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# Workforce Management Daemon

Release Notes 8.5.x

2/5/2025

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# Workforce Management Daemon 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Workforce Management Daemon. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

### Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.220.07	02/06/25	Update					X
8.5.220.05	04/09/24	General					X
8.5.219.20	07/14/23	Update					X
8.5.219.18	03/31/23	Update					X
8.5.219.16	09/09/22	Update					X
8.5.219.13	04/27/22	Update					X
8.5.219.08	03/14/22	Update					X
8.5.219.07	01/26/22	General					X
8.5.218.01	10/04/21	Update					X
8.5.218.00	07/15/21	Update					X
8.5.216.07	03/23/21	Update					X
8.5.216.04	02/05/20	Update					X
8.5.216.03	12/16/19	Update					X
8.5.214.05	12/06/19	Update					X
8.5.214.04	07/05/19	General					X
8.5.214.02	05/08/19	General					X
8.5.210.00	12/22/17	General					X
8.5.209.00	10/30/17	General					X
8.5.207.01	06/27/17	General					X
8.5.206.00	03/28/17	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.203.01	07/29/16	General					X
8.5.201.01	04/29/16	General					X

### Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.101.00	07/31/15	General					X
8.5.100.03	03/16/15	General					X

### Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.001.02	09/26/14	General					X
8.5.000.01	06/27/14	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Workforce Management](#) page in the *Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Workforce Management Daemon, see the [8.1 Release Note](#) (Cumulative).

## Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Supported Operating Environment Reference Guide*.

- 
- Discontinued for WFM Web server components:
    - WFM 32-bit executables
    - Windows 2008, 32-bit
    - Windows 2008, 64-bit compatibility mode
    - Windows 7
  - IBM AIX platform (all versions)
-

**Discontinued as of**

Date: **04/29/16**

Release: **8.5.201.01**

---

## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Workforce Management Daemon, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Related Resources

For additional information about Workforce Management Web, see the following documentation:

- The documentation related to this software is available from the [Workforce Management](#) product page.
- The [Workforce Management Administrator's Guide](#) introduces the product, presents its architecture, offers deployment-planning recommendations and considerations, explains how to configure and install the WFM 8.1 components, explains how to start and stop all components, explains how to use the WFM Database Utility, provides troubleshooting suggestions, and includes a list of WFM-specific terms and their definitions.
- The [Workforce Management Web for Supervisors Help](#) explains how to use the Supervisors web interface to create forecasts and schedules, make schedule and staffing changes, and to track Agent real-time adherence and contact center performance. WFM Web for Supervisors also contains the WFM reporting functions.
- The [Workforce Management Agent Help](#) explains how to use the Agents web interface to check agent schedules, request time off and working hours, adjust other preferences, and make schedule trades with other agents.
- The [Workforce Management ETL Database Reference](#) explains how to use the Extract, Transform, and Load (ETL) schema to enable Genesys Interactive Insights and other third party reporting applications to design and create custom reports, by using Genesys Workforce Management data.
- The [Workforce Management Options Reference](#) contains a complete list of WFM configuration options, descriptions, and instructions for use.
- The [Workforce Management](#) page in the [Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Workforce Management components.

Release Notes for other Genesys components are available [here](#).

# Translation Support

## Workforce Management Daemon

This page summarizes translation support for 8.5.x releases of Workforce Management Daemon for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (\*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

### Important

Workforce Management Daemon 8.5.219.x releases require Language Packs of version 8.5.219.x. Previous versions of Language Packs (e.g. 8.5.218.x) are not supported.

## Release 8.5.2 Translation Support

The following table indicates translation support for particular 8.5.2 releases of Workforce Management Daemon.

Language	English (US) Release							
		<b>8.5.219.00</b>	<b>8.5.218.00</b>	<b>8.5.212.00</b>	<b>8.5.210.00</b>	<b>8.5.207.01</b>	<b>8.5.206.00</b>	<b>8.5.203.01</b>
<b>Arabic (Saudi Arabia)</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.01
<b>Chinese (Simplified)</b>	Not Available	Not Available	Not Available	8.5.211.00	Not Available	Not Available	Not Available	8.5.203.00
<b>Chinese (Traditional)</b>	8.5.219.13	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00
<b>Czech</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00
<b>French (Canada)</b>	8.5.219.01	8.5.218.00	Not Available	Not Available	8.5.207.00	8.5.206.00	8.5.203.00	Not Available

