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Knowledge Manager

Knowledge Manager 8.5.x Release Note

12/26/2025

Knowledge Manager 8.5.x Release Note

Important

Knowledge Manager has been retired. It is recommended that you migrate to eServices Manager Plug-in for GAX. If you have questions, contact your account representative.

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

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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 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.02	02/12/16	General					X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.05	09/15/15	Hot Fix	Unavailable				X
8.5.000.03	06/25/15	General	Unavailable				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 [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Knowledge Manager, see the [8.1 Release Note](#) (Cumulative).

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*.

- As of version 8.5.100.02, the HTML part within standard responses is no longer available.
 - As of version 8.5.100.02, 32-bit operating systems.
 - As of version 8.5.100.02, support for Java 1.6.
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Known Issues

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

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

Related Resources

For additional information about Knowledge Manager, see the following documentation:

- The following documentation related to this software is available from the [eServices product page](#).
 - *Genesys Knowledge Management User's Guide* describes the use of Knowledge Manager.
 - *eServices Deployment Guide* describes deployment procedures for all eServices components. It also contains a high-level description of the eServices system, its architecture, and a list of new features in the current release.
 - *eServices Administrator's Guide* presents recommendations for monitoring and adjusting your eServices configuration, plus detailed explanations of procedures to use for selected special purposes.
 - *eServices Reference Manual* provides a reference listing of all Knowledge Management configuration options.
 - [Genesys eServices Field Codes Reference Manual](#) provides a reference listing all of Knowledge Manager Field Codes.
 - [eServices Knowledge Manager Help](#)
- The [eServices](#) 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 eServices components.

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