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Workforce Management Web

8.5.218.56

12/17/2025

8.5.218.56

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/20/22	Update			X			X

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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:

As of October 11, 2024, WFM Web 8.5.218.56 version contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37584)

Product Documentation

[Workforce Management Web](#)

Genesys Products

[List of Release Notes](#)

Important

If you installed this version of WFM Web prior to October 11, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

An issue with the Java applet cache on the client-side not refreshing after upgrading to the WFM Web version 8.5.218.55 (Build 2) is now fixed. (WFM-35658)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.218.56.