GENESYS™

Workspace Desktop Edition

Known Issues and Recommendations

5/14/2025

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Workspace Desktop Edition

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workspace Desktop Edition. 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.

See also Internationalization Issues.

Limitation: In VMWare Horizon environments, Workspace does not support the Windows Media Multimedia Redirection technology (MMR). Administrators should ensure that MMR is not active for Workspace Desktop Edition. Contact your VMWare support to obtain information about the procedure specific to your environment.

Limitation: In HTML email interaction text that has font sizes specified in 'rem' units or 'em' units Workspace applies an absolute size conversion.

Limitation: The Workspace Desktop Edition customization feature provides easy access to the classes and interfaces of the Platform SDK Configuration Object Model Application Block. Because this is an application block, the interfaces and classes do not guarantee backward compatibility. Consequently, when you develop a customization, you must be careful if you rely on these interfaces and classes; when you upgrade to a new version of Workspace Desktop Edition, you should perform dedicated testing, recompilation, or code changes because a new version of the Platform SDK Configuration Object Model Application Block might be embedded.

For example, if you upgrade from Interaction Workspace 8.1.3 to Workspace Desktop Edition 8.5.0, several attributes of Configuration Objects, such as `CfgApplication.Type`, and some `CfgQuery` attributes, such as `CfgScriptQuery.ScriptType`, are now "nullable".

Limitation: The Workspace Desktop Edition Rich Text Editor feature that is used to render inbound HTML-formatted e-mail interactions and to edit Outbound HTML-formatted e-mail interactions might not display HTML content as expected. The feature uses an HTML-to-XAML and XAML-to-HTML converter. There is a broad set of external tools that are available to edit HTML-formatted e-mail interactions, and there is a lack of fully applied standards; therefore, this technology is not guaranteed to maintain the full integrity of HTML content. Please report the faulty material to Genesys Customer Care to determine if the faulty HTML format can be supported by enhancing Workspace Desktop Edition.

Limitation: If an agent is granted voice capabilities and Instant Messaging (IM) capabilities on two different DNs, the agent does not get campaign notifications and has a degraded experience when handling outbound interactions. (See OUTBOUND-7713)

Workaround: Configure the Log On As Person feature of the Outbound Contact Server so that it does not "see" the IM DNs that are configured in the places of the Agents.

For Workspace Desktop Edition version 8.5.142.05, the Application Template cannot be saved from Genesys Administrator (GA) or Genesys Administrator Extension (GAX).

Workaround: From the GA or GAX interface, remove the <media-type>.contact-history.enable-combine-interaction-with-current option from the application template before saving it.

ID: **IW-16889**	Found In: **8.5.142.05**	Fixed In: **8.5.143.08**

You must use Genesys Administrator, *not* Genesys Administrator Extension (GAX), to create agent roles for Workspace Desktop Edition. Workspace does not currently support the two level role privileges of GAX.

ID: **IW-16791**	Found In: **8.5.140.08**	Fixed In: **8.5.143.08**

In UCS 9 environments, it is not possible to sort interactions by **InteractionId** or **ContactID**.

ID: **IW-16318**	Found In: **8.5.136.07**	Fixed In: **8.5.138.04**

In UCS 9 environments, interaction search results are sorted by lower case before upper case, regardless of the sort order. Fields with no values are always displayed at the end of the sort order.

ID: **IW-16309**	Found In: **8.5.136.07**	Fixed In:

In UCS 9 environments, it is not possible to search interactions using a search criterion that contains special characters such as #, $, %, and so on.

ID: **IW-16307**	Found In: **8.5.136.07**	Fixed In: **8.5.138.04**

Staring with 8.5.135.05, the Workspace Application Template cannot be imported without errors due to incorrect XML syntax in the metadata.

ID: **IW-16257**	Found In: **8.5.135.05**	Fixed In: **8.5.136.07**

Starting with 8.5.135.05, the **My History** and **Contact History** views incorrectly display the number of found interactions as **0** when no search criteria are specified. Specify search details or use an * (asterisk) to correctly display the number of results.

ID: **IW-16256**	Found In: **8.5.135.05**	Fixed In: **8.5.136.07**

If the value of the interaction-bar.enable-quick-access option is set to `false` and you have specified that agents set mandatory Case Data values, Genesys recommends that you set the value of this option to `true` to prevent agents from closing the interaction window by clicking the **Close Window** button.

ID: **IW-16236**	Found In: **8.5.135.05**	Fixed In: **8.5.136.07**

If an agent replies to an email from the **My History**, **Contact History**, **Interaction Search**, or the **My Workbins** view, Workspace incorrectly adds the "Re:" reply prefix to the email subject, ignoring the email.reply-prefix option.

