GENESYS™

Genesys Administrator Extension

Release Notes 8.5.x

1/28/2022

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Genesys Administrator Extension 8.5.x Release Note

This Release Note applies to all 8.5.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 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.290.36	01/28/22	Hot Fix			X		X
8.5.290.27	10/04/19	Hot Fix			X		X
8.5.290.21	07/26/19	Hot Fix			X		X
8.5.290.20	03/08/19	Hot Fix			X		X
8.5.290.19	01/25/19	Hot Fix			X		X
8.5.290.16	10/24/18	Hot Fix			X		X
8.5.290.13	08/17/18	Hot Fix			X		X
8.5.290.09	07/17/18	General			X		X
8.5.280.06	04/10/18	General			X		X
8.5.270.06	02/21/18	General			X		X
8.5.260.16	09/24/18	Hot Fix			X		X
8.5.260.14	05/29/18	Hot Fix			X		X
8.5.260.12	01/04/18	Hot Fix			X		X
8.5.260.11	12/07/17	General			X		X
8.5.250.23	02/16/18	Hot Fix			X		X
8.5.250.20	01/19/18	Hot Fix			X		X
8.5.250.19	10/20/17	Hot Fix			X		X
8.5.250.18	08/31/17	Hot Fix			X		X
8.5.250.17	08/04/17	Hot Fix			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.250.15	07/27/17	General			X		X
8.5.240.23	06/02/17	Hot Fix			X		X
8.5.240.19	03/03/17	General			X		X
8.5.230.03	10/31/16	General			X		X
8.5.220.51	01/20/22	Hot Fix			X		X
8.5.220.47	10/27/17	Hot Fix			X		X
8.5.220.45	08/04/17	Hot Fix			X		X
8.5.220.34	08/31/16	Hot Fix			X		X
8.5.220.28	07/05/16	Hot Fix			X		X
8.5.220.25	05/31/16	Hot Fix			X		X
8.5.220.24	04/07/16	Hot Fix			X		X
8.5.220.22	03/23/16	Hot Fix			X		X
8.5.220.20	11/20/15	General			X		X
8.5.210.14	10/20/15	Hot Fix			X		X
8.5.210.13	09/11/15	Hot Fix			X		X
8.5.210.12	07/09/15	Hot Fix			X		X
8.5.210.10	05/08/15	General			X		X
8.5.200.18	04/06/15	Hot Fix			X		X
8.5.200.13	02/26/15	Hot Fix			X		X
8.5.200.12	02/10/15	General			X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.91	10/08/15	Hot Fix			X		X
8.5.000.87	09/16/15	Hot Fix			X		X
8.5.000.86	09/08/15	Hot Fix			X		X
8.5.000.83	06/24/15	Hot Fix			X		X
8.5.000.82	06/03/15	Hot Fix			X		X
8.5.000.80	06/01/15	General			X		X
8.5.000.78	04/08/15	Hot Fix			X		X
8.5.000.76	03/20/15	Hot Fix			X		X
8.5.000.73	03/11/15	Hot Fix			X		X
8.5.000.71	03/03/15	Hot Fix			X		X
8.5.000.68	12/18/14	General			X		X
8.5.000.67	11/27/14	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.65	11/20/14	Hot Fix			X		X
8.5.000.58	10/16/14	Hot Fix			X		X
8.5.000.52	10/03/14	General			X		X
8.5.000.47	08/19/14	Hot Fix			X		X
8.5.000.44	07/31/14	General			X		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 Genesys Administrator Extension page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Genesys Administrator Extension, see the 8.1 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 Guide*.

There are no discontinued items for this product.

Known Issues

You can find information about Known Issues and Recommendations that apply to some 8.5 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 the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Administrator/Genesys Administrator Extension components.

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>\mgbss.xml	tgtBrowser =	If the HostName or Port	http://127.0.0.1:4001

File	Option	Description	Default Value
LocalSettings.php	`"http://<IP Address>:<Port Number>";`	configuration settings are changed in your pms_config.ini file, then this configuration setting should be updated to match.	

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 windeow 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 8.5.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 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.

