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Genesys Administrator Extension

Release Notes 9.0.x

12/20/2024

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Genesys Administrator Extension 9.0.x Release Note

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

This Release Note applies to all 9.0.x releases of Genesys Administrator Extension. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

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 9.0.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.108.03	12/20/24	General			X		X
9.0.107.04	07/31/24	General			X		X
9.0.106.12	04/17/24	General			X		X
9.0.105.28	12/18/23	Hot Fix			X		X
9.0.105.27	10/24/23	Hot Fix			X		X
9.0.105.26	09/15/23	Hot Fix			X		X
9.0.105.23	07/13/23	Hot Fix			X		X
9.0.105.18	06/30/23	Hot Fix			X		X
9.0.105.16	05/23/23	Hot Fix			X		X
9.0.105.15	03/29/23	General			X		X
9.0.104.18	12/07/22	Hot Fix			X		X
9.0.104.17	09/16/22	Hot Fix			X		X
9.0.104.16	08/18/22	Hot Fix			X		X
9.0.104.15	04/14/22	Hot Fix			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.104.11	01/12/22	Hot Fix			X		X
9.0.104.09	12/15/21	Hot Fix			X		X
9.0.104.07	11/18/21	General			X		X
9.0.103.09	10/25/21	Hot Fix			X		X
9.0.103.08	09/24/21	Hot Fix			X		X
9.0.103.06	06/25/21	General			X		X
9.0.102.03	03/25/21	Hot Fix			X		X
9.0.101.30	04/09/21	Hot Fix			X		X
9.0.101.29	12/21/20	Update			X		X
9.0.100.72	10/16/20	Hot Fix			X		X
9.0.100.66	07/17/20	Hot Fix			X		X
9.0.100.63	06/19/20	Hot Fix			X		X
9.0.100.60	06/05/20	Hot Fix			X		X
9.0.100.58	04/01/20	Hot Fix			X		X
9.0.100.57	01/24/20	Hot Fix			X		X
9.0.100.56	12/26/19	General			X		X

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.001.37	11/26/19	Hot Fix			X		X
9.0.001.33	10/16/19	Hot Fix			X		X
9.0.001.29	09/18/19	Hot Fix			X		X
9.0.001.26	08/28/19	Hot Fix			X		X
9.0.001.23	06/13/19	Hot Fix			X		X
9.0.001.21	05/24/19	Hot Fix			X		X
9.0.000.25	06/03/19	Hot Fix			X		X
9.0.000.15	12/13/18	General			X		X

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the [Genesys Administrator Extension](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of Genesys Administrator Extension, see the [8.5 Release Note \(Cumulative\)](#).

Discontinued Support

[+] Note about discontinued items

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 *Genesys Supported Operating Environment Reference*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Genesys Administrator Extension, 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 Genesys Administrator Extension, see the following documentation:

- The documentation related to this software is available from the [Genesys Administrator Extension](#) page.
- The *Genesys Administrator Extension Deployment Guide* provides details about installing and configuring Genesys Administrator Extension.
- The [Genesys Administrator Extension](#) page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about product support for operating systems.
- The [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide* lists the supported versions of the following plugins for GAX:
 - eServices Manager Plug-in for GAX
 - Content Analyzer Plug-in for GAX
 - Privacy Manager Plug-in for GAX

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

Offline Documentation Access

Genesys Administrator Extension Help content is provided directly from the Genesys Documentation website. This ensures that your users always receive the latest information about your Genesys product.

However, some corporate environments do not allow direct access to the Internet and this can interfere with the delivery of Help content. In this scenario, you have the following options:

- Create a firewall exception to allow access from the GAX host machine to the docs.genesys.com website.
- Download an offline version of the Genesys Documentation website to a local Windows Server host. You can configure GAX to connect to this Windows Server host instead of docs.genesys.com. Refer to the sections [Deploying Genesys Offline Documentation](#) and [Configuring GAX to Access Genesys Offline Documentation](#), below, for instructions and more information.
Note: The Genesys Offline Documentation website is a static snapshot of the live Genesys Documentation website and might not contain the most up-to-date information about your product.

Deploying Genesys Offline Documentation

To deploy Genesys Offline Documentation, you must extract and configure a Server2Go application that provides access to a copy of publicly available content taken from the [Genesys Documentation](#) website.

Important

Server2Go is a pre-configured, portable WAMP that allows you to temporarily create a local web server with all applications required to view a local MediaWiki instance. For more information, including license and configuration details, please visit the [Server2Go](#) and [WampServer](#) websites.

To deploy Genesys Offline Documentation:

1. On a Windows Server host, open the **Documentation** folder of the product DVD or IP package.
2. Copy the **GenesysDocumentation.rar** file to the host.
3. Extract the contents of the **GenesysDocumentation.rar** file to the folder where you want to maintain Genesys Offline Documentation.

Note: All files and programs are self-contained. There are no additional installation or dependencies required.

Configuring Genesys Offline Documentation

You might need to update some configuration details for the Server2Go application. Although a large number of configuration options are available to you, the most important ones to note are listed in the following table:

File	Option	Description	Default Value
<documentation_folder>\pms_config.ini	KeepRunningAfterBrowserClose=0 or 1	If set to 0, Server2Go shuts down all related servers and processes automatically when the portable browser window is closed. If set to 1, the Apache and MySQL servers remain running after the portable browser window is closed.	0
	HostName=<IP Address>	Defines the hostname to be shown in the browser URL and used for the Apache server. To allow other computers to access offline documentation on this host, this value must be changed to the actual IP address for the host instead of using a loopback address. Genesys Offline Documentation must be restarted for changes to take effect.	127.0.0.1
	Port=<Port Number>	Defines the port used for the Apache server. Genesys Offline Documentation must be restarted for changes to take effect.	4001
	MySQLPort=<Port Number>	Defines the port used for the MySQL server. Genesys Offline Documentation must be restarted for changes to take effect.	7188
<documentation_folder>\docs\LocalSettings.php	\$wgServer = "http://<IP Address>:<Port Number>";	If the HostName or Port configuration settings are changed in your pms_config.ini file, then this configuration setting should be updated to match.	http://127.0.0.1:4001

Starting Genesys Offline Documentation

To start the Server2Go application, locate and run the **GenesysDocumentation.exe** file from the root folder in which the contents of the GenesysDocumentation.rar file were extracted. The

GenesysDocumentation.exe file automatically starts the required Apache and MySQL servers and opens a portable Google Chrome web browser window to display Genesys Offline Documentation.