<b>French (France)</b>	8.5.219.13	Not Available	8.5.212.00	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>German (Germany)</b>	8.5.219.01	8.5.218.00	Not Available	Not Available	8.5.207.00	Not Available	Not Available	8.5.203.00
<b>Italian</b>	Not Available	Not Available	Not Available	Not Available	8.5.207.00	Not Available	Not Available	8.5.203.00
<b>Japanese</b>	Not Available	Not Available	Not Available	Not Available	8.5.207.00	Not Available	8.5.203.00	Not Available
<b>Korean</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Portuguese (Brazilian)</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available
<b>Russian</b>	Not Available	Not Available	Not Available	Not Available	8.5.207.00	Not Available	8.5.203.00	Not Available
<b>Spanish (Latin America/Mexico)</b>	8.5.219.01	8.5.218.00	Not Available	Not Available	8.5.207.00	Not Available	8.5.203.01	Not Available
<b>Turkish</b>	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.203.00	Not Available

## Release 8.5.1 Translation Support

The following table indicates translation support for particular 8.5.1 releases of Workforce Management Daemon.

<b>Language</b>	<b>English (US) Release</b>	
<b>8.5.100.03</b>	<b>8.5.100.00</b>	
<b>Arabic (Saudi Arabia)</b>	8.5.100.00	Not Available
<b>Chinese (Simplified)</b>	8.5.100.00	Not Available
<b>Chinese (Traditional)</b>	8.5.100.00	Not Available
<b>Czech</b>	8.5.100.00	Not Available
<b>French (Canada)</b>	8.5.100.00	Not Available
<b>French (France)</b>	8.5.100.00	Not Available
<b>German (Germany)</b>	Not Available	8.5.100.00
<b>Italian</b>	8.5.100.00	Not Available
<b>Japanese</b>	8.5.100.00	Not Available
<b>Korean</b>	8.5.100.00	Not Available
<b>Portuguese (Brazilian)</b>	8.5.100.00	Not Available
<b>Russian</b>	8.5.100.00	Not Available
<b>Spanish (Latin America/Mexico)</b>	8.5.100.00	Not Available
<b>Turkish</b>	8.5.100.00	Not Available

## Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Workforce Management Daemon.

Language	English (US) Release
<b>8.5.000.01</b>	
<b>Arabic (Saudi Arabia)</b>	8.5.000.00
<b>Chinese (Simplified)</b>	8.5.000.00
<b>Czech</b>	8.5.000.00
<b>French (Canada)</b>	8.5.000.00
<b>French (France)</b>	8.5.000.00
<b>German (Germany)</b>	8.5.000.00
<b>Italian</b>	8.5.000.00
<b>Korean</b>	8.5.000.00
<b>Portuguese (Brazilian)</b>	8.5.000.00
<b>Russian</b>	8.5.000.00
<b>Spanish (Latin America/Mexico)</b>	8.5.000.00
<b>Turkish</b>	8.5.000.00



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# Known Issues and Recommendations

## Workforce Management Daemon

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Daemon. 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](#).

---

If a scheduled report's Time zone setting is a newly introduced IANA time zone, the report might not be generated. The message `java.time.zone.ZoneRulesException: Unknown time-zone ID` can appear in java console.

ID: <b>WFM-36779</b>	Found In: <b>8.5.219.18</b>	Fixed In: <b>8.5.220.05</b>
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---

WFM Daemon doesn't start in some environments due to a missing **codec** folder inside the **wfmdaemon.jar** file.

ID: <b>WFM-36704</b>	Found In: <b>8.5.219.16</b>	Fixed In: <b>8.5.219.18</b>
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---

WFM Daemon 8.5.202.x and earlier releases do not process e-mail notifications that were created after the database, WFM Server, and WFM Web are upgraded to 8.5.203.x. To ensure new notifications are processed in this configuration, upgrade WFM Daemon to 8.5.203.x.

ID: <b>WFM-25966</b>	Found In: <b>8.5.201.01</b>	Fixed In: <b>8.5.203.01</b>
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---

## 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 Workforce Management Daemon unless otherwise noted in the issue description.

---

This 8.5.x product release supports Language Packs. Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help files are displayed. For details about available Language Packs, including the languages, see the [Translation Support](#) page in this release note.

---

Starting with WFM Daemon 8.5.218.00, WFM Language Packs are supported on Windows 2019.

ID: <b>WFM-33682</b>	Found In: <b>8.5.218.00</b>	Fixed In: <b>8.5.218.00</b>
----------------------	-----------------------------	-----------------------------

---

Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: <b>WFM-32749, WFM-31421, WFM-31185</b>	Found In: <b>8.5.203.00</b>	Fixed In: <b>8.5.203.00</b>
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# Release 8.5.2

## Workforce Management Daemon Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Workforce Management Daemon, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.220.05

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/24	General						X

### What's New

This release contains the following new features and enhancements:

- WFM Daemon is updated to include improvements pertaining to internal self-system health check functionality (WFM-36980)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Workforce Management Daemon](#)

#### Genesys Products

[List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon now supports new IANA time zones. (WFM-36779)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.05.

