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Genesys Knowledge Center CMS

Release Notes 8.5.x

3/14/2023

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Genesys Knowledge Center CMS 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Knowledge Center CMS. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.304.33	03/15/23	General			X		X
8.5.304.29	02/28/22	Hot Fix			X		X
8.5.304.26	02/10/22	Hot Fix			X		X
8.5.304.24	02/01/22	Hot Fix			X		X
8.5.304.11	07/06/18	Hot Fix			X		X
8.5.304.10	03/15/18	Hot Fix			X		X
8.5.304.09	10/16/17	General			X		X
8.5.303.14	06/13/17	General			X		X
8.5.302.09	04/14/17	Hot Fix			X		X
8.5.302.05	12/22/16	General			X		X
8.5.300.12	11/09/16	General			X		X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.11	04/29/16	Hot Fix			X		X
8.5.200.09	04/06/16	Hot Fix			X		X
8.5.200.08	03/11/16	General			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.11	08/28/15	General			X		X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Knowledge Center](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Knowledge Center CMS, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

Additional information on Genesys Cloud Services, Inc. is available on our [Customer Care website](#).

The following documentation also contains information about this software. Please consult the *Deployment Guide* first.

- The documentation related to this software is available from the [product](#) page.
- The *Genesys Knowledge Center Deployment Guide* provides details about installing and configuring Genesys Knowledge Center CMS.

- The [Genesys Knowledge Center](#) page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Knowledge Center components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Genesys Knowledge Center CMS

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Knowledge Center CMS. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

When CMS is configured without jgroups ports, changes made to a knowledge document on one node might not always be visible on the other nodes. To prevent this from happening, you must explicitly specify jgroups ports in every CMS Application in the cluster, as described in step 9 of [Configuring the CMS Application](#).

ID: GK-5699	Found In: 8.5.304.09	Fixed In: 8.5.304.10
--------------------	-----------------------------	-----------------------------

The Knowledge Center installation process can't complete the provisioning step on Red Hat Linux if the application name contains spaces. You can create meaningful application names using underscores or other symbols instead of spaces. For example, "Knowledge_Center_Server_1" instead of "Knowledge Center Server 1".

ID: GK-4965	Found In: 8.5.303.14	Fixed In: 8.5.304.09
--------------------	-----------------------------	-----------------------------

When running as the service Knowledge Center is not binding to all network interfaces.

ID: GK-3960	Found In: 8.5.302.04	Fixed In: 8.5.303.14
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This release corrects a scenario where the CMS would run slowly with knowledge bases that contained a large number of languages.

ID: GK-2926	Found In: 8.5.200.07	Fixed In: 8.5.200.09
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When downloading an attachment from a document, the original name of the attachment is not returned. If you would like the attachment to have its original name, please rename it manually.

ID: GK-1383	Found In: 8.5.000.16	Fixed In: 8.5.000.20
--------------------	-----------------------------	-----------------------------

The Windows service is not automatically installed during the installation of the Windows IP. To install the Windows service, start `server.bat` with these parameters: `server.bat install`.

ID: GK-1264	Found In: 8.5.000.16	Fixed In: 8.5.100.11
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The GKC logging configuration options are absent from the application template after installation. To add these options manually, follow the instructions in the GKC Deployment Guide.

ID: GK-647	Found In: 8.5.000.16	Fixed In: 8.5.100.11
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.3

Genesys Knowledge Center CMS Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Genesys Knowledge Center CMS, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.304.33

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/15/23	General			X			X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

A new flag, **useAlternativeTitleCheck** is added under Search (Cluster Settings > Options). When set to true, if the document has any alternative titles, they will also be included as part of the search query. And if any of the alternative title match the query, the document is included in the search results when searching from WDE and WWE. (GK-8631)

If the **gkc.can-upvote-on-copy-content** flag (for WDE) or **knowledge-center.can-upvote-on-copycontent** flag (for WWE) is set to false, the positive feedback is not voted when clicking the copy content button automatically. (GK-8638)

Product Documentation

[Genesys Knowledge Center](#)

[Genesys Products](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.33.

8.5.304.29

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/28/22	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- The operation for retrieving category instances has been reimplemented using JCR navigation and the GKC server now supports request-level caching when retrieving Knowledge Bases. Now, if you restore using the SYD process, the operation is performed approximately ten times faster. (GKC-8608)
- The CMS can now detect and repair broken categories. When the CMS gets a selection of categories, the (BROKEN) string is now displayed for each broken item and enables the user to correlate his or her activity on this item. (GK-8612)

Helpful Links

Releases Info

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

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

The CMS no longer forces the update of a document upon the actualization of transitive dependencies. The CMS now actualizes a document when a user is viewing, editing, or publishing an instance of this document. The persistence of transitive modifications only occurs when a user explicitly saves the document. Previously, the actualization of transitive dependencies may have resulted in the publication of an older version of the document. (GK-8611)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.29.

