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Voice Platform Reporting Server

Release Notes 8.5.x

12/29/2021

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Voice Platform Reporting Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Voice Platform Reporting Server. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Voice Platform Reporting Server, see the [8.1 Release Note \(Cumulative\)](#).

Available Releases

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.

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 Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

You can find Release Notes for particular releases of Voice Platform Reporting Server at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.181.77	09/15/17	General					X		X
8.5.130.86	11/28/16	Hot Fix					X		X
8.5.130.81	06/22/16	Hot Fix					X		
8.5.130.79	03/01/16	Hot Fix					X		
8.5.130.78	10/23/15	Hot Fix					X		
8.5.130.77	10/16/15	Hot Fix					X		
8.5.130.61	03/23/15	General					X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
8.5.010.94	11/17/14	Hot Fix					X		X
8.5.010.93	10/28/14	Hot Fix					X		
8.5.010.52	12/20/13	General					X		X

Discontinued Support

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*.

Microsoft SQL Server 2005 support is discontinued as of 31 December 2016.

Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Voice Platform Reporting Server, including the issues that are specific to Localized (International) releases, at the following links:

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

Additional Information

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

The following documentation contains information about this software.

- [Documentation Supplement for GVP 8.5.x and Media Server 8.5.x](#).
- [GVP 8.5 Deployment Guide](#), which provides information about installing and configuring Genesys Voice Platform (GVP).
- [GVP 8.5 User's Guide](#), which provides information about configuring, provisioning, and monitoring GVP and its components.
- [Genesys Media Server 8.5 Deployment Guide](#), which provides information about installing and configuring Genesys Media Server.
- Genesys Voice Platform 8.1 Genesys VoiceXML 2.1 Reference Help, which provides information about developing Voice Extensible Markup Language (VoiceXML) applications. It presents VoiceXML concepts, and provides examples that focus on the GVP Next Generation Interpreter (NGI) implementation of VoiceXML.
- Genesys Voice Platform Legacy Genesys VoiceXML 2.1 Reference Manual, which describes the VoiceXML 2.1 language as implemented by the Legacy GVP Interpreter (GVPI) in GVP 7.6 and earlier, and which is now supported in the GVP 8.1 release.
- Genesys Voice Platform 8.5 CCXML Reference, which provides information about developing Call Control Extensible Markup Language (CCXML) applications for GVP.
- Genesys Voice Platform 8.1 Troubleshooting Guide, which provides troubleshooting methodology, basic troubleshooting information, and troubleshooting tools.
- Genesys Voice Platform 8.5 SNMP and MIB Reference, which provides information about all of the Simple Network Management Protocol (SNMP) Management Information Bases (MIBs) and traps for GVP, including descriptions and user actions.
- Genesys Voice Platform Configuration Options Reference, which provides information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.
- Genesys Voice Platform Media Server Configuration Options Reference, which provides information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.
- Genesys Voice Platform 8.5 Metrics Reference, which provides information about all the GVP metrics (VoiceXML and CCXML application event logs), including descriptions, format, logging level, source component, and metric ID.
- Genesys Voice Platform 8.1 Web Services API, which describes the Web Services API that the Reporting Server supports.
- Voice Platform Solution 8.1 Integration Guide, which provides information about integrating GVP, SIP Server, and, if applicable, IVR Server.
- Composer 8.1 Deployment Guide, which provides installation and configuration instructions for Composer.
- Composer 8.1 Help, which provides online information about using Composer, an Integrated Development Environment used to develop applications for Genesys Voice Platform and Universal Routing.
- Framework 8.5 Deployment Guide, which provides information about configuring, installing, starting, and stopping Framework components.
- Framework 8.5 Genesys Administrator Deployment Guide, which provides information about installing and configuring Genesys Administrator.
- Framework 8.5 Genesys Administrator Help, which provides information about configuring and provisioning contact center objects by using the Genesys Administrator.

- Framework 8.5 Configuration Options Reference Manual, which provides descriptions of the configuration options for Framework components.
- Framework 8.5 SIP Server Deployment Guide, which provides information about configuring and installing SIP Server.
- 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 Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD (produced monthly).

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

Known Issues and Recommendations

Voice Platform Reporting Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Voice Platform Reporting Server. 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](#).