Release 8.5.2 Translation Support

The following table indicates translation support for particular 8.5.2 releases of Genesys Administrator Extension.

Language	English (US) Release						
	8.5.290.19	8.5.260.16	8.5.260.14	8.5.250.20	8.5.250.18	8.5.230.03	8.5.210.10
Arabic	Not Available	Not Available	Not Available	8.5.250.19	Not Available	8.5.230.03	Not Available
Chinese (Simplified)	Not Available	Not Available	Not Available	8.5.250.19	Not Available	8.5.230.05	8.5.210.10
Chinese (Traditional)	Not Available	Not Available	Not Available	Not Available	Not Available	8.5.230.05	Not Available
Czech	Not Available	Not Available	Not Available	8.5.250.19	Not Available	8.5.230.05	8.5.210.10
French (Canada)	8.5.290.16	8.5.260.16	8.5.260.14	Not Available	8.5.250.18	8.5.230.03	8.5.210.10
French (France)	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.05	8.5.210.10
German (Germany)	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.03	8.5.210.10
Italian	Not Available	Not Available	Not Available	8.5.250.19	Not Available	8.5.230.03	8.5.210.10
Japanese	Not Available	Not Available	Not Available	8.5.250.20	Not Available	8.5.230.03	8.5.210.10

Korean	Not Available	Not Available	Not Available	8.5.250.19	Not Available	8.5.230.03	8.5.210.10
Polish	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.03	8.5.210.10
Portuguese (Brazilian)	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.03	8.5.210.10
Russian	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.03	8.5.210.10
Spanish (Latin America/ Mexico)	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.04	8.5.210.10
Turkish	Not Available	Not Available	Not Available	8.5.250.18	Not Available	8.5.230.03	8.5.210.10

Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Genesys Administrator Extension.

Language	English (US) Release	
8.5.000.80	**8.5.000.44**	
Arabic	8.5.000.52	Not Available
Chinese (Simplified)	Not Available	8.5.000.49
Czech	Not Available	8.5.000.49
French (Canada)	Not Available	8.5.000.49
French (France)	Not Available	8.5.000.48
German (Germany)	Not Available	8.5.000.48
Italian	Not Available	8.5.000.48
Japanese	Not Available	8.5.000.48 8.5.000.69 * 8.5.000.78 *
Korean	Not Available	8.5.000.48
Polish	Not Available	8.5.000.48
Portuguese (Brazilian)	Not Available	8.5.000.48
Russian	Not Available	8.5.000.48
Spanish (Latin America/ Mexico)	Not Available	8.5.000.49
Turkish	Not Available	8.5.000.48

Known Issues and Recommendations

Genesys Administrator Extension

The Known Issues and Recommendations section is a cumulative list for all 8.5.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.

See also Internationalization Issues.

Recommendation: When GAX starts from GA (or SCI), Windows Services shows that the function has stopped. To run GAX as an exe service and view the synchronized status in Windows Services, GA, or GAX, you must manually edit the GAX application in Configuration Server and update the command line to `gaxservice.exe` and the command line arguments to, for example, `-service GAX64 -immediate - ` app *GAX application name*.

Recommendation: If you are using the Voice Platform plugin for GAX, GAX might not save any configuration objects that use a time input field in the object configuration, such as Statistical Days, Calling Lists, Treatments, Time Zones, Routing Parameters, and Objective Tables.

To ensure that GAX works as expected, upgrade to Voice Platform plugin version 8.5.151.22 or later.

Recommendation: If you are migrating to GAX 8.5.220.20 and are using the Pulse plugin for GAX, do not use Pulse plugin version 8.5.103.01 or 8.5.103.03. Using either of these versions might cause some GAX screens to work incorrectly or not at all; in rare cases, you may be left unable to log in to GAX.

To ensure that GAX works as expected, upgrade to Pulse plugin version 8.5.103.04 or later.

