Genesys SR Service

8.5.500.19

12/20/2025

8.5.500.19

Genesys SR Service Release Notes

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

Contents

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)

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

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

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.