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## Genesys SR Service

8.5.500.19

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## Genesys SR Service Release Notes

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

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## 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:

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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)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.19.

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