Stopping Genesys Offline Documentation

There are two ways you can stop the Server2Go application and related processes:

- Close the portable Google Chrome window. This triggers the Server2Go application to end related processes and shut down at the same time.
 - **Note:** Server2Go does not shut down if `KeepRunningAfterBrowserClose=1` is set in the **pms_config.ini** file.
- Locate the Server2Go icon in the notification area of your Windows taskbar, right-click the icon, and select **Close Genesys Offline Documentation**.

Configuring GAX to Access Genesys Offline Documentation

Prerequisite: You have extracted and configured the Genesys Offline Documentation package, as explained in the section [Deploying Genesys Offline Documentation](#), above.

1. In Genesys Administrator Extension, open Configuration Manager.
2. Hover over the **Environment** image and select **Applications** in the pop-up menu. The **Applications** list appears.
3. Select the GAX Application object and click **Edit**. The Application details page appears.
4. Click the **Application Options** tab to see configuration options for the GAX Application object.
5. Scroll to the **general** section. Do one of the following:
 - If the **help_external_url** option exists:
 - i. Select the **help_external_url** option.
 - ii. In the **Edit** pop-up menu, change the text in the **Value** field to the IP address and port of the Windows Server host that contains the Genesys Offline Documentation package. Refer to the [Configuration Options chapter of the Genesys Administrator Extension Deployment Guide](#) for more information about this configuration option.
 - If the **help_external_url** option does not exist:
 - i. Click **Add**.
 - ii. In the **New** pop-up menu, enter the following information:
 - In the **Section** field, enter `general`.
 - In the **Key** field, enter `help_external_url`.
 - In the **Value** field, enter the IP address and port of the Windows Server host that contains the Genesys Offline Documentation package.Refer to the [Configuration Options chapter of the Genesys Administrator Extension Deployment Guide](#) for more information about this configuration option.
- Click **Save**.

All requests for Help content from this GAX instance is now directed to the Windows Server host that contains the Genesys Offline Documentation package.

On a computer with Internet access, go to the Genesys Documentation website and navigate to any page in the *Genesys Administrator Extension Help* document. Click **PDF Version** to generate a PDF of the Help that you can distribute to GAX users.

Note: A generated PDF document is a static snapshot of the *Genesys Administrator Extension Help* and might not contain the most up-to-date information about your product.

Translation Support

Genesys Administrator Extension

This page summarizes translation support for 9.0.x releases of Genesys Administrator Extension 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 9.0.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](#).

Release 9.0.x Translation Support

The following table indicates translation support for particular 9.0.x releases of Genesys Administrator Extension.

Language	English (US) Release		
9.0.105.15	9.0.100.72	9.0.000.25	
Arabic	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
Chinese (Simplified)	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
Czech	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
French (Canada)	9.0.101.36 (Updated for Windows 2019 support)	No Change	9.0.000.17
French (France)	9.0.000.21 (Updated for Windows 2019 support)	No Change	9.0.000.17
German (Germany)	9.0.101.37	No Change	9.0.101.37
Italian	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16

Japanese	9.0.000.21 (Updated for Windows 2019 support)	9.0.000.21	9.0.000.17
Korean	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
Polish	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
Portuguese (Brazilian)	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
Russian	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16
Spanish (Latin America/Mexico)	9.0.000.17 (Updated for Windows 2019 support)	No Change	9.0.000.17
Turkish	9.0.000.16 (Updated for Windows 2019 support)	No Change	9.0.000.16

Known Issues and Recommendations

Genesys Administrator Extension

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Administrator Extension. 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.

Genesys Administrator Extension does not support HTTPS connections to the Virtual Agent Group (VAG) calculation service.

ID: GAX-10904	Found In: 9.0.100.63	Fixed In:
----------------------	-----------------------------	-----------

A cloned Agent Group cannot be converted to a Virtual Agent Group by updating the script.

ID: GAX-10920	Found In: 9.0.100.63	Fixed In:
----------------------	-----------------------------	-----------

See also [Internationalization Issues](#).

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 Genesys Administrator Extension unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.1

Genesys Administrator Extension Release Notes

You can find links to Release Notes for particular 9.0.1 releases of Genesys Administrator Extension, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.107.04

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/31/24	General			X			X

What's New

This release includes the following enhancements and new features:

- GAX now requires OpenJDK 17. JDK 8 and 11 are no longer supported. (GAX-11865)
- Jetty is upgraded from Jetty 9 to Jetty 12. (GAX-11899)
- Ojdbc library is upgraded from Ojdbc 8 to Ojdbc 11. (GAX-11929)
- Other third-party dependencies have been updated to maintain security and reliability. (GAX-11978), (GAX-11977), (GAX-11938), (GAX-11979), (GAX-11902), (GAX-11901)

Resolved Issues

This release contains no resolved issues.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Administrator Extension](#)

Genesys Products

- [List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.107.04.

9.0.106.12

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/17/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Third-party dependencies have been updated to maintain security and reliability. (GAX-11799), (GAX-11797), (GAX-11775), (GAX-11765), (GAX-11689)
- A new **Show Selected Agent(s)** button is introduced in the **Agent Dashboard** page to view only the selected agents. (GAX-11753)
- The **Edit Skill** window width is increased to accommodate lengthy skill names. (GAX-11668)
- Genesys Administrator Extension (GAX) now shows suggestions even if the user copy-pastes the values in the **Agent Login** field. (GAX-11667)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Administrator Extension](#)

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

GAX performance has been improved in the Parameter Group Template (PGT) operation by reducing unnecessary backend calls. (GAX-11883)

Improved web server file protection. (GAX-11879)

To avoid high memory usage while using **Advanced Search** for the **Person** objects, a new option **search_person_required_field_choices** is introduced in the **general** section of the **application** options. (GAX-11783)

GAX now sends one call to fetch all Agents of an Agent Group. Previously, GAX sent individual call to each agents which resulted in inconsistent rendering of large Agent Groups. (GAX-11730)

The **Cache-Control** header is now configurable. Use the newly added property **cache_control** in the **gax.properties** file to configure the header. The default values of the header are no-cache, no-store, must-revalidate. (GAX-11718)

To avoid loading Angular JS in the browser, set the newly added option **disableCLOG** to true. This option is added in the **general** section of the **default** application options. (GAX-11553)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.12.

