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## Workforce Management Web

8.5.218.42

5/4/2025

8.5.218.42

## Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/18/21	Update			X			X

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## What's New

This release includes the following new features and enhancements:

- 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 the following resolved issues:

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WFM Web now uses the **X-Forwarded-Proto** request header when generating .jnlp or .wfm files that open Java modules. Previously, WFM did not use the **X-Forwarded-Proto** header when generating the files, which caused issues when attempting to open Java modules. (WFM-34165)

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In the latest Web for Supervisors **Forecast** module, users can now see the **Target** name of the Multi-Site Activity (MSA), Activity, Site, or Business Unit that is selected in the Scenario's **Activity** tree. In addition, the **Activity** tree in the left-side panel now auto-scrolls to enable the selection of items when the Scenario is opened. Previously, the missing **Target** name caused issues in long lists of MSAs. (WFM-33793)

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Users must now select at least one item in the **Colors** list to update color configurations in the WFM Web for Supervisors **Configuration > Colors** views, thereby preventing WFM from incorrectly changing colors in all sites. (WFM-33767)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.42.

## Supported Languages

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