



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Recording Processor Script

8.5.000.21

12/19/2025

8.5.000.21

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/01/14	Hot Fix					X		X

Contents

- **1 8.5.000.21**
 - 1.1 Helpful Links
 - 1.2 New in This Release
 - 1.3 Corrections and Modifications

New in This Release

This is a hot fix for this product. This release contains no new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

Recording Processor Script has been updated to deal with multiple DBServers correctly. (GIR-593, GIR-611, GIR-670, GIR-634)

If your Genesys Interaction Recording deployment uses an MS SQL ICON database, and also uses non-ASCII characters (0-127) for agent names or metadata, the Recording Processor Script no longer encounters encoding errors. Previously in this scenario, the encoding errors would prevent the call from being saved to the SpeechMiner database.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Interaction Recording](#)

Genesys Products

[List of Release Notes](#)