9.0.105.28

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/18/23	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now displays a warning message indicating that the save was only partially successful due to insufficient permissions. Previously, GAX displayed the generic error message when the user has limited permission. (GAX-11749)

When a person object is associated with the 'Default Place', GAX now no longer sends unnecessary GET calls when the object is updated. Previously, GAX fetched all the Place details. (GAX-11716)

Helpful Links

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- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Administrator Extension](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.28.

9.0.105.27

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/24/23	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- Third-party dependency updates to maintain security and reliability.

Resolved Issues

This release contains the following resolved issues:

GAX now validates the entry of vulnerable input value(s) and displays an error on saving them. Previously, GAX didn't validate a specific format of the payload input which caused the XSS vulnerability. (GAX-11671)

GAX now displays a user-friendly error message when unexpected error conditions occur. (GAX-11558)

The Single Sign-On (SSO) functionality in GAX now works correctly when the **AuthnRequestsSigned**

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or **WantAuthnRequestsSigned** parameters are set to true in the **sp.xml** configuration file. Previously, under such configurations, logging into GAX displayed an error message. (GAX-11507)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.27.

9.0.105.26

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/15/23	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Updating a **Person's** details (for example, first name) no longer display an error message if the logged in user doesn't have read, write, or execute permissions on **Access Groups**. Previously, starting from the release 9.0.105.15, users without the aforementioned permissions on **Access Groups** were getting errors when editing **Person** objects. (GAX-11714)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

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Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.26.

9.0.105.23

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/13/23	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

To improve performance while updating a Parameter Group (PG), an optimization has been implemented by eliminating redundant API calls. (GAX-11616)

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- [9.0.x Known Issues](#)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.23.

9.0.105.18

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/30/23	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- This release introduces two new options, **skill_assignment_max_agent_updates** and **skill_assignment_max_skill_updates**, under the general section of Application Options. You can use the **skill_assignment_max_agent_updates** option to set a limit on the number of agents the user can select when using the **Edit Skills** feature. Similarly, the **skill_assignment_max_skill_updates** option allows you to set a limit on the number of changes the user can perform during the skills update. In both cases, when the user exceeds the limit, the user is shown a warning message. (GAX-11567)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.18.

9.0.105.16

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/23/23	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Users can now update the Parameter Groups in GAX without much delay as the number of GET calls from UI is reduced. Previously, there was a delay when updating the Parameter Groups. (GAX-11571)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.16.

9.0.105.15

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/29/23	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now prevents the Cross-site scripting vulnerability in the **Business Structure** page of iWD plugin. (GAX-11261)

GAX now accepts the equal sign ('=') as the **keystore-password value** in the **transport** parameter. (GAX-11305)

GAX now recognizes the value of the **maxFormContentSize** option. (GAX-11341)

GAX now correctly displays the history details in the **History Details** panel when **Parameter**

Helpful Links

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Groups are modified. Previously, when **Parameter Groups** were modified, the **History Details** panel does not show the modified data. (GAX-11343)

GAX now indicates the status of the export process performed from the **Persons** menu with the **progress indicator**. (GAX-11367)

GAX now displays the suggestions for section names under application options without any issues. (GAX-11373)

GAX logs no longer display a warning message regarding incorrect installation path. Previously, GAX displayed the **Invalid input file path**. warning message in the log files. (GAX-11393)

The users of a group can only see the import activity of the users belonging to their group. Previously, the users of one group were able to see the import activity of another group. (GAX-11411)

GAX no longer displays an error when syncing a **Parameter Group** and also allows the user to manually select the value from **Parameter Group**. Previously, an **exception error (NullPointerException)** occurred when attempting to sync a **Parameter Group** that contained a value that is not part of the **Parameter Group** template. (GAX-11418)

When cloning a Person, GAX now correctly copies the values of the **Member of** section from the original **Person** to the cloned **Person**. Previously, the **Member of** section values were not copied if the user don't go into the **Member of** section before saving the new person. (GAX-11452)

GAX now returns **400 Bad Request** when a partial value is given in the **Host header**. Previously, GAX returned a **200 OK** response when a part of the value in the **acceptable_domains** list of the **gax.properties** file was given in the **Host header** of the request. (GAX-11470)

Spring version for GAX is upgraded to 5.3.23. (GAX-11483)

Jetty version is upgraded to 9.4.49 to resolve vulnerabilities found in older versions. (GAX-11497)

GAX no longer displays an error when moving Agents in bulk. Previously, GAX displayed an error when a folder name was repeated in the folder structure during bulk movement of Agents. (GAX-11501)

The **Route Type** drop-down now displays the **CFGX Default** and **CFGX Direct** options along with the other **Default** and **Direct** options. Previously, the **Route Type** drop-down displayed two **Default** and **Direct** options which misled the users. (GAX-11502)

The **Tooltip** module from GAX is now removed to fix the XSS vulnerability in the **jQuery.ui** library.

(GAX-11509)

GAX no longer displays an **exception error (NullPointerException)** when logging from a third party SSO application. (GAX-11532)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.15.

9.0.104.18

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/07/22	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Jetty version is upgraded to 9.4.49 to resolve vulnerabilities found in older versions. (GAX-11497)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.18.

