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Interaction Recording Web Services

8.5.500.14

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Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/25	Restricted			X			

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What's New

This release contains the following new features and enhancements:

- Genesys Interaction Recording (GIR) supports Cassandra version 4.1.4.

Resolved Issues

This release contains the following resolved issues:

An issue that prevented RWS from auto detecting Screen Recording Certificate changes from GAX Plug-in has been fixed. (GIR-34389)

An issue that caused the RWS API nextUri to return an invalid endpoint has been fixed. (GIR-34511)

Upgrade Notes

Upgrading directly from 2.2.x to 4.1.4 is not supported. You must upgrade your Cassandra versions incrementally for schema portability, for example, from version 2.2.x -> 3.11.11 -> 4.1.4. For more information, see [Upgrading Cassandra to 4.1.4](#).

Helpful Links

Releases Info

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

Product Documentation

[Genesys Interaction Recording](#)

Genesys Products

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