Workaround: Set the value of the interaction-bar.quick-access-modes option to `Pinned`.

ID: **IW-16269**	Found In: **8.5.134.06**	Fixed In: **8.5.136.07**

The **Suggested Responses** option is available in the Suggested Responses view menu even if there are no suggested responses available when an agent is responding to an email interaction.

ID: **IW-16027**	Found In: **8.5.131.07**	Fixed In: **8.5.136.07**

When deployed with Workspace Desktop Edition 8.5.126.07, the Social Media plugin, the Apple Business Chat plugins, and any custom plugin based on the WDE eServices extension pattern, have the following limitations:

- It is not possible to access the transcript corresponding to past interactions with the same contact.
- It might not be possible to reply to an interaction directly from the Contact History view.

ID: **IW-15612**	Found In: **8.5.126.07**	Fixed In: **8.5.127.06**

A Team Lead (supervisor) who silently monitors an agent who is in a chat conversation with a contact cannot close the chat interaction form using the **Done** button if the Team Lead stops the monitoring session while the chat conversation is still in progress.

Workaround: The Team Lead must use the "Force Close Interaction" contextual menu to clean-up the monitored chat.

ID: **IW-14161**	Found In: **8.5.117.18**	Fixed In: **8.5.117.26**

Limitation: The maximum number of Places that can be added to a Place Group to support the Automatic Place selection using Place Groups feature is currently limited to 255.

ID: **IW-13872**	Found In: **8.5.114.08**	Fixed In: **8.5.117.18**

The options.record-location option, which is used to specify the storage of the agent profile in a shared directory instead of Configuration Server agent annex, cannot be used in environments where Workspace is started by specifying username, password, and configuration server connection URI as command line parameters.

ID: **IW-12631**	Found In: **8.5.112.08**	Fixed In: **8.5.112.12**

Workspace is no longer able to display the Callback Preview Interactive Notification when a Callback preview is distributed by the SCXML shipped with Genesys Mobile Services (GMS) 8.5.105.05 and higher.

Workaround:

1. Unzip the `Callback.zip` template shipped in the GMS installation folder, under `service_templates`

2. Edit the `SubAgentInvitation.scxml` file

3. Comment out the following line:
       {code}userEventUserData['user-data'] = attachData;{code}

4. Zip the template back into `Callback.zip` with the new version of the file.

5. Import the edited template using Service Management UI.

ID: **IW-13349**	Found In: **8.5.111.21**	Fixed In: **8.5.115.17**

In environments where an agent is granted both Outbound and Genesys Callback privileges, it is not possible to close an interaction form representing a rescheduled outbound record using the **Done** button. Instead, use the **Force close this case** menu option. Agents who are not assigned the new Genesys Callback privileges are not affected by this issue.

ID: **IW-12470**	Found In: **8.5.111.21**	Fixed In: **8.5.112.08**

The **My Team Workbin** view no longer correctly displays the content of the personal workbins of agents that the logged in Supervisor is monitoring; instead, it shows the content of the content of the Supervisor's own personal workbins.

ID: **IW-12236**	Found In: **8.5.110.13**	Fixed In: **8.5.110.16**

In scenarios where Workspace loses connection to both Primary and Back-up T-Servers and then reconnects to one or both of them, Workspace no longer displays a misleading error message stating `failed to login on voice channel`.

ID: **IW-11257**	Found In: **8.5.108.11**	Fixed In: **8.5.108.15**

In SIP Business Continuity environments, when a graceful shutdown procedure is in progress on one of the SIP Server HA pairs, the agents in the situations described below cannot log on their voice or IM channel until the graceful shutdown of this SIP Server HA pair is completed:

- Agents that have the stopping SIP Server HA pair configured as the preferred one and are not logged in to Workspace when the graceful shutdown procedure starts

- Agents that are logged in to Workspace with the stopping SIP Server HA pair as the active one, but have SIP channels logged off when the graceful shutdown procedure starts

Workaround: To ensure a successful Workspace login, the Preferred Site of the groups of agents who

are planned to login during the graceful shutdown phase should be temporarily updated to point to the site that remains up and running. You can restore configuration after the graceful shutdown is complete.

ID: **IW-11223**	Found In: **8.5.108.11**	Fixed In:

Use of the legacy user interface (UI) themes (Blue, Royale, Fancy) might cause the Workspace UI to become unstable. If an agents uses one of these themes and experiences UI issues, the agent must restart Workspace. The following features are known to be affected by this issue:

- Case Data tab — If the `Contact — Can Display History Case Data` privilege is granted, this tab is displayed when an interaction is selected in the Contact History, My History, and Interaction Search views.