In addition, after the upgrade, ensure that the following files do *not* appear in the **<GAX directory>/plug-ins** and **<GAX directory>/webapp/WEB-INF/lib** folders, deleting the files if necessary:

- **jackson-annotations-2.6.0.jar**
- **jackson-core-2.6.0.jar**
- **jackson-databind-2.6.0.jar**

Recommendation: If you are migrating to GAX 8.5.220.20 and are using the IWD plugin for GAX, make sure that you are using IWD plugin version 8.5.101.04 or later. Using an earlier version of the plugin prevents GAX from starting after the migration is complete. (GAX-8606)

For enhanced security purposes, third-party components were upgraded to latest industry standard versions, and many GAX plug-ins will not work with GAX version 8.5.270.06 if they depend on older versions of the following libraries:

- Jetty 9.2.22.v20170606
- CometD 3.0.6
- Jackson 2.9.4
- Spring 4.3.13

There is no known workaround and the issue is expected to resolve automatically when the respective plug-in component libraries are updated in newer versions of the plug-ins. To avoid incompatibility issues, if you use GAX plug-ins that use the above-mentioned libraries, it is recommended not to install this GAX version immediately but wait until plug-ins are released with corresponding updates to the third-party libraries.

ID: **GAX-9688**	Found In: **8.5.270.06**	Fixed In:

When Configuration Server is running in **Emergency Mode** or **Read only Mode**, the password authentication messages are not completely localized.

ID: **GAX-9644**	Found In: **8.5.250.20**	Fixed In:

GAX Server does not process plugin applications, such as Pulse 8.5.107.05, that send requests with an `accept` header that contains `json`, but does not include an `X-Requested-With` header.

ID: **GAX-9473**	Found In: **8.5.250.15**	Fixed In:

If password authentication rules are configured in Configuration Server at the Tenant level, existing Bulk Change Sets and new Bulk Change Sets (created by CSV files) might not work as expected.

ID: **GAX-8841**	Found In: **8.5.220.01**	Fixed In:

When `root_url` in the **gax.properties** file is set to something different from the default (/gax), the Centralized Log feature does not work.

ID: **GAX-8617**	Found In: **8.5.220.20**	Fixed In: **8.5.220.22**

Automatic Solution Deployment using GAX is currently limited to 2000 tenants.

ID: **GAX-8546**	Found In: **8.5.220.20**	Fixed In:

When using the Oracle database, the user may not be able to access the database if the name of the default schema does not match the user's login username.

ID: **GAX-8536**	Found In: **8.5.210.12**	Fixed In:

When GAX is used to update an object that has no configuration options in its annex, GAX displays the CFGUniquenessViolation error message, and the update is not made.

ID: **GAX-8497**	Found In: **8.1.400.64**	Fixed In: **8.5.220.34**

When using the Internet Explorer 9 web browser, actions in the **System Dashboard** are sometimes processed slowly or not at all, and a JavaScript error is generated.

ID: **GAX-8458**	Found In: **8.5.000.86**	Fixed In:

The custom date range calendar in the Centralized Logs filter is not rendered properly in the Safari 7 web browser.

Workaround: Upgrade to Safari 8 or higher.

ID: **GAX-8328**	Found In: **8.5.220.20**	Fixed In:

In Arabic translations, the opening parentheses (**(**) of newly-created Operational Parameters of type Configuration Object are incorrectly displayed as closing parentheses (**)**).

ID: **GAX-8086**	Found In: **8.5.000.71**	Fixed In: **8.5.220.20**
ID: **GAX-8086**	Found In: **8.5.000.71**	Fixed In: **8.5.220.20**

The GAX Deployment Guide does not contain instructions for passing and using an OPM in a VXML application.

ID: **GAX-8080**	Found In: **8.1**	Fixed In:

There is a conflict between the field length that GAX will allow for certain fields and the field length that is configured in Configuration Server. So although you enter an allowable number of characters for sections and keys of configuration options for objects in GAX, if any of those entries exceed the number of characters allowed by Configuration Server, a validation error is generated.

ID: **GAX-7755**	Found In: **8.5.000.68**	Fixed In: **8.5.220.20**

In non-English translations, all text of field names, placeholder values, and buttons in the **Password Change** and **Agent Deletion** dialog boxes is not localized.