There are duplicates in the **tenant-id** parameter value of the VAR Actions report response when the user generates the VAR IVR Actions reports by using the Reporting Server Web Service API. Example:

tenant-id=

1.1.1.1.1.1.1.1.1.1.104.104.104.104.104.104.104.104.104.104.104.104.104.104.
1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.104.104.

The **tenant-id** parameter value, which is an optional value, should be the hierarchy of tenants that will be received, for example, x.y.z.

In this example, the value should be: **tenant-id=1.104** OR **tenant-id=104**

Note: There are no issues in reports that are shown in Genesys Administrator / GAX UI.

ID: GVP-23146	Found In: 8.5.130.78	Fixed In:
----------------------	-----------------------------	-----------

Certain Reporting Server retention policies are required to be above a minimum value; however, the Data Retention Policy Wizard does not currently support the enforcement of these restrictions. Consequently, if a retention policy value is set below the minimum, the Reporting Server ignores this value and uses the minimum value instead. All of the daily, weekly, and monthly retention policies have a minimum retention requirement of 31 days, and all retention policies must have a duration of at least 1 day. ()

ID: ER# 246766671	Found In: 8.1.202.28	Fixed In:
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When querying for call log events through the Reporting Server web services, if you specify the from parameter, you must also specify the to parameter.

ID: ER# 191736736	Found In: 8.0.004.46	Fixed In:
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The cron scheduling reference URL in the **Valid Values** field, for some of the configuration options in the **[schedule]** section of Reporting Server XML file, is invalid. The correct URL to refer the **Valid Values** for those configuration options is <http://www.quartz-scheduler.org/api/2.2.1/org/quartz/CronExpression.html>

ID: GVP-23796	Found In: 8.0.004.46	Fixed In: 8.5.181.77
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For MSML related calls, there is no latency support for media service calls types such as conference and record because there are no prompt metrics for this type of calls. This is as designed.

ID: GVP-23541	Found In: 8.5.130.61	Fixed In:
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The IP ReadMe for this component states incorrectly that GVP 8.5.0 supports 32-bit RHEL 6. The IP ReadMe will be corrected to remove this incorrect information in a future release.

A minor change is required when Reporting Server is deployed with an Oracle RAC database. When the `hibernate.remote.database` configuration option is configured, the Reporting Server internally appends some parameters to the value of the `hibernate.remote.url` option, including the value of the `hibernate.remote.database` option. Therefore, to ensure the `hibernate.remote.url` option is properly configured for use with Oracle RAC, ensure the following appropriate action is taken, based on the Reporting Server release you are using:

- Reporting Server 8.1.4 release: Configure the `hibernate.remote.database` option with the value blank.
- Reporting Server 8.1.3 and earlier releases: Delete the `hibernate.remote.database` configuration option.

ID: GVP-18143	Found In: 8.1.410.00	Fixed In:
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.1

Voice Platform Reporting Server Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Voice Platform Reporting Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.181.77

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/15/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the [Genesys Media Server](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
 - CentOS Linux 7
 - Red Hat Enterprise Linux 7.0
- Supports JRE Version 8. See the [Supported Operating Environment: Genesys Voice Platform](#) page for more detailed information and a list of all supported operating systems.
- Supports connections to SQL Server AlwaysOn Availability Groups for SQL Server 2012, 2014, and 2016.
- Supports TLS 1.2 connection to Resource Manager, Media Control Platform, and secure HTTP interfaces.
- Supports an updated JDBC driver for SQL Server to version 6.0.
- The Reporting Server landing page now displays the new Genesys logo.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

Reporting Server now returns the correct peak count to GA/GVP-plugin for MCP peak ports. (GVP-24107)

When calls for a specific time period do not have an `ivr_action_XXXX` event, Reporting Server now returns the response `There is no VAR IVR action data that matches your query`, while generating the VAR IVR Actions report. Previously in this situation, RS threw a generic exception. (GVP-23430)

Reporting Server can now be configured to add the `X-Frame-Options: DENY` HTTP header and value in Web API responses to defend against Clickjacking. Previously, Reporting Server had no remediation against Clickjacking vulnerability. (GVP-24041)

The Cron scheduling reference URL in the Valid Values field for some of the configuration options in the **[schedule]** section of Reporting Server XML file is no longer invalid. The correct URL to refer to in the Valid Values field for those configuration options has been added: <http://www.quartz-scheduler.org> (GVP-23796)

