GENESYS™

Genesys SR Service

Release Notes 8.5.x

9/16/2024

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Genesys SR Service 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys SR Service. 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 8.5.5:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
8.5.500.20	09/16/24	General						X	
8.5.500.19	06/27/24	General						X	

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.371.30	01/05/24	Hot Fix					X
8.5.371.21	10/19/23	Hot Fix					X
8.5.371.19	09/27/23	Hot Fix					X
8.5.371.15	04/13/23	Hot Fix					X
8.5.371.13	05/07/22	General					X
8.5.371.10	03/31/22	Hot Fix	Unavailable				X
8.5.370.99	11/16/21	General					X
8.5.370.95	06/10/21	General					X
8.5.370.93	03/30/21	Hot Fix					X
8.5.370.85	12/07/20	Hot Fix					X
8.5.370.82	10/19/20	General	Under Shipping Control				X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.370.78	04/24/20	General	Under Shipping Control				X
8.5.370.68	12/20/19	Hot Fix					X
8.5.370.63	09/03/19	General	Under Shipping Control				X
8.5.366.12	05/08/19	Hot Fix					X
8.5.366.05	03/27/19	Hot Fix					X
8.5.366.04	02/20/19	Hot Fix					X
8.5.365.01	01/04/19	General	Under Shipping Control				X
8.5.360.03	05/17/18	General	Under Shipping Control				X
8.5.355.61	03/09/18	General	Under Shipping Control				X
8.5.350.65	12/15/17	General	Under Shipping Control				X
8.5.345.24	09/27/17	General	Under Shipping Control				X
8.5.341.40	08/10/17	Hot Fix					X
8.5.341.11	07/14/17	General	Under Shipping Control				X
8.5.340.81	06/28/17	General	Under Shipping Control				X
8.5.335.73	03/29/17	General	Under Shipping Control				X
8.5.330.64	12/20/16	General	Under Shipping Control				X
8.5.320.64	09/27/16	General	Under Shipping Control				X
8.5.311.13	07/11/16	General	Under Shipping Control				X
8.5.302.14	06/03/16	Hot Fix					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.302.10	04/01/16	General	Under Shipping Control				X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.230.23	02/01/16	General	Under Shipping Control				X
8.5.220.72	10/02/15	General	Under Shipping Control				X
8.5.205.10	08/21/15	Hot Fix					X
8.5.205.00	04/15/15	General	Under Shipping Control				X
8.5.204.04	01/16/15	General	Under Shipping Control				X
8.5.203.02	11/21/14	Hot Fix					X
8.5.203.01	11/03/14	General	Under Shipping Control				X
8.5.200.04	09/18/14	General	Under Shipping Control				X

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference*.

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 the Discontinued Support page in the *Genesys Supported Operating Environment Reference*.

There are no discontinued items for this product.

Known Issues

You can find information about Known Issues and Recommendations for all 8.5.x releases of the Genesys SR Service product, 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 the Genesys SR Service, see the following documentation:

- The documentation related to this software is available from the Genesys Interaction Recording page.
- The *Genesys Interaction Recording 8.5 Solution Guide* provides details about Genesys Interaction Recording solution.
- The Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Genesys SR Service

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys SR Service. 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.

When uninstalling previous versions of Genesys SR Service, particularly from 8.5.3 family by using the Windows **Add or Remove Programs** option, a **Locked File Detected** message might be displayed.

Workaround: If this error occurs, click on the **Retry** button, Genesys SR Service will be uninstalled.

ID: **GIR-33478**	Found In: **8.5.371.19**	Fixed In:

When upgrading Genesys SR Service from 8.5.3 to the latest version, the Genesys Installation wizard might encounter a severe error causing the installation process to end.

Workaround: If this error occurs, click **OK** to acknowledge the error. Then, manually uninstall Genesys SR Service from the Windows **Add or Remove Programs** option. Then, install the latest Genesys SR Service belonging to 8.5.5 family.

ID: **GIR-33074**	Found In: **8.5.371.19**	Fixed In:

Automatic upgrades to the 8.5.371.13 version of SRS from the previous version will not work correctly due to a change in the Signer Name and Thumbprint used to sign `setup.exe`. However, automatic upgrades will work correctly for the subsequent release.

ID: **GIR-31914**	Found In: **8.5.371.13**	Fixed In:

Screen recordings may be truncated by a few seconds at both the start and end of the recording.

Workaround: Set the **fps** option to a value greater than 1. Note that this will increase the size of recordings and therefore increase the bandwidth used by Screen Recording Service and the storage required for screen recording.

ID: **GIR-30605**	Found In: **8.5.370.93**	Fixed In:

When playing back a screen recording in SpeechMiner using Internet Explorer where the screen

recording is associated with a call, the screen and voice may be slightly out of sync.

ID: **GIR-30611**	Found In: **8.5.370.93**	Fixed In:

If VLC crashes, SRS may fail to create screen recordings afterwards due to a problem with VLC. This would be shown in the logs with a log message like "The recording file size is too small (0 bytes)".

Workaround: Delete **%APPDATA%\vlc** and restart Screen Recording Service. To restart Screen Recording Service, stop and then start the **Genesys SRS Service** Windows Service.

ID: **GIR-30594**	Found In: **8.5.370.93**	Fixed In:

If a Screen Recording is long enough to be sliced, then subsequent slices of the screen recording may not be recorded.

ID: **GIR-30151, GIR-30152**	Found In: **8.5.370.82**	Fixed In: **8.5.370.93**

On Windows 10, if the screen recording is paused and then resumed, the screen recording will be lost.

ID: **GIR-30144**	Found In: **8.5.370.82**	Fixed In: **8.5.370.93**

During installation of SRS, a root certificate is created if the user chooses to use self-signed certificates. The SRS uninstaller does not remove this root certificate.