8.5.304.26

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/10/22	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- This release includes important security fixes related to the Apache Log4j vulnerability (CVE-2021-44832). In particular, the Apache Log4j version included with Genesys Knowledge Center CMS has been upgraded to 2.17.1. (GKC-3329)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The CMS is now able to display documents and categories, even if some data corruption occurs within the modification histories. In this scenario, if you attempt to update some documents or categories with a broken history, the CMS does not allow the write operation and still displays the Category IO error: Error message. To get rid of the issue, repair the knowledge base as follows:

1. Make a full Knowledge Base backup that includes the export of the Knowledge Base configuration.
2. Delete the Knowledge Base.
3. Restore the Knowledge Base from its backup.

(GK-8606)

The **Modifications** tab of the CMS now successfully updates if you publish or synchronize

documents. Previously, in certain conditions, some data inconsistencies prevented the synchronized modifications from being removed from the **Modifications** tab. Additionally, the `javax.jcr.RepositoryException` error message was sometimes displayed after hitting the **Synchronize** button. (GK-8100)

You can now delete categories from Genesys Knowledge Center CMS for single-language knowledge bases. Previously, in single-language knowledge bases, the CMS would display a Category not found error message when performing this action.(GKC-3330)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.26.

8.5.304.24

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/01/22	Hot Fix			X		X

What's New

As of February 10, 2022, this release is no longer available. A critical issue was discovered. If you have already downloaded the software, do not install it. Replacement release 8.5.304.26 corrects the identified issue.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
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Product Documentation

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.24.

8.5.304.11

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/06/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release includes the following corrections and modifications:

The CMS now successfully retrieves knowledge bases without displaying an IO error. Previously, in certain conditions, the path to the entities within the Knowledge Base could be corrupted resulting in the CMS unable to open the Knowledge Base and displaying the error "Knowledge base IO error: Error while retrieving knowledge bases". (GK-6177)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.11.

8.5.304.10

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/15/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

All fields of the draft document now correctly transfer into the newly created document. Previously, when creating a new document from a draft document, the newly created document would not copy the content from the **Answer** field. (GK-5733)

Product Documentation

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If jgroups is not specified in the configuration of the CMS, the CMS will now use the 9110 port as the default port for all jgroups communication. Previously, when the CMS was configured without jgroups ports, changes made to a knowledge document on one node might not always be visible on the other nodes. (GK-5699)

The CMS now correctly calculates the possibility of document translations. Previously, under specific conditions, the CMS would not allow translated versions of the document to be created. The error message returned would refer to a missing base language, even though it did exist. (GK-5653)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.10.

8.5.304.09

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Improved the **Import Knowledge Base** experience. Now when importing the knowledge base definition you can modify the knowledge base properties before confirming the operation.
- Added support for document templates which allow content to be divided into multiple sections; each of which can be assigned different visibility such as public, agents only, or a specific sub-group of agents only.
- Support for the following browsers. See Browser Support for: Genesys Knowledge Center (Customer-Facing) User Interface on the [Supported Operating Environment: Genesys Knowledge Center](#) page for more detailed information and a list of all supported browsers.
 - Google Chrome version 59
 - Mozilla Firefox release 54
 - Safari 10
 - Internet Explorer 11
 - Microsoft Edge release 40
- Support for PostgreSQL v9.6 database. See the [Supported Operating Environment: Genesys Knowledge Center](#) page for more detailed information and a list of all supported databases.
- Security improvements:
 - CORS filtering is now allowed
 - Application directory traversal is no longer allowed
 - Disc encryption is now supported
- Genesys logos are now updated to reflect the new company branding.

Helpful Links

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

The CMS now reads configuration objects according to their configured access. Previously, the CMS would not start if any skills assigned to an agent were hidden using permissions. (GK-5526)

The CMS now starts correctly and uses the root Scripts folder (located directly in the tenant) to store information about the knowledge bases. Previously, the CMS would fail to start when there were multiple Script folders (for example, via the use of Configuration Units) in the tenant(s) to which the application was connected. (GK-5527)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.09.

8.5.303.14

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/13/17	General			X		X

What's New

This release contains the following new features and enhancements:

- **Unified knowledge base configuration within the CMS application:**
 - The Knowledge Center CMS now manages all aspects of knowledge base configuration.
 - The CMS configuration is automatically shared with Knowledge Center Server.
 - The Knowledge Center plugin for Genesys Administrator has been discontinued and its functionality has been moved to the Knowledge Center CMS.
- **Automatic environment provisioning when you install the product.** Minimizes the number of steps required during installation by doing routine configuration updates, such as:
 - Replicating the tenant list from the cluster application to all connected nodes
 - Adding default port definitions
 - Adding the English language code
 - Adding the **self-service** media type
- **Support for tree structures for knowledge base categories.**
- **Redesigned user interface that simplifies authoring in multi-language, multi-region environments.** These are just a few of its new features:
 - Knowledge dashboard that shows key statistics and recent changes
 - Separate workspaces for authoring and administration
 - Full-screen design to leverage as much space as possible for authoring tasks
 - Notifications to allow you to see problems with authored content
 - Compare mode that allows easy comparison with and copying from previous document versions while editing documents and categories

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- Traffic-light system for tracking document status
- **Support for multiple document types within a single knowledge base:** allows you to store documents of different types and structures within one knowledge base.
- **Support for multi-tenant environments:** a single Knowledge Center Cluster can now serve multiple tenants within your environment.
- **Support for Java 8 and higher**

Resolved Issues

This release contains the following resolved issues:

When running as a service, Knowledge Center now binds to all network interfaces. (GK-3960)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.14.