- Workbin Case Data tab — If one of the Workbin privileges is granted, this tab is displayed when an interaction is selected in one of the Workbin views.

Workaround: Genesys recommends that agents use one of the following themes if they are granted any of those privileges:

- Default

- High Contrast

- Custom theme developed using the theme customization capability

ID: **IW-10929**	Found In: **8.5.106.19**	Fixed In: **8.5.106.22**

Workspace does not support the value `false` for the following Interaction Server option: `settings/allow-multiple-agent-connections`.

ID: **IW-10293**	Found In: **8.5.104.15**	Fixed In: **8.5.105.12**

Workspace supports Management Framework 8.5 in single-language mode only. The value of the Configuration Server option `multi-languages` must be set to `false`.

ID: **IW-9881**	Found In: **8.5.102.06**	Fixed In: **8.5.103.10**

Connections to all back-end Genesys servers, except Configuration Server, that are configured to point to the TLS port cannot be opened.

Workaround: In the Workspace Application, edit the Advanced tab of connection objects that point to a TLS port by adding "dummy text" to the Transport Parameters field.

ID: **IW-10496**	Found In: **8.5.101.14**	Fixed In: **8.5.105.12**

The option `gui.editor-font-size` is included in the template and metadata of release 8.5.101.14; however, this option is not supported in this release. Administrators must not change the value of this option.

| ID: **IW-9729** | Found In: **8.5.101.14** | Fixed In: **8.5.102.06** |

When the **PhoneNumber** attribute is removed from the value of the contact.displayed-attributes and contact.directory-displayed-columns options to hide this information from agents, starting a call or sending an SMS to this contact using the controls in the **Contact Directory** Grid View, **Team Communicator** default action, and **Interaction Party** menu is not available.

| ID: **IW-17054** | Found In: **8.5.100.05** | Fixed In: |

In SIP Server environments where Workspace SIP Endpoint is used, the voice channel is now correctly automatically logged in when Workspace is started. Previously, agents had to manually log on to the voice channel.

| ID: **IW-9266** | Found In: **8.5.100.05** | Fixed In: **8.5.100.05** |

In voice environments where there is no UCS Contact look-up activated, the "origin" information that is provided in the Case Information area is populated with misleading information in the following scenario:

1. Agent 1 calls a contact.

2. Agent 1 engages Agent 2 in a conference.

3. The contact hangs up on the call.

4. The origin of the call is set as an outbound call from Agent 1 to Agent 2.

| ID: **IW-9039** | Found In: **8.5.000.55** | Fixed In: |

If Workspace is connected to a primary/backup TServer pair (SIP or TDM), Genesys recommends that you configure Hot Standby as the redundancy type. In Warm standby, Workspace might not reconnect properly, causing the voice channel to go "Out of service".

| ID: **IW-8830** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

If the interaction-bar.quick-access-modes option is configured to enable both Floating and Pinned views, agents might experience a longer time (1 to 2 seconds) to display interactions, especially the first time that an interaction is displayed after login. When both modes are configured to be active, Workspace uses slightly more CPU resources. Genesys recommends that you use the interaction-bar.quick-access-modes.<media-type> option to specify for each media which display mode is to be used. Genesys recommends setting the `interaction-bar.quick-access-modes` option to enable both Floating and Pinned views for demonstration purposes only.

| ID: **IW-8793** | Found In: **8.5.000.55** | Fixed In: |

In a SIP Server environment, when an agent uses the Instant Voice Conference feature, the Recent Call area of Team Communicator for the target of the conference is not populated correctly.

| ID: **IW-8746** | Found In: **8.5.000.55** | Fixed In: **8.5.100.05** |

In environment where connections to Genesys back-end servers are configured as TLS, if the back-up server is not installed on the same host as the primary server, Workspace is not able to connect to the back-up server.

ID: **IW-8745**	Found In: **8.5.000.55**	Fixed In: **8.5.100.05**

When an agent creates a new interaction by using the **Action** menu in an in-progress interaction, the new interaction does not update the **Recent** list in the Team Communicator. For example, when an agent creates a new e-mail interaction from a Chat interaction window, the new e-mail interaction does not push the associated contact to the top of the **Recent** list in the Team Communicator.

ID: **IW-8707**	Found In: **8.5.000.55**	Fixed In: **8.5.100.05**

In SIP Server environments, a supervisor (team lead) cannot barge-in a predictive or progressive outbound campaign call that she or he is silently monitoring.

ID: **IW-8640**	Found In: **8.5.000.55**	Fixed In: **8.5.100.05**

In both Pinned and Floating interaction views, sometimes the list of parties is not displayed.