8.5.219.20

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/14/23	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM Daemon is updated to include improvements pertaining to internal self-system health check functionality. (WFM-36131)
- WFM Daemon is updated to support OpenJDK 17. (WFM-36849)

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Workforce Management Daemon](#)

#### Genesys Products

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.20.

8.5.219.18

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/23	Update						X

### What's New

- Support for Microsoft Windows Server 2022. 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. (WFM-36298)

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon dependencies have been updated. The dependency, **netty-codec**, was added to the WFM Daemon JAR file. Previously, **netty-codec** was not available in the WFM Daemon JAR file. (WFM-36704)

---

#### Product Documentation

[Workforce Management](#)

Genesys Products

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.18.

# 8.5.219.16

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/09/22	Update						X

### What's New

This release contains the following new features and enhancements:

- WFM Daemon is updated to include improvements to the health check functionality.

### 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 no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.16.

# 8.5.219.13

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/27/22	Update						X

### What's New

This release contains the following new features and enhancements:

- This release contains internal self-system health check enhancements for WFM Daemon. (WFM-35439)

### 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 no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.13.



# 8.5.219.08

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/14/22	Update						X

### What's New

This release contains the following new features and enhancements:

- An improvement to WFM Daemon logging now provides details about the application options. (WFM-35042)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.08.

### 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](#)

8.5.219.07

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/26/22	General						X

### What's New

This release contains the following new features and enhancements:

- As of 02/09/2022, WFM Daemon supports the installation of multiple language packages for a single WFM Daemon component. In previous releases of WFM Daemon, only one installed language package was supported for each WFM Daemon component.

### 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](#)

### Important

WFM Daemon 8.5.219.xx multi-language support requires WFM Web version 8.5.219.xx.

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon is updated to allow supervisors to receive the necessary notifications if the status of a request changes while Time-Off requests are being processed. Previously, in some cases, supervisors were not being notified if the system updated Time-Off requests. (WFM-34814)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.07.

## Supported Languages

See [Release 8.5.x Translation Support](#).

### Important

For product translation, Workforce Management Daemon 8.5.219.x requires Language Packs of version 8.5.219.x. Previous versions of Language Packs (e.g. 8.5.218.x) are not supported.

8.5.218.01

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/21	Update						X

### What's New

This release contains the following new features and enhancements:

- As of 01/04/22, Workforce Management supports dual-role assignments (Agent and Supervisor) for a single agent account. For more information about this feature and configuration details, see [Managing Dual-Role Users](#). (WFM-35011)

### 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](#)

### Important

This feature requires WFM Server 8.5.219.01

### Resolved Issues

This release contains the following resolved issues:

The Apache library is now updated to address security vulnerabilities. (WFM-34240)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.01.

# 8.5.218.00

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/21	Update						X

### What's New

This release includes the following new features and enhancements:

- Support for Microsoft Windows Server 2019. 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. (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](#)

[Genesys Products](#)

[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.00.

# 8.5.216.07

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/23/21	Update					X

### What's New

This release contains the following new features and enhancements:

- A new configuration option is introduced in the **[Log]** section of the WFM Daemon Application. The **extended** option enables additional log messages. See the following details:

#### extended

**Section:** Log  
**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** Immediately  
**Dependencies:** none  
**Introduced:** 8.5.216.07

Specifies whether or not WFM enables additional log messages related to session creation, notifications, and reporting.

Set this option value to `true` to enable additional log messages.

(WFM-32613)

### 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:

---

For monitoring purposes, WFM Daemon now adds logs to detect connection issues between WFM Daemon and WFM Server. (WFM-33613)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.07.



8.5.216.04

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/20	Update					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

To determine if a session is closed, WFM Daemon now reopens WFM Server sessions if the server responses contain errors and error codes. (WFM-32916)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.04.

# 8.5.216.03

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/19	Update					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon now sends email notifications as expected. Previously, agents incorrectly received an unusual number of duplicate emails in a short period of time. (WFM-32735)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.216.03.

# 8.5.214.05

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/06/19	Update					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon installations now support all versions of OpenJDK 11. (WFM-32815)

---

### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.05.

# 8.5.214.04

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/19	General					X

### What's New

This release contains the following new features and enhancements:

- This version was first released as an Update on 07/05/19.
- WFM Daemon logs now have added details on the status of notifications, report generations, ping tasks, and cache updates. (WFM-32571)

### 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 no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.214.04.

# 8.5.214.02

## Workforce Management Daemon Release Notes

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

### 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.

8.5.210.00

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General					X

### What's New

This release contains the following new features and enhancements:

- The WFM Daemon Application has two new configuration options: **[SMTP]** timeout and **[SMTP]** connectiontimeout. Before these options were introduced, WFM Daemon waited indefinitely for SMTP server to respond which, in some environments, caused Daemon to quit sending notifications to some sites until it was restarted. Now, after settings these options, if the SMTP server does not respond in a timely manner Daemon will continue processing notifications. These new options control when the connection timeout happens.
- Support for Windows Server 2016. See the [Supported Operating Environment: Workforce Management](#) page for more detailed information and a list of all supported operating systems.