Workaround: To remove the self-signed root certificate, you can execute **<INSTALL_DIR>\Certificates\Self-Signed\uninstall_certificates.bat**

ID: **GIR-29666**	Found In: **8.5.370.78**	Fixed In: **8.5.370.82**

When upgrading SRS on a Windows 10 machine, the upgrade might fail.

Workaround: Restart the machine and try the upgrade again.

ID: **GIR-29547**	Found In: **8.5.370.78**	Fixed In:

Due to the change made to set the **SameSite=None** and **Secure** cookie attributes, the SRS session cookie returned to client applications will only be usable if an HTTPS session is used between the client application and SRS. The **Secure** attribute means that a client should discard the cookie if it is received on an HTTP session.

Workaround: If SRS is running in HTTP mode, ensure that you are not using the cookie for authentication purposes in the Client Polling API, and are instead supplying authorization credentials. Alternatively, change the configuration and use HTTPS for communication between the client application and SRS.

ID: **GIR-29182**	Found In: **8.5.370.68**	Fixed In: **8.5.370.78**

When the **maxWidth** and **maxHeight** parameters are set, Screen Recording Service ignores the parameters. It uses the default resolution that is set in the display settings.

ID: **GIR-33074**	Found In: **8.5.500.19**	Fixed In:

When the **preLoadVlc** parameter is set to True, Screen Recording Service fails to record properly.

Workaround: Disable this option.

ID: **GIR-25244**	Found In: **8.5.370.63**	Fixed In: **8.5.370.68**

Screen Recording Service (SRS) encounters an error and fails to complete a recording when the recording is paused or resumed.

ID: **GIR-26010**	Found In: **8.5.365.01**	Fixed In: **8.5.366.12**

When the Screen Recording Service (SRS) is configured with primary and peer Interaction Recording Web Services (RWS) sites, and if the primary RWS site is down, then SRS will not attempt to upload error logs to the peer RWS site.

ID: **GIR-13495**	Found In: **8.5.345.24**	Fixed In: **8.5.355.61**

If a screen recording session is in progress, and the agent logs out from the operating system before logging out from Workspace Web Edition (WWE), it might cause a corrupted video.

Workaround: Ensure that the agent is fully logged out before logging out of the operating system.

ID: **GIR-6633**	Found In: **8.5.320.64**	Fixed In:

If the RWS has CSRF enabled, the SR Service may not function properly due to handling the CSRF tokens.

Workaround: Disable CSRF on the RWS side.

ID: **GIR-6539**	Found In: **8.5.320.64**	Fixed In:

After the agent clicks the Pause button in WWE, there might be some latency and additional seconds of the screen may be recorded.

ID: **GIR-6529**	Found In: **8.5.311.13**	Fixed In: **8.5.370.82**

If the agent starts a screen recording session and switches the primary monitor to the secondary monitor on the fly, the SR Service will not be able to properly capture the screen recording on the secondary monitor.

Workaround: Do not switch the display while a recording session is in progress.

ID: **GIR-6468**	Found In: **8.5.311.13**	Fixed In:

If the RWS is running behind NGINX and an unexpected close/refresh of the WWE browser occurs, it might cause some stale connection be reported by RWS.

Workaround: Ensure that the agent manually logs in and logs out from WWE to reset the connection status.

ID: **GIR-6428**	Found In: **8.5.311.13**	Fixed In:

If the agent logs in to multiple machines at the same time and starts screen recording sessions, the VLC.exe might not stop and will became a zombie process when the call ends.

Workaround: Ensure that the agent logs in to only one machine at a time.

ID: **GIR-6426**	Found In: **8.5.311.13**	Fixed In:

The SR Service might not be uninstalled if the CANCEL button is clicked during the maintenance upgrade.

ID: **GIR-6408**	Found In: **8.5.311.13**	Fixed In:

VLC allows the user to override the default `vlcPortBegin` and `vlcPortEnd` value. If the set range is too small, an infinite loop might occur.

Workaround: Configure a large `vlcPortBegin` and `vlcPortEnd` range.

ID: **GIR-6118**	Found In: **8.5.311.13**	Fixed In:

If the SR Service (SRS) contains screen recording files in the agent's local directory, and the SRS is restarted, the recordings are not uploaded to GWS.

ID: **GIR-6064**	Found In: **8.5.311.13**	Fixed In: **8.5.355.61**

If the vlcLog parameter is set to `true` in the Screen Recording Service (SRS) configuration, the VLC log may not be generated if the user does not have the right permissions.

ID: **GIR-6034**	Found In: **8.5.310.77**	Fixed In: **8.5.355.61**

The SR Service parameter **certificate** does not take effect. As a result, the page "Select Certificate Validation Option" in the SR Service Installation Wizard does not produce the expected result.

ID: **GIR-6615**	Found In: **8.5.302.14**	Fixed In: **8.5.350.65**

If the `vlcCloseTimeout` parameter is configured (default 2 seconds), the SR Service will wait for the configured timeout before killing the VLC. During this time, the SR Service will not be able to start a

new recording session.

| ID: **GIR-5997** | Found In: **8.5.302.14** | Fixed In: **8.5.310.84** |

The SR Service might sometimes fail to upload. When this occurs, the following error reporting and print exception will appear: An unexpected error has occurred in send_deferred. list index out of range.

| ID: **GIR-5994** | Found In: **8.5.302.14** | Fixed In: **8.5.311.13** |

When RWS has CSRF enabled, the SR Service generates an error when posting the error log to RWS with a 403 Forbidden Issue.

Workaround: Disable the CSRF on the RWS side.

| ID: **GIR-5997** | Found In: **8.5.302.14** | Fixed In: **8.5.310.84** |

During the SR Service (SRS) upgrade, if the SRS service is not stopped when the setup.exe is running, the rra files may remain in the SRS installation folder.

