow changes to the port of an application if other applications were present in the **Dependencies** tab. (GAX-9595)

When two component objects share the same DBID on Configuration Server, GAX no longer copies the details on the **Dependencies** tab of one object to the **Dependencies** tab of the other. (GAX-9590)

The Column Filter now correctly loads the data and displays the list much faster than before. Earlier, some performance issues occurred when large numbers of agents were filtered. (GAX-9567)

When a deployed audio resource is deleted, GAX no longer incorrectly deletes the personality associated with it. (GAX-9565)

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The **Show Column** filter in the Agent Dashboard now works correctly in localized versions of GAX. (GAX-9776, GAX-9777)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.260.14.