ID: **GAX-7701**	Found In: **8.5.000.68**	Fixed In: **8.5.000.71**

A User without Write permission for Personalities cannot delete Audio Resources.

| ID: **GAX-7692** | Found In: **8.1.400.60** | Fixed In: **8.5.000.73** |

In Internet Explorer 9, GAX sometimes terminates unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you correct the password and try to log in.

| ID: **GAX-7677** | Found In: **8.5.000.68** | Fixed In: **8.5.000.71** |

When adding an Agent Login to an Agent, typing the Agent Login ID in the text box will result in the error `Item cannot be inserted`, and the ID will not be added. If you select the Agent Login ID from the drop-down menu, you do not get the error.

Workaround: To avoid this error, select the Agent Login ID from the drop-down menu.

| ID: **GAX-7642** | Found In: **8.5.000.65** | Fixed In: **8.5.000.71** |

You cannot select a **Route Type** of `Direct UUI` with a **Target Type** of `ISCC` when configuring the Access Codes for a Switch.

| ID: **GAX-7462** | Found In: **8.5.000.58** | Fixed In: **8.5.200.12** |

GAX does not check if a record has been modified concurrently by another application. When the user saves the changes to the current object, the current values displayed by GAX are saved and may overwrite the changes made concurrently by the other application.

Workaround: Refresh the GAX view to obtain the latest values.

| ID: **GAX-7362** | Found In: **8.1.400.64** | Fixed In: **8.5.210.10** |

GAX cannot configure the Application object for 8.5.x releases of Configuration Server.

Workaround: Use another application to configure the Configuration Server 8.5.x Application object, such as Configuration Manager or Genesys Administrator.

| ID: **GAX-7234** | Found In: **8.5.000.44** | Fixed In: **8.5.200.12, 8.5.000.71** |

The selected Tenant does not persist when navigating from Configuration Manager to other views, such as Routing Parameters. For example, the Tenant selection that you make in a Capacity Rules panel does not carry over to the Configuration Manager view.

Workaround: Check the Tenant selection and, if necessary, re-select the Tenant after you navigate to a different panel.

| ID: **GAX-6956, GAX-6955** | Found In: **8.5.000.47** | Fixed In: |

The **System Dashboard** window does not work correctly in versions 8.x and 9.x of Internet Explorer.

| ID: **GAX-6634** | Found In: **8.5.000.44** | Fixed In: **8.5.000.47** |

The **Audio Resources** window does not load correctly in versions 8.x and 9.x of Microsoft Internet Explorer when the Genesys Administrator pass-through feature is also enabled.

| ID: **GAX-6588** | Found In: **8.5.000.44** | Fixed In: |

GAX might incorrectly display an error message, **Timeout while uploading file**, if you upload a large audio file and the upload process takes more than five minutes to complete. To determine if the upload was successful, download the audio file and compare it to the file that you previously uploaded.

| ID: **GAX-6290** | Found In: **8.1.400.60** | Fixed In: **8.5.000.44** |

When adding a Backup Server to an Application object, the Application objects for the Primary Configuration Server and Backup Configuration Server must have a port already defined in which the **Port ID** field has a value of **default**. Failure to do so results in an error when saving the Application object.

| ID: **GAX-5169, GAX-5171** | Found In: **8.1.400.38** | Fixed In: **8.5.000.44** |

The Application Template for Genesys Administrator Extension cannot be imported into Genesys Administrator. The GAX template includes prerequisite information for role privileges, which is not supported by Genesys Administrator.

| ID: **GAX-5031** | Found In: **8.1.400.38** | Fixed In: |

When using Setup Mode to install Primary and Backup Configuration Servers, you might have to wait up to two minutes for the Configuration Servers to restart before creating the GAX Application object. Otherwise, Setup Mode fails to create the GAX Application object.

| ID: **GAX-4523** | Found In: **8.1.400.38** | Fixed In: **8.5.000.44** |

When defining a Virtual Agent Group, the list of Agents within the group does not update immediately after saving the Agent Group for the first time.

