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Workforce Management Data Aggregator

8.5.214.06

12/18/2025

8.5.214.06

Workforce Management Data Aggregator Release Notes

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

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What's New

This release includes the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.214.14](#).
- TLS 1.2 is supported to provide secure network connections between WFM applications, Genesys Management Framework, and third-party software. WFM supports configurations that use only FIPS 140-2-compliant algorithms in secure network connections. For more information about securing connections, see the [Workforce Management Administrator's Guide](#). (WFM-30288)
- The WFM Data Aggregator Application has a new **[auth]** configuration section and option:

provider

Section: auth
Default Value: wfm
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.06

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- " " (empty string)—WFM Server SOAP API authenticates WFM users.
- wfm—WFM Server REST API (on-premises) authenticates WFM users.

[more...](#)

(WFM-32285)

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 no longer displays an error message when users that have restricted access to Teams open the Adherence Details tab. Previously, restricted users would see the message *An unexpected issue occurred while processing this request*. (WFM-32351)

Unhandled exceptions no longer occur when WFM Data Aggregator connects to WFM Server. (WFM-32316)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.06.