Workaround: Reboot the machine to remove the rra files.

| ID: **GIR-5945** | Found In: **8.5.302.14** | Fixed In: **8.5.350.65** |

If the SR Service is restarted while a recording is in progress or when trying to close a recording, an extra vlc.exe process may be left running in the system. Workaround: Stop any remaining vlc.exe processes in the Task Manager.

| ID: **GIR-5870** | Found In: **8.5.302.11** | Fixed In: |

The SR Service (SRS) prevents the installation of an older SRS version if a newer version is already installed in the system. To perform a full downgrade, uninstall the existing (newer) version of SRS before installing an older SRS version.

| ID: **GIR-5972** | Found In: **8.5.302.10** | Fixed In: |

Connection errors are not reported back from the SR Service to Web Services and Applications.

| ID: **GIR-4800** | Found In: **8.5.302.10** | Fixed In: **8.5.350.65** |

When a component's maximum log size is reached, that component may stop working until the next service restart.

| ID: **GIR-5458** | Found In: **8.5.230.23** | Fixed In: **8.5.302.10** |

When the maximium recorder log size is reached, the SR Service will fail to start recording.

| ID: **GIR-5339** | Found In: **8.5.230.23** | Fixed In: **8.5.302.10** |

When running auto update with **updateWhen** set to **immediate**, the following log error may appear: "Updater: An unexpected error has occurred.(6, 'WaitForSingleObject', 'The handle is invalid.')". This error can be ignored.

| ID: **GIR-5339** | Found In: **8.5.230.23** | Fixed In: **8.5.302.10** |

The update fails when configuring the `softwareVersion` parameter, using a single digit without a leading zero (for example, `8.5.301.1` instead of `8.5.301.01`).

| ID: **GIR-4892** | Found In: **8.5.230.23** | Fixed In: **8.5.302.10** |

Working with Internet Explorer 11 can sometimes cause the SR Service to crash.

| ID: **GIR-4635** | Found In: **8.5.230.23** | Fixed In: **8.5.311.13** |

When using Firefox and HTTPS, a security warning may appear about an untrusted certificate from 127.0.0.1.

Workaround: 1. Ignore the security warning. 2. Manually import SR Service certificates (Server.pem & ServerIp6.pem located at <srs_install_dir>\Certificates) into Firefox.

| ID: **GIR-4621** | Found In: **8.5.230.23** | Fixed In: **8.5.350.65** |

When switching Workspace Web Edition in the middle of a session to a Workspace Web Edition that is not in the SR Service allowed list, a logout is triggered in the SR Service.

| ID: **GIR-4533** | Found In: **8.5.230.23** | Fixed In: **8.5.302.10** |

If the /IP6 argument is supplied to the setup.exe during installation and additional arguments also contain the IP6 string (/CERTIFICATEPASSWORDIP6), an incorrect `config.json` may be written, If additional arguments also contain the "IP6" string.

Update: Command line configuration has been deprecated. Therefore, this issue is no longer relevant.

| ID: **GIR-4450** | Found In: **8.5.230.23** | Fixed In: |

If the SR Service is not installed from the local adminstrator account, and HTTPS is enabled on the SR Service, the Workspace Web Edition may not be able to connect to the SR Service successfully, due to an ERR_INSECURE_RESPONSE error.

Workaround: Perform any one of the following procedures:

- Reinstall the SR Service under the the local administrator account.
- If the SR Service is installed under a different Windows account with an administrator privilege, run the

following commands to import the self signed certificate under the SR Service's Certificates\Self-Signed directory:
```
certutil -addstore "root" "server.crt"
certutil -addstore "root" "serverIp6.crt"
```
After the change is complete, restart the web browser.

- Manually import the certificate into the **Trusted Root Certificate Authority** from Windows Certificate Manager.

ID: **GIR-4445**	Found In: **8.5.230.23**	Fixed In: **8.5.302.10**

When using the installation command line to configure the SR Service and the installation folder has an empty configuration file, the `config.json` file will be invalid and manual editing will be required. **Update:** Command line configuration has been deprecated. Therefore, this issue is no longer relevant.

ID: **GIR-4427**	Found In: **8.5.230.23**	Fixed In:

The SR Service supports multiple users, provided that the user name is unique across all tenants / HTCCs.

ID: **GIR-4412**	Found In: **8.5.230.23**	Fixed In:

The SR Service creates a folder with the name **None** in the `postProcessingSavePath` folder..

ID: **GIR-4411**	Found In: **8.5.230.23**	Fixed In: **8.5.302.10**

When a proxy is used it may interfere with the SR Service operation. The SR Service runs as an HTTP server and it relies on an incoming socket connection to identify the agent's windows session correctly. If the HTTP requests are forwarded by a proxy, the SR Service may not be able to correctly identify the user session in a multi-user environment. In a single user case, it will fall back to the currently active windows session. When the SR Service is installed on a machine with the proxy as an internal system service (such as, Antivirus\Firewall), it is recommended that the SR Service related processes (SrsProcess.exe and GenesysServiceHandler.exe) be added to the security software exception\white list. To avoid this issue, it is recommended that the localhost (127.0.0.1) connections be excluded.

ID: **GIR-4406**	Found In: **8.5.230.23**	Fixed In:

The Configuration Update log message may sometimes be logged to the wrong user log file.

ID: **GIR-4364**	Found In: **8.5.230.23**	Fixed In: **8.5.302.10**

SR Service auto update may be blocked by the Trend Micro OfficeScan Agent Anti-Virus.

Workaround: Add SR Service processes (GenesysServiceHandler.exe and SrsProcess.exe) to the antivirus exception list.

ID: **GIR-4355**	Found In: **8.5.230.23**	Fixed In:

If a screen recording file size is larger than ~ 200MB, the recording encryption will fail and the recording will be deleted.

Workaround: Reduce the defined `maxDurationMinutes` configuration parameter.

ID: **GIR-4250**	Found In: **8.5.230.23**	Fixed In:

In a Citrix environment, the SR Service only supports a single session per remote PC.