8.5.302.09

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/14/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

This version delivers a number of fixes to document publication scenarios where regional languages are involved (GK-4575, GK-4555, GK-4529, GK-4510)

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When an agent uploads attachments to Knowledge Center, they are now accessible after publication. Previously this functionality was not behaving correctly. (GK-4190)

Documents with attachments are now publishing correctly. Previously, attachments were lost when a backup and restore was performed on the knowledge base. (GK-4168)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.09.

8.5.302.05

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General			X		X

What's New

This release contains the following new features and enhancements:

- Genesys Knowledge CMS now supports Oracle 11g as the persistent storage for data.

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Product Documentation

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Resolved Issues

This release contains the following resolved issues:

The direction of the language selection drop down options has been fixed. Previously when using the drop down menu to select a language inside a Document or Category Edit window, the window would open in the wrong direction (up instead down) and prevented language selection. (GK-3839)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.05.

8.5.300.12

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/16	General			X		X

What's New

This release contains the following new features and enhancements:

- The knowledge base now supports regional versions of the same language, for example, US English and Canadian English.
 - The default language is set when documents are first authored in knowledge base.
 - Content is reused between regional versions of the same language.
- Supports HTML content, including images and both internal and external links.
- Improved content approval workflow:
 - Clear indication of the status of every phase (draft, ready for review, approved, rejected).
 - Commenting functionality during the approval process.
- Other usability improvements:
 - Ability to copy/paste document content between different documents and versions.
 - Ability to search through all document fields within the CMS.
 - Identification of the agent who provided search feedback.
 - Ability to import/export knowledge base definitions.
 - Support of Boolean and enumerated types for custom attributes.
 - Ability to schedule when content gets published ('Valid from')
- Discontinued support for file storage.
- Numerous security improvements.

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.12.

Release 8.5.2

Genesys Knowledge Center CMS Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys Knowledge Center CMS, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.200.11

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- This release now enables the user to delete the previously set date in the **Valid to** date field by pressing on the clear button.
- When searching the Knowledge Base, documents in the returned results window now indicate whether they have been recently created or updated.

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.11.

8.5.200.09

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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

Resolved Issues

This release contains the following resolved issues:

This release corrects a scenario where the category list needed to be populated more than once when creating a new language version of the document. Also, the category list assigned to the document is now visible in all language versions. (GK-3013)

Product Documentation

[Genesys Knowledge Center](#)

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This release of the CMS now includes an improved text editor for document content. (GK-3008)

The CMS no longer runs slowly when used with knowledge bases that contain a large number of languages. (GK-2926)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.09.

8.5.200.08

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	General			X		X

Video Demonstrations

- [New Features of the Genesys Knowledge Center CMS](#)

Helpful Links

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What's New

This release contains the following new features and enhancements:

- **Authoring Content Specific to Channels:** When authoring content, you can now assign that content to a particular channel (for example, e-mail or chat).
- **Managing Languages associated with Documents:** The experience and process around managing languages with documents has been improved.
- **Feedback comments:** Authors can review comments to content provided by customers and agents.
- **5-star ratings:** When viewing content, customers and agents can now provide feedback on that content using a 5-star rating.
- **Embedded images:** When authoring content, you can now embed images into that content.
- **HTML links:** When authoring content, you can now wrap text in an HTML link. The link might be to other Knowledge Center content, or any general URL.
- **Article Content Type:** Authors can now create content using the Article content type in addition to the FAQ content type.
- **Health monitoring:** The server exposes a set of key performance metrics which help to monitor the health of the solution.

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.08.

Release 8.5.1

Genesys Knowledge Center CMS Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Knowledge Center CMS, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.100.11

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	General			X		X

What's New

This release contains the following new features and enhancements:

- Content Management System (CMS) support for authoring of content in any language that is UTF-8 compliant
- Rich text editing capabilities available for content authoring in CMS
- Role-Based Access Control: When you add qualifying skills to a knowledge base, only agents with those skills may access that knowledge base.
- Ability to:
 - setup regular, automatic synchronizations of changed and approved content from CMS to Knowledge Center Server
 - automatically create knowledge base definitions in Knowledge Center Server from CMS
 - view feedback comments

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The Windows service is not automatically installed during the installation of the Windows IP. To install the Windows service, start `server.bat` with these parameters: `server.bat install`. (GK-1264)

The GKC logging configuration options are absent from the application template after installation. To add these options manually, follow the instructions in the GKC Deployment Guide. (GK-647)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.11.