9.0.104.17

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/16/22	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- GAX now displays a progress indicator in the **Export a spreadsheet** dialog while exporting details from the **Persons** page. (GAX-11374)
- The scroll bar size in the GAX UI has now been increased to provide more visibility. (GAX-11358)

Resolved Issues

This release contains the following resolved issues:

GAX now handles HTTP verb tampering. (GAX-11475)

Users are now able to log in successfully after being logged out due to idle time out. (GAX-11456)

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GAX now displays an alert message to refresh the page if another user modifies the same Person object in Configuration Manager. (GAX-11454)

The Code field in **Configuration > Switches > Access Codes** is now optional. Previously, the Code field was mandatory when configuring the access code for switches. (GAX-11438)

GAX now displays a progress indicator for the export operation of all transaction options. (GAX-11381)

GAX now handles the NullPointerException error and does not display those errors in the GAX log file. (GAX-11364)

Whenever GAX starts, the expiry date of the certificate gets updated to 1 year from the GAX start time. Previously, the expiry date of the certificate used by GAX for SAML login was static. (GAX-11334)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.17.

9.0.104.16

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/18/22	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now uploads the eServices Manager Plug-in for GAX package successfully. Previously, the upload failed when using the PostgreSQL database. (GAX-11430)

GAX now sends only the necessary calls to the Configuration Server. Previously, GAX was sending multiple MSGCFG_GETOBJECTINFO calls to the Configuration Server, resulting in high CPU usage. (GAX-11397)

GAX now properly lists the Persons on the **Configuration > Persons** page. Previously, the list became empty when the user enabled quick filter and selected **Employee Id** from the **Column Picker** list. (GAX-11380)

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GAX now displays a progress indicator in the **Export a spreadsheet** dialog while exporting the configuration objects. (GAX-11377)

GAX now uploads the audio files successfully when connected with the PostgreSQL database. (GAX-11365)

The secure flag is now set to un and p for the client-side cookies in GAX. (GAX-11336)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.16.

9.0.104.15

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/14/22	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- Spring libraries are upgraded to Spring 5.3.18. (GAX-11414)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.15.

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9.0.104.11

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/12/22	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228). In particular, the Log4j version included with Genesys Administrator Extension has been upgraded to 2.17.1. (GAX-11348)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.11.

9.0.104.09

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/15/21	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- Upgraded the Log4j library from 2.11.1 to 2.16. (GAX-11344)

Resolved Issues

This release contains the following resolved issues:

GAX now accepts = sign as part of the transport parameter's keystore-password value. (GAX-11305)

GAX now successfully starts with intranet connection alone. Previously, GAX start-up failed when the internet connection was disabled. (GAX-11337)

GAX now performs string validation only when the `validate_data` option is set to *string* in **Configuration -> Applications -> Application Options** for configuration file option import. Previously, GAX performed string validation for every configuration option import. (GAX-11331)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.09.

9.0.104.07

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/18/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Spring libraries are upgraded to Spring 5.x. (GAX-11219)
- GAX third-party libraries are now upgraded to:
 - Jetty 9.4.42.v20210604
 - Apache httpclient 4.5.13
 - Apache httpmime 4.5.13

Important

Intelligent Workload Distribution (IWD) application was not tested for the plugin compatibility in this release.

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Resolved Issues

This release contains the following resolved issues:

GAX now correctly displays the **Centralized Logs -> Audit** menu and its drop-down options. Previously, there was an issue in displaying the **Audit** menu when Privacy Manager was deployed with GAX. (GAX-10384)

GAX now purges the log files correctly when the **[log].log-filename-without-date** option is set to true in the GAX application options. In such configurations, GAX does not append date in the log file names and roll over function happens according to the value set in the **expire** log option. (GAX-11246)

GAX now restarts successfully even when the GA plugin is disabled. (GAX-11263)

GAX now prevents sending the debug level logs to message server by including another log option **filter-network-debug** and setting it to true when the log option **standard** or **trace** or **all** is set to **network** and the log option **verbose** is set to **all**. (GAX-11265)

GAX now displays all agents mapped to a skill in the **Dependencies** tab, after the skill to which large number of agents mapped is edited. Previously in this scenario, some of the agents mapped to that skill were deleted. (GAX-11294)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.07.

9.0.103.09

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/25/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now displays non-agent supervisors correctly under the **Supervisors** column in the **Agents** dashboard. Previously, supervisors who were non-agents/users were not listed as Supervisors. (GAX-11318)

GAX now compresses all API responses to resolve latency issues when loading Agents and Users into the **Agents** dashboard and **Persons** tab. (GAX-11255)

Autocomplete for the **Agent Login** field in the **Persons > [Agent] > Agent Logins > Add** dialog now works as expected. Previously, latency issues prevented them from being listed. (GAX-11323)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.103.09.

9.0.103.08

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/24/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The column filter search now searches for items inside the folders also. Previously, the column filter search did not search the folders properly. (GAX-11301)

GAX now works seamlessly even when the gax-opm plugin is disabled. Previously, there was a thread-lock situation that prevented GAX from getting started when the gax-opm plugin was disabled. (GAX-11262)

GAX now filters unnecessary .gz, .jar, .zip, and .rar API requests. (GAX-11260)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.103.08.

9.0.103.06

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/25/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Genesys Administrator Extension (GAX) now supports PostgreSQL 13.x and SQL Server 2019. See the [Genesys Administrator Extension](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (GAX-11127, GAX-10987)
- CometD version is updated from 4.0.2 to 5.0.6. (GAX-11224)
- GAX internal third-party libraries are now upgraded to:
 - commons-httpclient 3.1
 - hibernate-entitymanager 5.3.20.Final
 - jackson-databind 2.11.0
 - jackson-annotations 2.11.0
 - netty- 4.1.63.Final
 - commons-beanutils 1.9.4

Important

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Intelligent Workload Distribution (IWD) application was not tested for the plugin compatibility in this release.

Resolved Issues

This release contains the following resolved issues:

GAX Agent dashboard now imports skills correctly even if the .CSV file has the substring **Option** in the Skill name. (GAX-11222)

Starting with this release, there are no read requests to the GAX application object for any updates on configuration objects. Previously, there were unnecessary read requests to the GAX application object whenever there was an update to any configuration objects. (GAX-10972)

GAX now deletes **Personality** correctly, even if there is an Integer type parameter with a value that is same as the **Personality** ID. (GAX-11173)

The **Import** feature now overwrites the existing options correctly when the **Overwrite existing options** check box is selected. (GAX-11184)

The XSS vulnerability in jquery.ui 1.9.2 dialog module is resolved. (GAX-11177)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.103.06.