ID: **GIR-3964**	Found In: **8.5.230.23**	Fixed In:

When using the installation command line to configure the SR Service, **allowedHosts** can only be configured as a single value and not as a list. The wild card can be used.
Update: Command line configuration has been deprecated. Therefore, this issue is no longer relevant.

ID: **GIR-4422**	Found In: **8.5.230.21**	Fixed In:

Passing a configuration file during installation using the /CONFIG CLI command line switch sometimes fails. **Update:** Command line configuration has been deprecated. Therefore, this issue is no longer relevant.

ID: **GIR-3174**	Found In: **8.5.220.72**	Fixed In: **8.5.302.10**

Server TLS certificate validation is disabled by default due to issues with certain Certificate Authority verification.

ID: **GIR-3019**	Found In: **8.5.220.72**	Fixed In: **8.5.230.23**

When updating the SR Service using the full setup version, a manual uninstall and install is required. The auto updater does not work correctly.

ID: **GIR-2056**	Found In: **8.5.205.10**	Fixed In: **8.5.220.72**

- When Web Services and Applications is deployed with a self-signed certificate, those certificates must be imported into the Windows Local Computer Trusted Root Certificate Store.

- If Web Services and Applications is deployed with GoDaddy certificates, HTTPS verification may fail. Please refer to Solution Guide for a workaround and a solution.

ID: **GIR-3023**	Found In: **8.5.205.00**	Fixed In:

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.5

Genesys SR Service Release Notes

You can find links to Release Notes for particular 8.5.5 releases of Genesys SR Service, if available, in the tree menu on the left or in the list of Available Releases.

8.5.500.19

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/27/24	General						X

What's New

This release contains the following new features and enhancements:

- Genesys SR Service has been upgraded from openssl 1.1.1 to openssl 3.0.13. (GIR-33768)

- Support for Microsoft Windows 11. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.(GIR-32460)

- Genesys SR Service has been upgraded from Python 2 to Python 3.11.5. (GIR-33182)

> ### Important
> Genesys SR Service Legacy (based on Python 2) has been discontinued as of June 30, 2024.

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:

Genesys SR Service no longer shows a cmd pop-up window for every call that is connected. Previously, a cmd window popped up whenever a call is connected. (PCD-145439)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.19.

Release 8.5.3

Genesys SR Service Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Genesys SR Service, if available, in the tree menu on the left or in the list of Available Releases.

8.5.371.30

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/05/24	Hot Fix						X

What's New

This release contains the following new features and enhancements:

- A new configuration parameter, partitionedCookies, is added to Screen Recording Service. This parameter adds partitioned cookie to support the upcoming updates to Google Chrome browser related to sharing of third-party cookies. The following options are supported:

  - **0** – disabled (never add the Partitioned cookie attribute)

  - **1** – enabled (always add the Partitioned cookie attribute)

  - **2** – auto (enable the Partitioned cookie attribute conditionally when Chromium version requires it; this is the default)

    - If Chrome/Edge version is 118 or higher, partitionedCookies will be enabled.

    - If Chrome/Edge version is lower than 118, partitionedCookies will be disabled.

    - For Firefox, partitionedCookies will be enabled for all versions.

  (GIR-33082)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.371.30.

8.5.371.21

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/19/23	Hot Fix						X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

SRS will no longer load the **uuid.dll** Dynamic Link Library file. (GIR-32494)

Note: There is a known issue where sometimes when upgrading from 8.5.371.19 to 8.5.371.21, a Genesys Installation wizard detected a server error message is encountered. If this happens, click OK to acknowledge the error. Then manually uninstall Genesys SR Service 8.5.371.19 from the Windows Add or Remove Programs option. Then install Genesys SR Service 8.5.371.21.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.371.21.

8.5.371.19

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/27/23	Hot Fix						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Setting the `grayScale` parameter in `screen-recording-client` to *true* records the screen in gray scale instead of color. Previously, the `grayScale` parameter was not working as expected. (GIR-32945)

Helpful Links

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- 8.5.x Known Issues

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.371.19.

8.5.371.15

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/13/23	Hot Fix						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release includes additional error handling to address an issue in parsing the Japanese output of the netstat command. Previously, there was an issue when the SR Service parsed the output from the netstat command if the language of the host windows machine was set to Japanese. (GIR-32405)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.371.15.

8.5.371.13

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/07/22	General						X

What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2019. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.

- Screen Recording Service now supports the new Access-Control-Allow-Private-Network header required by the Google Chrome Private Network Access (PNA) Cross-Origin Resource Sharing (CORS) policy. (GIR-31869)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.371.13.

Helpful Links

Releases Info

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

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8.5.371.10

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/22	Hot Fix	Unavailable					X

What's New

This release contains the following new features and enhancements:

- As of 04/04/2022, this release is no longer available due to the discovery of a critical issue. If you have already downloaded the software, do not install it.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.371.10.

Helpful Links

Releases Info

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- 8.5.x Known Issues

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8.5.370.99

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/16/21	General						X

What's New

This release includes security improvements.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.99.

Helpful Links

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8.5.370.95

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/10/21	General						X

What's New

This release includes compatibility and performance improvements.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.95.

Helpful Links

Releases Info

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8.5.370.93

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/30/21	Hot Fix						X

What's New

This release contains the following new features and enhancements:

- A new configuration parameter, `reEncodingTimeoutSeconds`, is added to Screen Recording Service. This parameter specifies the number of seconds that Screen Recording Service waits for VLC to finish processing a screen recording after a call that includes pause and resume operations. (GIR-30496)

- A new configuration parameter, `preLoadVlc`, is added to specify if the VLC process loads in advance after the agent logs in. (GIR-30517)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

If a screen recording is long enough to be sliced, Screen Recording Service (SRS) now correctly records all subsequent slices. (GIR-30151, GIR-30152)

On Windows 10, if the screen recording is paused and then resumed, the screen recording is no longer lost. (GIR-30144)

When the **maxWidth** and **maxHeight** parameters are set, Screen Recording Service now correctly applies the settings. Previously, it used the default resolution that was set in the display settings. (GIR-27591)

Screen Recording Service no longer crashes when **Data Execution Prevention** and **Validate heap integrity** are enabled in Windows Defender's Exploit Protection for **GenesysServiceHandler.exe**. (GIR-29369)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.93.