Workaround: Click the Refresh button in your browser, or close and open the Agent Group.

| ID: **GAX-4196** | Found In: **8.1.400.38** | Fixed In: **8.5.000.44** |

Unsaved changes in a form can be lost if the panel containing the form is closed by means other than:

- Selecting another item from a list or tree-view panel.
- Using the links in the Navigation Bar to go to another screen.
- Closing the tab or window of the browser.

ID: **GAX-1322**	Found In: **8.1.301.02**	Fixed In:

The Bulk Change Set functionality in GAX does not support the following scenarios:

- A Bulk Change Set that creates new objects that also have circular dependencies. For example:

  - A user creates a Bulk Change Set and adds a new agent and a new skill to the **Additions** section.

  - The user saves the Bulk Change Set.

  - The user assigns the new skill to the new agent, but also gives the new agent access permissions for the new skill.

Such a scenario creates circular dependencies between the new objects, and the execution of the Bulk Change Set fails.

Solution: Execute the Bulk Change Set before assigning dependencies between objects.

- A Bulk Change Set that references a new object before the Bulk Change Set is saved. For example:

  - A user creates a Bulk Change Set and adds a new agent and a new skill to the **Additions** section.

  - The user does not save the Bulk Change Set and attempts to assign the new skill to the new agent.

  - The user cannot select the new objects until the Bulk Change Set is saved.

Solution: Save the Bulk Change Set before referencing the new object.

ID: **GAX-1313**	Found In: **8.1.301.02**	Fixed In:

GAX does not fully support keyboard access. You might have to use your mouse to navigate in some windows.

ID: **GAX-376**	Found In:	Fixed In:

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.

Language Packs are not currently supported by the Offline Documentation option for accessing Help content.

When Configuration Server is running in **Emergency Mode** or **Read only Mode**, the password authentication messages are not completely localized.

ID: **GAX-9644**	Found In: **8.5.250.20**	Fixed In:

In Arabic translations, the opening parentheses (**(**) of newly-created Operational Parameters of type Configuration Object are incorrectly displayed as closing parentheses (**)**).

ID: **GAX-8086**	Found In: **8.5.000.71**	Fixed In: **8.5.220.20**
ID: **GAX-7854**	Found In: **8.5.000.68**	Fixed In: **8.5.000.80**

In non-English translations, all text of field names, placeholder values, and buttons in the **Password Change** and **Agent Deletion** dialog boxes is not localized.

ID: **GAX-7701**	Found In: **8.5.000.68**	Fixed In: **8.5.000.71**

Release 8.5.2

Genesys Administrator Extension Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys Administrator Extension in the tree menu on the left or in the list of Available Releases.

8.5.290.27

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/04/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Schedule parameters with multiple schedule values are now properly validated and synchronized, thereby preventing unnecessary error message while saving any new changes. Previously in this scenario, an error message was displayed. (GAX-10543)

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.27.

8.5.290.21

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/26/19	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The **More** menu is now visible in all configuration objects of single-tenant Configuration Manager. (GAX-10492)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.21.

Supported Languages

See Release 8.5.x Translation Support.

8.5.290.20

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/08/19	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- 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.

Resolved Issues

This release contains the following resolved issues:

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)

GAX now restarts successfully after Configuration Server switchover in high availability setup. (GAX-10282)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.20.

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8.5.290.19

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/19	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- Genesys Administrator Extension (GAX) now supports the French (Canada) 8.5.290.16 Language Pack.

Resolved Issues

This release contains the following resolved issues:

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

The GAX **History** page now displays error messages in French for every security authentication violation while importing a CSV file in the Agents Dashboard. (GAX-10104)

Now the **Persons** list is auto refreshed for every edit action on a person record. Previously, manual refresh was needed to reflect the changes. (GAX-10100)

The error message that is displayed to indicate duplicate records while importing a CSV file in Agents Dashboard is now localized in French. (GAX-10099)

This release of GAX includes some translation corrections of label names, placeholder values, and field names in **+Add Agents**, **Action Codes**, and **Access Groups** dialog boxes. Previously, the text was either displayed in English instead of the localized language or had a typo. (GAX-9976)

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This release of localized French (Canada) GAX fixes tooltip issues in the following options in the Audio Resource Management (ARM) module:

- **Edit** button in the **Personality** tab
- **Upload Audio File** for an Audio Resource
- Reprocess text for an Audio Resource file

(GAX-9834)

The **Show Column Filter** in the Agent Dashboard now filters correctly in the localized GAX. (GAX-9607)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.19.