9.0.102.03

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/25/21	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- GAX now supports:
 - Angular JS version 1.8.2. (GAX-11176)
 - Apache Commons-Collections version 4.2. (GAX-10701)
- The **Create Spreadsheet** option is now available on the **Persons** page. (GAX-11154)
- Performance has been improved in the:
 - **Agents Dashboard > History** page. (GAX-11153)
 - **Places** page Export operation. (GAX-11143)
 - **Persons** page Export operation. (GAX-11108)
 - **Agents** page Export operation. (GAX-10944)
- You can now use the **Show Column Filter** option in the **Persons** page to filter the results based on individual columns. (GAX-11152)
- The **History** option is now available in the **Persons** page. (GAX-11151)
- External cache for SAML is now configurable using the `saml_extID_Cache=false` parameter from the `gax.properties` file. (GAX-11100)

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Resolved Issues

This release contains the following resolved issues:

Users can now set a default landing page using the **default -> Set Current Page As Home** option without any error. Previously a default landing page could not be configured and an error, **Setting Home Page failed** was displayed. (GAX-11134)

Genesys Administrator Extension now offers the **Auto-Detect** option as a **Port** listening mode for an application object. (GAX-11133)

Genesys Administrator Extension now imports records successfully even when the throttling batch update size is set to zero. (GAX-11130)

When the number of concurrent sessions exceeds the limit set with the `max-account-sessions` parameter, Genesys Administrator Extension now responds with a proper error message. (GAX-10698)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.102.03.

9.0.101.30

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/09/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Administrator Extension (GAX) now connects with the secured port configured in the Solution Control Server (SCS) backup when the SCS primary is down. Previously, in this scenario, GAX used a non-secure port of the SCS backup. (GAX-11163)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.101.30.

9.0.101.29

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/20	Update			X		X

What's New

This release contains the following new features and enhancements:

GAX now supports:

- Netty version 4.1.51. (GAX-10968)
- PSDK version 900.7.5. (GAX-10860)
- Angular JS version 1.7.9 (GAX-10789)

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Important

The Interaction (IXN) server and Intelligent Workload Distribution (IWD) applications were not tested for the plugin compatibility in this release.

Resolved Issues

This release contains the following resolved issues:

GAX now throws an error if non-privileged users try to access the centralized logs from the external API platforms. Previously, even non-privileged users were able to access these logs. (GAX-11103)

GAX now processes multiple Person import requests from multiple users. You can configure the number of import requests using the `max_person_import_tasks` parameter in the `gax.properties` file. The default value for this parameter is 1 and the maximum value is 5. (GAX-11104)

End Point Analysis (EPA) scan security vulnerability is resolved. (GAX-11098)

GAX now starts even if its keystore contains multiple imported certificates. (GAX-11068)

GAX now correctly saves the user preferences updated for the **Configuration Manager** category with **Show Recent** option in the **User Preferences** dialog. (GAX-11048)

GAX now successfully imports .csv files to the ADD Directory Number (DN) with type GVP DID. (GAX-11036)

GAX now correctly displays the 24th hour in the time range. For example: 24:00. (GAX-11031)

GAX now displays the skills of the selected tenant only. Previously, when searching for skills in the **Configuration Manager > Search** page, GAX displayed skills of the same name for different tenants. Also, the **Home** link from the **Search** page works properly now. (GAX-11015)

GAX now correctly saves the changes in the **User Preferences** page. (GAX-11013)

GAX now discloses `session_id` only if the log level is set as DEBUG. Previously, GAX disclosed `session_id` even if the log level is set as INFO. (GAX-11008)

GAX now loads configuration objects for all **Persons > Agent Properties > Accessible Objects** items without errors. (GAX-11004)

GAX now restricts the username, First Name, Last Name, Email address, External Id, and Employee Id fields to begin with =, +, -, or @ if the `validate_restricted_prefix_char` parameter is set to true in the general section of the GAX application options. (GAX-10739)

GAX now validates the host header injection if the `enable_host_header_validation` is set to true and trusted domains are configured in the `acceptable_domains` token in the `gax.properties` file. (GAX-10975)

GAX now ignores semicolons while importing .csv files. Previously, GAX considered the part after the semicolon to be a separate option and created two independent options. (GAX-10955)

GAX now allows you to configure the maximum time to 24:00 under the **Statistical Days** configuration. Previously, the maximum time configuration that could be set was 23:59. (GAX-10926)

GAX now allows you to disable the TLS renegotiation by setting the parameter `setRenegotiationAllowed = false` in `gax.properties` file. (GAX-10871)

GAX now automatically initializes the database during startup if the `db_schema_version` table is absent. (GAX-10841)

GAX no longer supports the **HTTP OPTIONS** request. (GAX-10754)

The headers on the **Persons > Accessible Objects** tab now correctly translated to French. (GAX-10718)

GAX no longer gets stuck while copying the Recording Plugin to a Tenant.(GAX-10715)

GAX now updates the **Parameter group template** quickly, even if it is associated with large number of parameter groups. (GAX-10692)

The Samesite attribute is now configurable in GAX using the `cookie_samesite` token in the `gax.properties` file. The default value for the `cookie_samesite` token is Lax. The other acceptable values for this token is None or Strict. (GAX-10654)

GAX now uses the **Advanced Encryption Standard (AES)**, which is a strong encryption standard for encrypting GAX specific parameters. (GAX-10648)

The Global parameter of **Type - Schedule**, in the **Routing Parameters > Parameters** page can now be edited and saved without errors. (GAX-10627)

GAX now allows you to set the limit for the Value field in the **Options** tab using the `value_char_max_limit` parameter. Previously, the length of the Value field was arbitrary. (GAX-10848)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.101.29.