8.5.370.85

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/20	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) can now be configured to listen on loopback addresses other than 127.0.0.1. This enables SRS to work in an environment where the Citrix Virtual Loopback Feature is being used. (GIR-30165)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.85.

Helpful Links

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8.5.370.82

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/19/20	General	Under Shipping Control				X

What's New

- This version was first released as a Hot Fix on 09/29/2020.

Resolved Issues

This release contains the following resolved issues:

An issue that caused some latency and additional seconds of the screen to be recorded after the agent clicks the **Pause** button in Workspace Web Edition (WWE) is now corrected. (GIR-6529)

An issue that caused Screen Recording Service (SRS) to stop responding if **Data Execution Prevention** and **Validate heap integrity** are enabled in Windows Defender's Exploit Protection for **GenesysServiceHandler.exe** is now corrected. (GIR-29369)

The SRS uninstaller now removes the root certificate that is created when a self-signed certificate is generated during the SRS installation process.

Note: This fix takes effect starting with upgrades subsequent to this release. The issue still applies when upgrading to this release. (GIR-29666)

Helpful Links

Releases Info

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.82.

8.5.370.78

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/20	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) now supports the use of a proxy server to act as an intermediary between SRS and Interaction Recording Web Services (RWS).

Resolved Issues

This release contains the following resolved issues:

An issue that caused cookies associated with cross-site resources to have the **SameSite=None** and **Secure** attributes set when using HTTP is now corrected. (GIR-29182)

If the Screen Recording Service is uninstalled, the certificates it created during installation are now removed from the Windows Certificate store. (GIR-28531)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.78.

8.5.370.68

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/19	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) is updated to set the **SameSite=None** and **Secure** attributes on cookies associated with cross-site resources. This is to support forthcoming releases of Chrome (starting with v80) and other browsers that will only deliver cookies with cross-site requests if they are set with these attributes.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

If you are using Genesys Softphone, you must complete the following step after upgrading to this version of SRS:

- Re-install the self-signed certificate for Genesys Softphone. You can do this by running the following script, which is located in the folder where Genesys Softphone is installed: **Certificates\Self-Signed\install_certificates.bat**

This is to prevent any issues with the certificate after the SRS upgrade.

Helpful Links

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8.5.370.63

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/03/19	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- Several third-party libraries have been upgraded to mitigate security vulnerabilities. (GIR-23212)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.370.63.

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8.5.366.12

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Screen Recording Service (SRS) now completes a screen recording when the recording is paused or resumed. Previously, in version 8.5.365.01 or higher, SRS encountered an error and failed to complete a recording when the recording was paused or resumed. (GIR-26010)

Screen Recording Service (SRS) now uses shorter names to store encryption certificates. Previously, SRS could encounter I/O errors due to long filenames of encryption certificates. (GIR-25628)

Screen Recording Service (SRS) now has an increased default value of 10 seconds as the VLC HTTP timeout. Additionally, the **vlcHttpTimeout** parameter is introduced to allow users to adjust this timeout. Previously, SRS failed to complete a recording due to a *VLC Http stop failed with ConnectTimeout* error. (GIR-25170)

Screen Recording Service (SRS) no longer encounters a **recorder.pyc** error. Previously at times, SRS did not record an agent's screen when there were back-to-back login and logout requests. (GIR-26155)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.366.12.

8.5.366.05

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/19	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Screen Recording Service (SRS) no longer spawns duplicate recorder threads for the same agent if the client sends two or more login requests within a fraction of a second. (GIR-25683)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.366.05.

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8.5.366.04

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/20/19	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Screen Recording Service (SRS) no longer deletes recordings that are not uploaded from an agent's machine during restart, even if there are connection issues with Interaction Recording Web Services (RWS). (GIR-25333)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.366.04.

8.5.365.01

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/04/19	General	Under Shipping Control				X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The Screen Recording Service now supports HTTPS mode in Firefox 58 and later versions. (GIR-24283)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.365.01.

Helpful Links

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8.5.360.03

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/17/18	General	Under Shipping Control				X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The error reporting feature of the Screen Recording Service (SRS) is no longer enabled by default. To enable it, set the **sendLogToGWS** parameter to t rue. (GIR-18622)

SRS no longer captures the screen when it loses connection with Workspace Web Edition (WWE) or Workspace Desktop Edition (WDE). Previously, SRS captured the screen in certain scenarios until the credentials timed out. (GIR-17175)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.360.03.

8.5.355.61

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/09/18	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) now supports the **preLoadVlc** parameter to reduce missing frames in the beginning of the screen recordings in slow machines.

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Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service (SRS) no longer throws exception in the **GSR.log** file when the list object is used to configure the **allowedHosts** parameter. (GIR-18022)

If the credentials become invalid at the time of uploading a screen recording, the Screen Recording Service (SRS) no longer tries to upload the remaining recordings of the user with invalid credentials. The screen recordings will be uploaded with other user's credentials or if the same agent logs in again with valid credentials. Previously, SRS uploaded all the recordings of the user even though the credentials were not valid. This caused the user account to get locked out. (GIR-16760)

When the Screen Recording Service (SRS) is configured with primary and peer Interaction Recording Web Services (RWS) sites, and if primary RWS site is down, SRS will attempt to upload error logs to

peer RWS site. Previously, SRS did not upload error logs to the peer RWS site during this situation. (GIR-13495)

When the Screen Recording Service (SRS) contains screen recording files in the agent's local directory, and SRS is restarted, the recordings will be uploaded to Interaction Recording Web Services (RWS). (GIR-6064)

If the **vlcLog** parameter is set to `true` in SRS configuration, then the VLC log will be generated properly. Previously, the VLC log was not generated properly even though the **vlcLog** parameter was set to `true`. (GIR-6034)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.355.61.

