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Workforce Management Builder

8.5.217.00

12/19/2025

8.5.217.00

Workforce Management Builder Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	General					X

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What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2019 operating system. See the [Workforce Management](#) page in the *Genesys Supported Operating Environment Reference Manual* for more detailed information and a list of all supported operating systems. **See also, [Upgrade Notes](#) below. (WFM-33682)**
- As of September 30, 2021, WFM Language Packs are supported on Windows Server 2019. (WFM-33682)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

WFM Builder now successfully opens a secure listening port when configured as follows:

- SSL/TLS is enabled
- The authentication provider is specified (**[auth]** provider)
- Builder's Host settings contains an explicit IP address

Previously when configured as such, WFM Builder failed to open a secure listening port. (WFM-33360)

Upgrade Notes

On August 12, 2021, a new software build WFM Builder 8.5.217.00 b2 was made available which includes support for Windows Server 2019. If you previously downloaded 8.5.217.00 b1 (September 14, 2020) and want Windows 2019 support, be sure to download the latest build.