9.0.100.72

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/20	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the [Genesys Administrator Extension](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
 - Windows Server 2019
 - Red Hat Enterprise Linux 8

(GAX-10987)

- As of 10/07/20, GAX supports release 9.0.000.21 of the Japanese Language Pack. This Language Pack has been updated to resolve the order of the first name and last name displayed. (GAX-10950)
- Genesys Administrator Extension (GAX) now allows you to upload IDP metadata in XML format to configure the selected access group. It then enables SAML to authenticate the respective access group in IDP. GAX also allows the user to download, clear, and refresh the IDP metadata and displays the SAML status. (GAX-10745)
- GAX now uses the newly generated encryption key to set values for `samljkspassword`, `samlsigningkeyname`, `signingkeypassword`, and so on. Previously, GAX maintained the hardcoded encryption key which was used to set these values. (GAX-10993)
- GAX now supports Embedded Jetty Version 9.4.30.v20200611. (GAX-10992)

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- In GAX, the hardcoded encryption key is removed. You can generate the encryption key in a few steps and maintain it as a separate file in the GAX installation directory. Previously, GAX maintained the hardcoded encryption key to encrypt values such as keystore password. (GAX-10991)
 - GAX is now updated with Netty version 4.1.51. (GAX-11001)
 - GAX now uses Jackson-databind version 2.9.10.2. (GAX-10994)

Resolved Issues

This release contains the following resolved issues:

GAX now deletes the existing annex and displays the updated number of recent items in the **Options** tab. Previously, if the recent item value was less than the previous value, the **Options** tab did not get refreshed with the updated value because GAX did not delete the existing annex. (GAX-11017)

The following fields can no longer begin with =, +, -, or @: username, First Name, Last Name, Email address, External Id, and Employee Id. (GAX-11000)

If the **Show recent** checkbox is disabled, the backend API call is not sent. Previously, the backend API call was always sent to update the annex of the person object even if the **Show recent** checkbox was disabled. (GAX-10999)

GAX now does not send the absolute file path as a response to a plugins list request. (GAX-10997)

GAX now validates the configured domain names in the referrer header in the request. Configure the domain names by setting the value of the tokens `enable_refferer_validation` option to true and specify the domains as `acceptable_domains` in the `gax.properties` file. (GAX-10996)

GAX now allows you to edit the parameter groups even if the parameters contain the name as a keyname of another parameter. Previously, for this case, GAX threw an error when the parameter group was edited. (GAX-10861)

GAX now hides the **Access Group** members loader after the members are loaded in **Access Group** -> **Members** page. (GAX-10989)

GAX enables you to expand the **Username** field in the **Advance Search** dialog. (GAX-10985)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.72.

Supported Languages

See [Release 9.0.x Translation Support](#).

9.0.100.66

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/17/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Change password confirmation pop-up can now be closed in Internet Explorer. (GAX-10879)

User can now close the **Edit Skills** window in Internet Explorer. (GAX-10915)

From this release, when two or more users are working simultaneously on the same object, a user will get only one refresh pop-up. Previously, pop-ups used to appear for each update made by every user who were working simultaneously on the same object. (GAX-10893)

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From this release, sorting order of **Skills** remains the same in the **Persons** object. Previously, the order got jumbled after editing. (GAX-10901)

Edit Skills bulk operation in the **Persons** object can now be closed in Internet Explorer. (GAX-10927)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.66.

9.0.100.63

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Important

This release has been placed Under Shipping Control. Please contact your Genesys Customer Care representative if you want to download this release.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/19/20	Hot Fix	Under Shipping Control		X			X

What's New

This release contains the following new features and enhancements:

- When the `disable-vag-calculation` parameter is set to true in the Configuration Server (single tenant), Genesys Administrator Extension (GAX) communicates with the Virtual Agent Group (VAG) Calculation Service configured in GAX. It then performs the VAG calculation and displays Agents who belong to VAGs in Agent Groups, Persons, and Agent Dashboard. (GAX-10646)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.63.

9.0.100.60

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/05/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Administrator Extension now loads huge transaction list annex options. However, while loading large transaction list annex options, Genesys recommends users refrain from performing bulk operations, such as Export, Expand, and Collapse-all. Clicking these features could cause Genesys Administrator Extension to become unresponsive. (GAX-10799)

Genesys Administrator Extension internal PSDK library is upgraded from 900.6.1 to 900.7.5. (GAX-10860)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.60.

9.0.100.58

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/01/20	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Users can now copy and paste skills from one **Persons** object to another **Persons** object. (GAX-10642)
- Genesys Administrator Extension now displays the First and Last name in the results grid while performing advanced **Persons** object search. In addition, the Name column is renamed to Username. (GAX-10637)
- Genesys Administrator Extension now enables the user to remain logged in as long as the user is active in any of the opened Windows/tabs. (GAX-10611)
- Genesys Administrator Extension now displays the number of agents associated with the **Skills** and **Agent Groups** objects. (GAX-10635)
- Genesys Administrator Extension now displays the loading icon until the complete list of agents is loaded in the **Skills** and **Agent Groups** objects. (GAX 10636)

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.58.

9.0.100.57

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/24/20	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Administrator Extension can now be installed and upgraded successfully with an external web server (Tomcat). (GAX-10736)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.57.

Helpful Links

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9.0.100.56

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/26/19	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Oracle 19c RAC database. See the [Genesys Administrator Extension](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (GAX-11297)
- Upgraded Oracle JDBC library to version 8-12.2.0.1. (GAX-10585)
- You can now import the privileges of any application by importing the metadata (XML) in the **Application Templates** page. (GAX-10526)
- When a user updates a role object, GAX now internally preserves the original hierarchy of the role but there are no changes with the way it is stored. Previously, GAX changed the role object from level 2 to level 3 while saving the new changes of the object. (GAX-10507, GAX-10527)
- GAX now uses spring-security-config-4.2.13.RELEASE, spring-security-core-4.2.13.RELEASE, and spring-security-web-4.2.13.RELEASE. (GAX-10473, GAX-10663)
- Read-only person accounts cannot export configuration data contained in GAX. (GAX-10464)
- Upgraded jQuery to version 2.2.4. (GAX-10463)
- GAX now uses Jetty version 9.4.19.v20190610. (GAX-10451)
- You can now configure the Content-Security-Policy-Report-Only header in the **gax.properties** file for monitoring the content security violations. (GAX-10411)