8.5.350.65

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/17	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) now supports the **ignoreCertificateVerificationErrors** parameter, which is enabled by default. When enabled, SRS ignores certain certificate verification errors for encryption of the screen recordings. (GIR-11113)

- The Screen Recording Service (SRS) now uses updated versions of Python and OpenSSL. (GIR-14096)

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Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service (SRS) now supports the **isVlcSlowCapture** parameter to enable or disable update of `startTime` with recording file creation time. Previously, on a slow machine there could be a misalignment between actual start time of video and the start time in metadata. (GIR-15643)

The Screen Recording Service (SRS) no longer supports the update of the **certificate** parameter value with an API request from the agent desktop clients. (GIR-6615)

The Screen Recording Service (SRS) installer UI now shows an additional option to reboot the

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machine by detecting the presence of rra files during upgrade. Previously, if SRS is not stopped when the setup.exe file is running during the SR Service (SRS) upgrade, rra files were created in the SRS installation folder. Reboot the machine for the upgrade to complete properly. (GIR-5945)

Firefox no longer displays a security warning for the secure (HTTPS) Screen Recording Service (SRS) APIs. If SRS is installed in the HTTPS mode while Firefox is running, restart Firefox to include the SRS certificates in Firefox. Previously, Firefox displayed a security warning for the secure SRS APIs. (GIR-4621)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.350.65.

8.5.345.24

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/17	General	Under Shipping Control				X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service (SRS) now displays the "Genesys Screen Recording Service, Version : <ipversion>" message in the **Windows Services** application. (GIR-12553)

The Screen Recording Service (SRS) installer now installs SRS in the HTTPS mode when the default "Standard" installation option is chosen. Previously, the SRS installer installed SRS in the HTTP mode. (GIR-6611)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.345.24.

Helpful Links

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8.5.341.40

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/10/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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Resolved Issues

This release contains the following resolved issues:

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The Screen Recording Service (SRS) no longer displays a security pop-up window from Internet Explorer if you are using a self-signed certificate generated during the SRS installation process. Previously, when SRS version 8.5.340.81 through 8.5.341.11 was used, Internet Explorer displayed a security pop-up window in all the Windows operating systems other than Windows 10. (GIR-13109)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.341.40.

8.5.341.11

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/14/17	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- The Screen Recording Service (SRS) now supports multi-site disaster recovery with Interaction Recording Web Services (RWS) when Workspace Desktop Edition (WDE) version 8.5.118.10 or later is used.

- SRS no longer considers any recordings as failed, thereby eliminating the need to restart SRS to upload the recordings.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.341.11.

Helpful Links

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8.5.340.81

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/17	General	Under Shipping Control				X

What's New

This release includes only resolved issues.

Note: This version was first released as a Hot Fix on 05/25/17.

Resolved Issues

This release contains the following resolved issues:

SRS no longer stops uploading recordings after it fails to upload a recording due to authentication errors. It now skips the problematic recording and continue to upload the other agent recordings. (GIR-12110)

SRS no longer fails to capture screen recordings when an agent uses WWE through Chrome (version 57.0.2987.133 & above) over a secure connection (HTTPS). Previously, with this configuration, the chrome browser would reject the HTTPS connection attempt due to the net::ERR_INSECURE_RESPONSE error, which prevented successful SRS initialization. (GIR-12099)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.340.81.

8.5.335.73

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/17	General	Under Shipping Control				X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
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Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service now uploads recordings only during the "window period" if the option **uploadPolicy** is configured with the value window. Previously, some recordings were uploaded outside the window period. (GIR-8907)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.335.73.

8.5.330.64

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/16	General	Under Shipping Control				X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Screen Recording Service (SR Service) is now able to process a screen recording correctly if the agent's details contain special characters. Previously, the SR Service was not able to process a screen recording if the agent's username contained a single-quote character. (GIR-8186)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.330.64.

8.5.320.64

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/16	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- Support for Hot Seating. This support requires that the agent desktop supports Hot Seating with the Screen Recording Service. For additional information, refer to your Agent Desktop documentation.

Resolved Issues

This release contains the following resolved issues:

The SR Service now encodes recordings for back-to-back calls, even if the VLC port fails. Previously, if the VLC port failed, back-to-back calls were not encoded. (GIR-6617)

The SR Service now clears the user context if it fails to connect to GWS with Authentication Error, in an attempt to establish a new connection with GWS when it gets a login request from WWE. (GIR-6403)

The port range used by VLC is now configurable in the SR Service configuration. (GIR-5999)

Helpful Links

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Product Documentation

Genesys Interaction Recording—Voice Edition

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.320.64.

8.5.311.13

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/11/16	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- The **slowMachine** parameter is now deprecated, and is replaced by the new **vlcCloseTimeout** parameter.

- The SR Service will now retry to upload all failed recordings after the next restart.

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Resolved Issues

This release contains the following resolved issues:

The SR Service (SRS) now supports dynamic update for the `'csrfUrl'` configuration parameter in `config.json`. (GIR-6165)

If the **vlcCloseTimeout** parameter is configured with a default of 2 seconds, the SR Service will wait for the configured timeout before killing the VLC process. During this time, the SR Service is now able to start a new recording session. (GIR-5997)

The SR Service no longer stops functioning when error logs are sent to Web Services API. Previously, the SR Service stopped responding when there was only one error log that needed to be sent to Web Services API. (GIR-5927)

The SR Service can now capturing a new interaction's screen after a SRS Server (GWS) failover. Previously, when a GWS failover occurred, the SR Service did not capture the screen until the agent logged out and then logged into Workspace Web Edition (WWE). (GIR-5891)