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.00.

## Supported Languages

See [Release 8.5.x Translation Support](#).



# 8.5.209.00

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/17	General					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains no resolved issue.

---

WFM Daemon's upper and lower memory limits have been increased to 1024 and 256 megabytes, respectively, and the settings in Daemon's Startup script have been updated. (WFM-27844)

---

### Product Documentation

[Workforce Management](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 8.5.209.00.

8.5.207.01

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/17	General					X

### What's New

This release includes the following new features and enhancements:

- Support for new features introduced in [WFM Web 8.5.207.10](#).

### 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 now sends a single time-off notification once when agents have schedules on two different sites for the same dates. Previously, WFM Daemon continually sent duplicate time-off notifications if an agent created schedules on different sites with the same dates and other rare circumstances existed. (WFM-27356)

---

When the connection to WFM Server is unreliable, WFM Daemon now attempts to reconnect to Server by sending repeated requests, until it connects successfully. Previously, in certain situations, WFM Daemon stopped sending notifications if there were connectivity issues with WFM Server. (WFM-27183)

---

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.01.

## Supported Languages

See [Release 8.5.x Translation Support](#).

# 8.5.206.00

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues.

---

WFM Daemon now specifies memory options enabling it to run without errors with Java 7. Previously, if running with Java 7, WFM Daemon 8.5.2 would sometimes fail to start or would sometimes start and then exit.

WFM Daemon does not use these options if running with Java 8. Therefore, Genesys recommends that you consider switching to Java 8, since Java 7 is End of Life and no longer updated. (WFM-27063)

---

### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.206.00.

## Supported Languages

See [Release 8.5.x Translation Support](#).

# 8.5.203.01

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/29/16	General					X

### What's New

This release contains the following new features and enhancements:

- Support for the new implementation and enhancements to Time-Off Bidding.

### 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 Daemon now successfully processes e-mail notifications that are created after upgrading the WFM database, WFM Server, and WFM Web to 8.5.203.x. (WFM-25966)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.203.01.

### Supported Languages

See [Release 8.5.x Translation Support](#).

8.5.201.01

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/29/16	General					X

### What's New

This release contains the following new features and enhancements:

- Added support for virtual platform ESXi 5.5.

### 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:

---

This release updates WFM Daemon to prevent the class of vulnerabilities related to Java deserialization. This update prevents not only the specific case described in the link below, but any other yet unknown cases, by explicitly restricting deserialization only to specific known classes.

For more information about this vulnerability, see [foxglovesecurity.com](http://foxglovesecurity.com). (WFM-25239)

---

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.01.

## Supported Languages

See [Release 8.5.x Translation Support](#).



# Release 8.5.1

## Workforce Management Daemon Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Workforce Management Daemon, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.101.00

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/15	General					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon now consistently sends status updates to Solution Control Server (SCS). Previously, WFM Daemon sometimes failed to send status updates to SCS when switching from "initializing" to "running". (WFM-23234)

---

#### Product Documentation

[Workforce Management](#)

[Genesys Products](#)

[List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.00.

# 8.5.100.03

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/15	General					X

### What's New

This release contains the following new features and enhancements:

- This release supports new functionality introduced in Workforce Management 8.5.100.03.

### 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 no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.03.

# Release 8.5.0

## Workforce Management Daemon Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Workforce Management Daemon, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.001.02

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/14	General					X

### What's New

This release includes only resolved issues.

### Helpful Links

#### Releases Info

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

### Resolved Issues

This release contains the following resolved issues:

---

WFM Daemon now sends e-mail notifications to agents if their **Time-Off** requests within a bidding period are granted or wait-listed. Previously, WFM Daemon did not send notifications to indicate the status of agents **Time-Off** requests. (WFM-21841)

---

WFM Daemon now correctly sends **Trade** e-mail notifications to agents that responded to **Community Trade Proposals** if they were not selected by the proposing agent. Previously, the responding agent was not notified when the system automatically declined their response if the proposing agent accepted another agent's response. (WFM-22016)

---

### Product Documentation

[Workforce Management](#)

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[List of Release Notes](#)

### Upgrade Notes

To ensure upgrade to release 8.5.001.02 works as designed, you must update WFM Server to version 8.5.001.

8.5.000.01

## Workforce Management Daemon Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/14	General					X

### What's New

This release contains the following new features and enhancements:

- WFM Daemon supports Microsoft Windows Server 2012, native 64-bit.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.01.