The valid value database is now spelled correctly in the Reporting Server **`rs.storage.metricsfilter`** configuration option. Previously, it was misspelled `datbase`. (GVP-23429)

The parameter `page-size`, when applied to the SQA Failures Web Service, is no longer ignored if the value is greater than 100. This parameter works correctly with other GVP Web services. Previously, it was ignored when applied to the SQA Failures Web Service. (GVP-23427)

Reporting Server now generates the VAR Action report in comparatively less time (5 to 10 minutes) and with less CPU consumption. Previously, Reporting Server took more time (1 or more hours) and consumed more CPU, depending on the amount of VAR CDRs data that it processed. (GVP-23426)

Reporting Server no longer fails to process incoming data because of a DB error - `force roll-back. java.util.ConcurrentModificationException`. (GVP-23425)

When Reporting Server is configured to work with redundant, high-availability Configuration Servers (`CS_Primary` and `CS_Backup`), two or more switchovers between Configuration Servers no longer causes Reporting Server to lose its connection to the primary Configuration Server. (GVP-23424)

Reporting Server now can be configured to *not* time out while loading large configuration objects during initialization. Previously, Reporting Server could throw the exception `Timeout waiting for server response message` when a large data set had not finished loading.

Set the Reporting Server application configuration option **`retrieveMultipleObjectsTimeoutValue`** to the default value 180000 (milliseconds) to allow sufficient time to retrieve multiple objects from Configuration Server. (GVP-23423)

Reporting Server no longer displays a negative value for Duration in the VAR Action report. (GVP-23372)

Reporting Server now supports specifying the transaction isolation level when initiating a connection to Microsoft SQL Server. (GVP-23371)

Reporting Server now escapes HTML tags that might be included in Web Service API requests to prevent the Cross Site Scripting (XSS) vulnerability. (GVP-23149)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.181.77.

8.5.130.86

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/01/16	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](#)

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Important

Reporting Server 8.5.130.86 has been tested with and supports Oracle 12c and Oracle 12c RAC database versions effective 24 May, 2017. To achieve best performance with Oracle 12c and Oracle 12 RAC databases, Genesys recommends to do the configuration settings described in the [Upgrade Notes](#) section.

Resolved Issues

This release contains the following resolved issues:

Reporting Server no longer displays a negative Duration value in a VAR Action report. (GVP-23360)

Reporting Server now supports configuring the transaction isolation level when initiating a connection to Microsoft SQL Server. A new configuration option manages this functionality.

hibernate.connection.isolation

Section: persistence

Valid Values: 1 (READ UNCOMMITTED), 2 (READ COMMITTED), 4(REPEATABLE READ), and 8 (SERIALIZABLE).

Default Value: 2

Takes effect: At start/restart

Configures the JDBC transaction isolation level for Microsoft SQL Server.

Note: DO NOT CHANGE this option unless formally advised by Genesys Customer Care or Genesys Engineering. (GVP-22357)

Upgrade Notes

If you are connecting Reporting Server to Oracle 12c or 12c RAC database versions, Genesys recommends you to do the below configuration settings.

Recommended settings for Linux platform

- persistence/rs.partitioning.partitions-per-day = 8
- messaging/activemq.useJmx = true
- cdr-storage-batch-size = 2500
- activemq.memoryUsageLimit = 4096mb
- JavaServerStarted.ini
- [JavaArgs]
- -Xms4096m -Xmx8192m

Recommended settings for Windows platform

- persistence/rs.partitioning.partitions-per-day = 8
 - messaging/activemq.useJmx = true
 - cdr-storage-batch-size = 2500
 - activemq.memoryUsageLimit = 4096mb
 - JavaServerStarted.ini
-

-
- [JavaArgs]
 - -Xmx8192m

8.5.130.81

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/16	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- When calls during a specific time period do not have an `ivr_action_XXXX` event, Reporting Server returns There is no VAR IVR action data that matches your query as a response, while generating the VAR IVR Actions report. Previously in this situation, RS threw a generic exception.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

Reporting Server no longer fails to process incoming data because of DB error - force roll-back. `java.util.ConcurrentModificationException`. (GVP-23088)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.81.