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- The existing auditing feature in GAX is extended to include the following requirements:
 - Configuration Server object creation, update, deletion.
 - Attacks and indicators of potential attacks, such as XSS attacks.
 - Exception due to insufficient permission.
(GAX-10299)
 - Upgraded AngularJS to version 1.7.5. (GAX-10267)
 - GAX now uses spring-data-commons-1.13.13.RELEASE.(GAX-10254)
 - Upgraded Log4j library from 1.7.x to 2.11.x. For more information on the changes, see log Section in [Genesys Administrator Extension Deployment Guide](#). (GAX-10251)
 - GAX now uses jackson-databind version 2.9.8. (GAX-10248)
 - GAX now uses HyperSQL Database (HSQLDB) version 2.4.0 instead of H2 version 1.3.149. (GAX-10237)
 - Support for OpenJDK 11. See the Prerequisites section on the [Genesys Administrator Extension](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (GAX-10223)
 - GAX now supports keyboard navigation and keyboard shortcuts in the **Persons** details page to quickly execute common actions and operations. For more information, see the "Keyboard shortcuts" section in the [Users \(Persons\)](#) page. (GAX-10206)
 - Support for OAuth to provide secure access to GAX by leveraging GWS authentication services. For more information, see [OAuth User Authentication Using GWS](#). (GAX-10050)

Resolved Issues

This release contains the following resolved issues:

When a configuration object is edited, the list now remains expanded when saving the changes. Previously, the list collapsed when clicking the **OK** button. (GAX-10674)

If a configuration unit name contains special characters such as parenthesis, the string after the parenthesis is now displayed properly in the breadcrumbs. Previously in this scenario, the string after the parenthesis was not displayed. (GAX-10618)

When importing application options, GAX now correctly displays the section names containing the square brackets. Previously in this scenario, the closed square bracket (]) was removed from the the section name. (GAX-10576)

GAX now prints the channel endpoint name (SessionID) only when the log level is set to DEBUG or higher levels. Previously, GAX printed the channel endpoint name even when the log level was set to INFO. (GAX-10536)

GAX now validates and displays an error if there are any command injections in the values of the CSV file while importing it. (GAX-10535)

GAX now fetches the Configuration Server application name for accessing Configuration Server application options during runtime. Previously, the Configuration Server application name was hard-coded as "confserv" in GAX. (GAX-10523)

GAX now sets the **X-Frame-Options** header to DENY when the **disable_xframe_options** option is set to true in the **gax.properties** file. (GAX-10487)

GAX now sets a new sessionID for every new login of the user. (GAX-10486)

GAX includes the folder path in the exported CSV file when a folder is selected during the export operation. Previously, GAX did not include the folder path in the exported CSV file. (GAX-10428)

In the Google Chrome browser, the horizontal scrollbar is now visible when you click **Show Quick Filter** in the **Audio Resources** page. Previously, the horizontal scrollbar was hidden during this operation. (GAX-10424)

GAX now clears the JsessionID cookie once the user logs out. (GAX-10368)

GAX now displays the widget title correctly even if the widget title has some JavaScript code such as <script> in it. Previously in this scenario, the JavaScript code was incorrectly executed when the user selected **Expand to Tab**. (GAX-10365)

GAX now validates for boolean values of the boolean type parameters. (GAX-10272)

GAX now validates for SQL injections in input data and, accordingly, throws an error. (GAX-10244)

In Internet Explorer 11, GAX now displays the application status icons after a browser refresh. Previously, the application status icons disappeared. (GAX-10231)

This release of GAX fixes all high level and several medium level vulnerabilities reported in the Black Duck scan. (GAX-10213)

Two users can now update an agent group at the same time in the Agent Dashboard. Previously, if two users edited the same agent group, only the changes made by the second user were available. (GAX-10211)

GAX can now import or export the application options which have backslashes (\) in the section,

name, and value pair. Previously, GAX removed backslashes (for example, in file paths) from the options during the import or export operation. (GAX-10196)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.56.

Supported Languages

See [Release 9.0.x Translation Support](#).

Release 9.0.0

Genesys Administrator Extension Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Genesys Administrator Extension, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.001.37

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/26/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Genesys Administrator Extension now translates the folder names in correct grammatical order for all configuration objects when used with Canadian French localization plug-in v9.0.000.20. (GAX-10719)

When a configuration object is edited, the list now stays expanded on saving the changes. Previously, the list collapsed on clicking the **OK** button. (GAX-10665)

GAX now prints the channel endpoint name (SessionID) only when the log level is set to DEBUG or higher levels. Previously, GAX printed the channel endpoint name even when the log level was set to INFO. (GAX-10536)

Helpful Links

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GAX now validates for any command line vulnerabilities and, accordingly, stops processing the CSV file while uploading it. (GAX-10535)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.37.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.001.33

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If a configuration unit name contains special characters such as parenthesis, the string after the parenthesis is now displayed properly in the breadcrumbs. Previously in this scenario, the string after parenthesis was not displayed. (GAX-10618)

GAX now lists the skills correctly for the selected tenant in the **Dependencies > Edit Skills** dialog of the Skills object. Previously, when the tenant was changed, the **Edit Skills** dialog listed only the skills of the tenant to which the user belongs. (GAX-10615)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.33.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.001.29

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/18/19	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- On November 07, 2019, Build 2 was released that supports Red Hat OpenJDK 11 along with continued support of Oracle OpenJDK 11.0.1 or higher. See the Prerequisites section on the [Genesys Administrator Extension](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GAX-10638)
- Enabled Edit Skills feature for the Agents listed in the **Dependencies** tab of the Skills object. (GAX-10462)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.29.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.001.26

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/19	Hot Fix			X		X

What's New

This release contains the following new feature and enhancement:

- Support for OpenJDK 11.0.1 or higher. See the Prerequisites section on the [Genesys Administrator Extension](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (GAX-10552)

Resolved Issues

This release contains no resolved issues.

