



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Daemon

8.5.214.02

12/18/2025

8.5.214.02

Workforce Management Daemon Release Notes

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

Contents

- [1 8.5.214.02](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

What's New

This release contains 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 (with the exception of SMTP servers). 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)
- WFM Daemon now supports OpenJDK, thereby removing the dependency on Oracle Java versions for which public updates are no longer available. See the [Workforce Management](#) page in the [Genesys Supported Operating Environment Reference Manual](#) for more detailed information and a list of all supported prerequisites. (WFM-31618)

Helpful Links

Releases Info

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

Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

WFM Daemon 8.5.214.02 build 4 (released 05/21/2019): The Back functionality on the **JavaHome Location** and **Ready to Install** windows in the installation Wizard for WFM Daemon has been corrected so that clicking the **Back** button now takes you to the previous Wizard window. Previously, it opened the **Ready To Install** window. (WFM-32441)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.02.