The SR Service no longer sends a Runtime error during shutdown when a thread is not started. Previously, a Runtime error was sent during shutdown while the system waited for a thread that did not start. (GIR-5884)

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

The SR Service no longer stops capturing the screen when the agent uses Internet Explorer to access Workspace Web Edition (WWE). Previously, the SR Service periodically stopped capturing the screen when the agent used Internet Explorer to access WWE. (GIR-5834)

ValidateCertificate no longer fails to read the hash on the Horizon setup when validating the certificate embedded in the production signed SR Service `setup.exe`. (GIR-5832)

The SR Service now ignores 10053 errors on local host connections. (GIR-5733)

Uncaught exceptions are now logged in the process log file. Previously, a separate log file may have been created. (GIR-5562)

When running Auto Update with **updateWhen** set to **immediate**, a log error no longer appears. Previously, the following log error may have appeared: **Updater: An unexpected error has occurred.(6, 'WaitForSingleObject', 'The handle is invalid.')"**. (GIR-5316)

When working with Internet Explorer 11, the SR Service no longer freezes until the Workspace Web Edition (WWE) tab is closed. (GIR-4571)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.311.13.

8.5.302.14

Genesys SR Service Release Notes

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

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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Resolved Issues

This release contains the following resolved issues:

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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)

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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)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.14.

8.5.302.10

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/01/16	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- Auto upgrade is now performed internally and does not use an external Windows service. **GSRUpdateService** was removed.

- Citrix is now supported on Windows 20012 R2 for the SR Service.

- During upgrade the SR Service moves old log files (from 8.5.220.xx and earlier) to the **Logs** folder and renames them using the **old_** prefix.

- The SR Service Authentication Server now runs as a separate process.

- The SR Service now supports Monitoring and Alarming.

- The SR Service now supports error reports for Web Services and Applications.

- The SR Service log now uses UTC time instead of local time.

- The SR Service now uses UTC time as the timestamp for screen recording files instead of the local time.

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Resolved Issues

This release contains the following resolved issues:

When the maximium recorder log size is reached, the SR Service no longer fails to start recording. (GIR-5339)

When a component's maximum log size is reached, that component will not stop working. Previously, in this scenario the component stopped working until the next service restart. (GIR-5458)

Currently, when using **updateWhen = restart** the SR Service is upgraded during the next system startup. Previously, the SR Service was upgraded during shutdown. (GIR-4894)

The SR Service update no longer fails when configuring the **softwareVersion** parameter, using a single digit without a leading zero (for example, **8.5.301.1** instead of **8.5.301.01**). (GIR-4892)

Switching Workspace Web Edition in the middle of a session to a Workspace Web Edition that is not in the SR Service allowed list no longer triggers a logout in the SR Service. (GIR-4533)

Workspace Web Edition can now connect to the SR Service successfully when the SR Service is not installed using the local administrator account and HTTPS is enabled on the SR Service. (GIR-4445)

The SR Service no longer creates a folder with the name **None** in the **postProcessingSavePath** folder. (GIR-4411)

The Configuration Update log message is no longer logged to the wrong user log file. (GIR-4364)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.10.

Release 8.5.2

Genesys SR Service Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys SR Service, if available, in the tree menu on the left or in the list of Available Releases.

8.5.230.23

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/01/16	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- Citrix is now supported on Windows 2008 R2 for the SR Service.

- Support for SR Service on Windows 10 (32-bit + 64-bit).

- Support for SR Service Windows 8 / 8.1 32-bit.

- SR Service Auto-upgrade will only install digitally signed versions. Version Checksum verification is deprecated (`softwareChecksum` parameter).

- Auto-Downgrade is disabled and the `forceUpdate` parameter has been deprecated.

- The `allowedHosts` configuration parameter was added.

- SR Service now adds a unique ID as part of the voice recording file name.

- SR Service Authentication server now runs as a separate process.

- If the Agent credentials are invalid (403) or missing when trying to upload a screen recording to GWS, the SR Service will use another agent's credentials to upload the recordings and will log an appropriate log warning.

- SR Service log files have been moved under the Logs folder.

- The SR Service log now includes milliseconds.

- SR Service HTTPS certificate verification default behavior changed from False to True ("certificate" parameter default value).

- SR Service now supports:

    - Simultaneous screen recordings from multiple users.

    - Working with multiple different GWS instances simultaneously.

    - CSRF protection on local host communication with WWE.

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- Session cookies for the local host connection with WWE.

- Using the network path for the recordings post processing and recordings shared folder. Please note the local system account must be given access permissions.

- Separate configuration for the user Temp folder, Post Processing folder, and the Shared Recording folder using the following configuration parameters: `userSavePath`, `postProcessingSavePath`, `sharedSavePath`.

- SR Service Auto Updater will now only start after an agent logs in.

- Some SR Service client side parameters can now be dynamically configured in real time using the agent desktop.

- The SR Service version can now be queried using the browser.

- The `diskFreeSpaceLimit` configuration parameter is now a client side parameter. Previously, it was a server side parameter.

Resolved Issues

This release contains the following resolved issues:

User Session detection fallback logic now supports Remote Desktop Protocol (RDP). (GIR-4259)

If the upgrade process fails during auto-upgrade, the SR Service will now rollback the upgrade changes and restart the service. (GIR-4235)

The `credentialsTimeout` configuration parameter now reflects minutes. Previously, this parameter reflected seconds. (GIR-4152)

SR Service no longer sends the "WWW-Authenticate" HTTP header on 401 responses. As a result, the credentials pop up on the web browser no longer appears. (GIR-3956)

The SR Service Recorder process name was changed from SRC.exe to SrsProcess.exe. (GIR-3848)

When the SR Service receives a 403 authentication error due to bad credentials, it will not retry to upload a screen recording using the same credentials. Previously, the SR Service continuously retried to upload the recording using the same incorrect credentials. (GIR-3778)

The SR Service default Temp folder (that is, the data save location), moved from the installation folder to the Windows LOCALAPPDATA. (GIR-3574)

The SR Service now uploads a recording using the credentials of the user that created the recording. Previously, the SR Service used any credentials to upload any recordings, regardless of which user created which recordings. (GIR-3540)

A separate log file is no longer created when you are logged in as an agent desktop and the SR Service is restarted. Previously, an exception was logged and a separate log file (SRC.EXE.LOG) was created. (GIR-3169)

Server TLS certificate validation is now enabled by default. Previously, the Server TLS certificate validation was disabled by default. (GIR-3019)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.230.23.