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.26.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.001.23

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/13/19	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- The following plug-ins are tested for compatibility with this version of GAX:
 - iWD GAX Plug-In
 - VP Reporting Plug-in for GAX

Resolved Issues

This release contains the following resolved issues:

GAX can now import or export the application options which have backslashes (\) in the section, name, and value pair. Previously, GAX removed backslashes (for example, in file paths) from the options during the import or export operation. (GAX-10403)

When multiple column filters are enabled in the **Agents** dashboard, GAX now correctly updates the search results list when a single or multiple filters are removed. Previously in this scenario, GAX did not update the search results automatically. (GAX-10402)

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In Internet Explorer 11, GAX now displays the application status icons after a browser refresh. Previously, the application status icons disappeared. (GAX-10401)

GAX can now import or export the Agents and Person records within the folders. (GAX-10400)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.23.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.001.21

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/24/19	Hot Fix			X		X

What's New

This release contains the following new features or enhancements:

- Support for CentOS Linux 7 operating system. See the [Genesys Administrator Extension](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (GAX-10399)
- Upgraded jackson-databind library from 2.9.5 to 2.9.8 to resolve the following vulnerabilities:
 - [CVE-2018-14718](#)
 - [CVE-2018-14719](#)
 - [CVE-2018-14720](#)
 - [CVE-2018-14721](#)
 (GAX-10296)
- The following plug-ins are tested for compatibility with this version of GAX:
 - Genesys Info Mart Manager
 - eServices Manager Plug-in for GAX

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- Privacy Manager Plug-in for GAX

Resolved Issues

This release contains the following resolved issue:

GAX logs now display the user information for start and stop of a specific application object or solution. (GAX-10398)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.21.

9.0.000.25

Genesys Administrator Extension Release Notes

9.x Genesys Administrator Extension is part of 9.x starting in **9.0.000.15**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/03/19	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- Genesys Administrator Extension (GAX) now supports the following Language Packs:
 - Arabic 9.0.000.16
 - Chinese (Simplified) 9.0.000.16
 - Czech 9.0.000.16
 - French (Canada) 9.0.000.16
 - French (France) 9.0.000.16
 - German (Germany) 9.0.000.16
 - Italian (Italy) 9.0.000.16
 - Japanese 9.0.000.17
 - Korean 9.0.000.16
 - Polish 9.0.000.16
 - Portuguese (Brazilian) 9.0.000.16
 - Russian 9.0.000.16

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- Spanish (Mexico) 9.0.000.17
- Turkish 9.0.000.16
(GAX-10088)
- As of 08/06/19, GAX supports release 9.0.000.17 of the French (Canada) and French (France) Language Packs. These Language Packs have been updated to resolve some translation issues. (GAX-10444)

Resolved Issues

This release contains the following resolved issue:

In the Google Chrome browser, the horizontal scrollbar is now visible when you click **Show Quick Filter** in the **Audio Resources** page. Previously, the horizontal scrollbar was hidden during this operation. (GAX-10424)

All concurrent changes made to various parameters of the same Parameter Group by different users are now saved correctly. If the same Parameter Group is updated by more than one user, then except the first user, the other logged-in users get a warning message during the save operation. Previously, changes made by other logged-in users were overwritten with the changes made by the last logged-in user. (GAX-10283)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.25.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.000.15

Genesys Administrator Extension Release Notes

9.x This is the first 9.x release of **Genesys Administrator Extension**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/13/18	General			X		X

Helpful Links

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Important

JDK 1.8 is mandatory to install GAX 9.0.000.xx.

What's New

This release contains the following new features or enhancements:

- GAX interface has been updated to comply with the latest Genesys UX 3.0 design guidelines. (GAX-9983, GAX-10028)
- GAX now provides navigation links to edit the dependent or associated objects within all configuration objects; for example, **Persons, Agent Groups, Access Groups, Roles, Skills, DN Groups, Place Groups**, and so on.
Additionally, the **Back** button in the **General** tab of the configuration objects enables you to return to the original configuration object from which you navigated to the associated configuration object.
Note: The **Back** button is available only in the **General** tab of hyperlinked configuration objects and it may not work properly if it is used intermittently with the Browser back button. (GAX-9957, GAX-9997, GAX-10074)
- You can now configure the following new GAX application options:
 - **[general]disable_change_password**
 - **[general]validate_data**For more details, see [Configuration Options](#). (GAX-10027, GAX-10083)
- GAX is now built with JDK 8. (GAX-10179)
- GAX now uses Jetty 9.4.11.v20180605. (GAX-9987)
- To allow ease of navigation in Configuration Manager, GAX now displays all available configuration objects under each panel on the Configuration Manager view. Previously, you can see the configuration objects listed under each panel only when you hover over the panel header. (GAX-9958)

Resolved Issues

This release contains the following resolved issues:

The **More** menu is now visible in all configuration objects of single-tenant Configuration Manager. (GAX-10121)

The **Maximum Capacity** of **Capacity Rules** now accepts value within the range of 1 to 255 only. (GAX-10108)

This release of GAX fixes a password-related security vulnerability. (GAX-10106)

The **Personality Name** field now accepts a value containing special characters and displays the

name as entered. Previously, the **Personality Name** that contained special characters was displayed as encoded text. (GAX-10071)

GAX restarts without failures after Configuration Server switch-over in high availability setup. (GAX-10070)

GAX no longer validates the whitelisted host URLs if the **[security].host_whitelist_enabled** option is set to false. (GAX-10055)

The **Delete** button is now enabled when filtered items in the **Transactions > Options** list are selected. Previously, the **Delete** button remained greyed out during this operation. (GAX-10038)

All concurrent changes made to various parameters of a Parameter Group by different users are now saved correctly. Previously, changes that the other logged-in users made were overridden with the changes that the last logged-in user made. (GAX-10011)

GAX now restricts the users from selecting more than one filter string from the drop-down list across all column filters on the **Agents** Dashboard. Previously, users could select more than one filter string. (GAX-10008)

After clearing browser cookies, now the default language remains the same in the localized GAX. Previously, the default language changed to English. (GAX-10001)

GAX no longer generates duplicate audit log messages in the Centralized Log for every Audio Resource-related changes. (GAX-9942)

GAX now displays audit level search results correctly when using any additional filters such as configuration objects in the **Advanced Search** field of Centralized Log. Previously, the filter displayed no results even though the log entries were available. (GAX-9864)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.15.