ID: **IW-8575**	Found In: **8.5.000.55**	Fixed In: **8.5.100.05**

Limitation: The interaction.case-data.enable-url-preview options should be activated only if you are using Internet Explorer 9 or higher. Other browsers might introduce some memory leaks in this scenario.

ID: **IW-4680**	Found In: **8.1.300.17**	Fixed In:

Limitation: If you search for interactions in the history database with search criteria that are based on custom interaction attributes, the search will succeed only if full words that start at the beginning of the value for which you are searching. If you enter partial words, or if you omit a word at the beginning of the value for which you are searching, the search fails.

ID: **IW-4264**	Found In: **8.1.300.17**	Fixed In:

The monitoring "eye" icon is not displayed next to the names of parties in a monitored chat after the Team Supervisor ends a barge-in session and returns to monitoring.

ID: **IW-4047**	Found In: **8.1.200.16**	Fixed In:

Supervisors must log out and log back in again to monitor agents that are added to or deleted from an Agent Group that the supervisor is monitoring.

ID: **IW-3958**	Found In: **8.1.200.16**	Fixed In:

If agents have DNs that combine voice and Instant Messaging (IM), then Team Supervision is applied to both the voice and the IM channels.

ID: **IW-3947**	Found In: **8.1.200.16**	Fixed In:

Agents that are logged out from a Genesys Chat channel but Ready in a Genesys IM channel, might have a Genesys Chat interaction routed to their desktop, because Genesys Chat and Genesys IM media types are not distinguished at the system level (reporting, routing, and presence), even though these activities are treated as distinct channels in the Workspace Desktop Edition interface. (Stat Server ER# 263800116)

ID:	Found In: **8.1.000.21 (Stat Server: 8.0.000.26)**	Fixed In:

On a "mono-line" Alcatel OXE phone set, it is not possible to handle an inbound call by using the Workspace Desktop Edition user interface if the agent is already on a call.

ID: **IW-2757**	Found In: **8.1.000.21**	Fixed In:

If the target agent has only a SIP IM channel, or a SIP IM channel and a Genesys Chat Channel, the target agent might incorrectly appear as Ready on the Voice channel in the Team Communicator of agents who are trying to contact the target agent.

ID: **IW-2397**	Found In: **8.1.000.21**	Fixed In: **8.5.104.15**

For the Ericsson MXONE switch, if the T-Server is restarted while an agent is logged in to Workspace Desktop Edition, the agent cannot log back in after the restart. The AgentEvent status is OutOfService.

ID: **IW-6718**	Found In: **8.0.200.11**	Fixed In:

Not all of the functionality of Workspace Desktop Edition is available in the Freedom Scientific application: Job Access With Speech (JAWS) 11.

ID: **IW-1218**	Found In: **8.0.100.14**	Fixed In:

Team Communicator treats words with camel case (capital letters within the word) as multiple words—for example, CamelCase is searched as Camel Case. The word CamelCase is not found.

ID: **IW-384**	Found In: **8.0.100.14**	Fixed In:

Limitation: Workspace Desktop Edition requires at least a DX 9.0 graphic card.

ID: **IW-1893**	Found In:	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workspace Desktop Edition unless otherwise noted in the issue description.

Note: Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

Brazilian Portuguese Language Pack now correctly translates the "Not Ready" string.

ID: **IW-15793**	Found In: **8.5.126.00**	Fixed In: **8.5.130.00**

French (Canada) and French (France) Language Packs now correctly translate the "Notes" string.

ID: **IW-15791**	Found In: **8.5.126.01**	Fixed In: **8.5.130.00**

The following localization issue is fixed in the following Language Pack releases:

- **French (France)** 8.5.100.02
- **German (Germany)** 8.5.100.02
- **Portuguese (Brazillian)** 8.5.100.02
- **Spanish (Latin American)** 8.5.100.02

The following attributes have now been localized:

- In the Windows dictionary file, the Text1 and Text2 attributes of the Windows.PrintPreview.TextBoxTotalSheetOfPaper key have been localized.
- In the OpenMedia dictionary file, the Print attribute of the Windows.EmailView.xx has been localized.

ID: **LOCAL-1379**	Found In: **8.5.100.01**	Fixed In: **8.5.100.02**

8.1.4 Language Packs are compatible only with 8.1.401.06 and higher releases of Interaction Workspace and 8.5.0 and higher releases of Workspace Desktop Edition.

8.1.2 Language Packs are compatible only with 8.1.200.16 and higher releases of Interaction Workspace and 8.5.0 and higher releases of Workspace Desktop Edition.

Limitation: If you install an earlier release of the Workspace Desktop Edition Language Pack on top of a later release of Workspace Desktop Edition, all of the strings that were introduced in the later release of Workspace Desktop Edition will be displayed in plain U.S. English.