8.5.130.79

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/01/16	Hot Fix			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:

Reporting Server now generates the VAR Action report in comparatively less time (5 to 10 minutes) and with less CPU consumption. Previously, Reporting Server took more time (1 or more hours) and consumed more CPU, depending on the amount of VAR CDRs data that it processed. (GVP-22892)

The parameter page-size, when applied to the SQA Failures Web Service, is no longer ignored for any value over 100. This parameter works correctly with other GVP web services. Previously, it was ignored when applied to the SQA Failures Web Service.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.79.

8.5.130.78

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/23/15	Hot Fix			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:

Reporting Server now can be configured to *not* time out while loading large configuration objects during initialization. Previously, Reporting Server could throw the exception "Timeout waiting for server response message" when a large data set had not finished loading.

Set the Reporting Server application configurable parameter `retrieveMultipleObjectsTimeoutValue` to the default 180000 (milliseconds), to allow sufficient time for retrieving multiple objects from Configuration Server. (GVP-22584)

This release corrects an incomplete fix of the same issue addressed in release 8.5.130.77.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.78.

8.5.130.77

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/15	Hot Fix			X		

What's New

This hot fix is no longer available as it did not function as expected. Hot fix version **8.5.130.78** corrects the identified issue.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Reporting Server now can be configured to *not* time out while loading large configuration objects during initialization. Previously, Reporting Server could throw the exception "Timeout waiting for server response message" when a large data set had not finished loading.

Set the Reporting Server application configurable parameter `retrieveMultipleObjectsTimeoutValue` to its default 180000 (milliseconds), to allow sufficient time for retrieving multiple objects from Configuration Server. (GVP-22584)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.77.

8.5.130.61

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/23/15	General					X		X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Reporting Server.

- Reporting Server adds support for Windows 2012 64-bit and MS SQL Server 2012.
- Reporting Server can now filter metrics by metric ID and save them in the database, to avoid database overloading.
rs.storage.metricsfilter is the new configurable metrics filter.
Section: persistence
Option: rs.storage.metricsfilter
Valid Values: A comma-separated list of metric values or ranges, in the format 0-16,18,25,35,36,41,52-55,74,128,136-141 (same as in the Reporting Client). Any metric value must be between 0 and 151, inclusive. Also * and blank (no value).
Default Value: *
Takes effect: At start/restart
Specifies which metrics are sent to (and saved in the database by) the Reporting Server. The values * and blank both mean "no filter, send all metrics."

Helpful Links

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- [List of 8.5.x Releases](#)
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Corrections and Modifications

This release also includes the following corrections or modifications:

Oracle partitioning now works properly when the Reporting Server uses a database user who is not the schema owner. (GVP-22085)

Reporting Server can now start in database mode when using JRE 1.7.0_71 or 1.7.0_72. (GVP-21976)

The variable VXML Peak Session Count can no longer be negative, an incorrect value. (GVP-21944)

The MCP_VXML_COUNTS table no longer grows excessively in non-partitioned mode. (GVP-21924)

The IVR profile Usage Report updates correctly on a Reporting Server running in no-db mode, when multiple IVR profiles share the same name. (GVP-21916)

Reporting Server now reports correct call counts in the Call Dashboard when operating in No Database mode (the RS installer specified No Database for the variable DBMS Engine). (GVP-21877)

An HTTP query to Reporting Server for the detailed IVR actions report now returns the proper message even when a required parameter is not provided. (GVP-21855)

Old data in the partitioned tables no longer prevents Reporting Server from starting. (GVP-21849)

SQ Call Summary Report now properly aggregates data using tenant-id. (GVP-21824)

The IVR Action start-time in the IVR Action Details report is now correct. (GVP-21767)

Release 8.5.0

Voice Platform Reporting Server Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Voice Platform Reporting Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.010.94

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/17/14	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Reporting Server now reports correct call counts in the Call Dashboard when operating in No Database mode (the RS installer specified No Database for the variable DBMS Engine). (GVP-21562)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.94.

8.5.010.93

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/28/14	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

The IVR Action start-time in the sample report is now correct. (GVP-21707)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.93.

8.5.010.52

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/13	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:

When Reporting Server is configured to work with redundant (HA) Configuration Servers (CS_Primary and CS_Backup), two or more switchovers between Configuration Servers no longer causes Reporting Server to lose its connection to the primary Configuration Server. (GVP-15678)

Product Documentation

[Genesys Voice Platform](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.52.