8.5.220.72

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/02/15	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- SR Service now preforms value validation for all numeric configuration parameters.
- SR Service now delays shutting down the agent's PC until all the screen recordings are uploaded with the new **delayShutdown** parameter. For more information about this parameter, see the Genesys Interaction Recording Solution Guide.
- Support for Windows 8 64-bit
- Support for Windows 7 32-bit

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Resolved Issues

This release contains the following resolved issues:

SR Service now uses the Windows Certificate Store to validate HTTPS SSL certificates. (GIR-3023)

SR Service now accepts values with leading and trailing white spaces. Previously in this scenario, SR Service would generate an error and stop working. (GIR-3043)

SR Service now exits when it encounters a certificate validation error. Previously in this scenario, the SR Service would continuously try to start causing it to hang. (GIR-3021)

SR Service now removes the old installation files before performing a new installation or upgrade. (GIR-3003)

SR Service no longer deletes the **config.json** file, log files, and the Recording directory when uninstalling the previous version. (GIR-2965)

Full installation now overwrites the VLC, OpenSSL, and SRS files. It will not overwrite the screen-capture-recorder.dll and config.json files. (GIR-2963)

Screen Recording Update Service now supports automatic upgrades. (GIR-2939)

SR Service command line installation now handles typing errors correctly. Previously, if the wrong parameters were entered on the command line, the SR Service understands it as if it is a recognized parameter, and enters the wrong value in the **config.json**. For example, Screen Recording Server recognizes the **server** parameter. The wrong behavior occurred if you typed the name as "server1" or "serverName" or "serverX" (all starting with the recognized parameter name). If you typed "nserver", it was ignored. (GIR-2880)

You will no longer see a distorted screen when using screen resolution 1366 X 768. (GIR-2684)

SR Service now includes CORS headers in the SRS Authentication Server HTTP error response message. (GIR-2426)

SR Service no longer creates the **(default)** startup menu item. (GIR-2385)

The SR Service can now limit the size of its log files with the new **maxLogSize** and **logsToKeep** parameters. Previously, log files were managed with the **logKeep** parameter which is now deprecated. (GIR-2008)

SR Service setup file is now verified using a SHA512 checksum instead of MD5 checksum (GIR-1779)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.72.

8.5.205.10

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/21/15	Hot Fix					X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issue.

The SR Service no longer displays a distorted screen when you use a screen resolution of 1366 x 768. (GIR-2684)

Genesys has tested the SR Service with a specific set of screen resolutions. For more information, see the Genesys Interaction Recording Solution Guide. (GIR-2689)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.10.

8.5.205.00

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/15/15	General	Under Shipping Control				X

What's New

This release contains the following new features and enhancements:

- Integration with Workspace Desktop Edition.
- Configuration can now be done during installation at the command line.
- Support for uploading and updating immediately after restart.

Resolved Issues

This release contains the following resolved issues:

Screen Recording disk free space limit is now working correctly. Previously, a violation would result in an error, but the recording would not terminate. (GIR-1652)

Screen Recording Service log cleaner now starts correctly. (GIR-1641)

Screen Recording Client now continues to record if the agent locks their screen. (GIR-1576)

Screen Recording Service checksum checks for updating are no longer case-sensitive. (GIR-1443)

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Screen Recording Service now logs critical errors when configured to log at any log level. Previously, some critical errors were logged only when the log level was set to debug. (GIR-1423)

Screen Recording Service can now properly detect, through timeout, that a browser window containing Workspace Web Edition has been closed for the current Windows user even when there are multiple users logged into Windows and Workspace Web Edition. (GIR-1395)

If an agent locks their desktop screen during a call session, recording now continues. Previously in this scenario, screen recording would stop until Web Services was restarted. (GIR-1351)

Screen Recording Service now connects properly to Web Services immediately after upgrading. (GIR-1306)

The Screen Recording Service setup file can now be served from a HTTPS server. The server's certificate must be CA certified.

Note: To use a self-signed HTTPS certificate, in the local `config.json` file, set the certificate parameter to `false`. (GIR-1279)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.205.00.

8.5.204.04

Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/16/15	General	Under Shipping Control						X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of the Genesys SR Service.

- Support for the After Call Work agent state.

- Support for client authentication with Workspace Web Edition.

Corrections and Modifications

This release contains the following correction and modification:

The Screen Recording Client now automatically upgrades to all versions. Previously, if upgrading the Screen Recording Client from a version previous to 8.5.204.04 build 297, you had to use the full upgrade setup file. (GIR-1202)

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Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/21/14	Hot Fix							X

New in This Release

This is a hot fix for this product. This release contains the following new feature:

- Support for indicating how to upload the screen recording files with the `uploadPolicy` parameter. If set to `window`, the screen recording files are uploaded to storage during the times specified by the `windowStartTime` and `windowEndTime` parameters. If set to `immediate` (the default), the files are uploaded immediately.

Corrections and Modifications

There are no corrections or modifications for this release.

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Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/03/14	General	Shipping Control						X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of the Genesys SR Service.

- Support for encryption.
- Availability of the Genesys Interaction Recording API for client authentication.

Corrections and Modifications

There are no corrections or modifications for this release.

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Genesys SR Service Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/18/14	General	shipping Control						X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of the Genesys SR Service.

- Support for the Genesys Interaction Recording 8.5.2 solution.

Corrections and Modifications

There are no corrections or modifications for this release.

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