Genesys SR Service

8.5.302.14

9/17/2025

8.5.302.14

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/03/16	Hot Fix					X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

With the addition of the vlcCloseTimeout parameter, the SR Service now enables you to configure the maximum time period before VLC is closed after stopping a screen recording. The vlcCloseTimeout parameter default value is 2 seconds. The value can be greater when VLC takes longer to complete the process of writing to the disk after a screen capture is complete. (GIR-5875)

The SR Service no longer stops capturing a screen recording when the agent uses Internet Explorer to access Workspace Web Edition (WWE). (GIR-5834)

Internet Explorer no longer caches the ping request to the SR Service. (GIR-5856)

The SR Service (SRS) is now able to capture a screen recording associated with a new interaction after a SRS Server (GWS) failover. Previously, when a GWS failover occurred, the SR Service did not capture a screen recording until the agent re-logged into Workspace Web Edition (WWE). (GIR-5891)

The SR Service no longer stops functioning when error logs are sent to HTCC. Previously, the SR Service froze when error logs were sent to HTCC. (GIR-5927)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.14.