Supported Languages

See Release 8.5.2 Translation Support.

8.5.290.16

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/24/18	Hot Fix			X		X

What's New

This release contains the following new feature and enhancement:

- You can now modify the skills of one or more person records by selecting **More** > **Edit Skills** on the **Persons** window. (GAX-10042)

Resolved Issues

This release contains the following resolved issue:

This release of GAX includes some translation corrections to the title of the **Manage Options** dialog, default value in the **Name** field of new configuration object, and labels in **Add Agent** dialog in the **Agent** dashboard. Previously, the text was either displayed in English instead of the localized language or had a typo. (GAX-10096)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.16.

8.5.290.13

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/17/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This release of GAX fixes all existing warnings of static code analysis. (GAX-9992)

Now GAX disables the **Copy** option when a folder is selected.
Previously, the **Copy** option was enabled when a folder was selected. (GAX-9968)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.13.

8.5.290.09

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/17/18	General			X		X

What's New

This release contains the following new features and enhancements:

- The **Export and Import** feature now supports including option(s) in bulk for all configuration objects. (GAX-9841)

- GAX now enables you to create a range of DN, Place, or Agent Login objects. (GAX-9713)

- GAX now allows you to copy and paste DNs to DN Groups and Places, Places to Place Groups, Access Groups to Persons, Persons to Access Groups, Agent Groups and Skill objects, wherever the association is supported. (GAX-9879, GAX-9880)

- GAX now supports the copying and pasting of single or multiple application options from one configuration object to the application options of another configuration object. (GAX-9878)

- GAX now enables you to manage connections in bulk between application configuration objects, similar to the functionality provided by **Manage Options**. (GAX- 9712)

- When modifying options for selected objects, GAX now allows you to edit common sections and name value pairs in the **Update** tab. (GAX-9416)

- GAX now allows you to change the application version if **allow_editing_application_version** is set to t rue in the **[general]** section of GAX application options. (GAX-9840)

- **Refresh** is now removed from the **More** menu and added as a dedicated interface button. (GAX-9806)

- The following libraries are upgraded:

  - spring framework libraries from 4.3.13.RELEASE to 4.3.18.RELEASE.

  - spring security libraries from 4.2.3.RELEASE to 4.2.7.RELEASE.

  - jackson libraries from 2.9.4 to 2.9.5.

  - ojdbc7 library from 12.1.0.2 to patched version 12.1.0.2.

  - netty 3.9.4 Final to 3.9.8.Final

  - xalan 2.7.1 to 2.7.2

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- spring-data-jpa from 1.11.9.RELEASE to 1.11.11.RELEASE

- aspectjrt from 1.6.12 to 1.8.13

  (GAX-9949, GAX-9911)

- The Genesys Web Engagement Plug-in is not compatible with core GAX release 8.5.290.xx.

- GAX now supports TLS 1.2 encryption.

- Support for OpenJDK 8. 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.

Resolved Issues

This release contains the following resolved issues:

When you edit Agent Login details from the Agent Dashboard, GAX now correctly retains and saves the changes. (GAX-9920)

When exporting an Agent Group, GAX now includes the **Script** value with the export. (GAX-9855)

GAX now correctly displays the host information when you click the **host** icon on the **Hosts** tab of the System Dashboard. Previously, GAX displayed "host is unavailable". (GAX-9768)

During bulk exports, GAX now correctly retrieves the folder details for Agents (Persons). (GAX-9751)

GAX now correctly allows the port of an application to be changed, even if the application is dependent on a high availability application. Previously, GAX wouldn't allow changes to the port of an application if high availability applications were listed in the **Dependencies** tab. (GAX-9595)

After startup, GAX now displays an error message if a mismatch was detected with the schema version of the **gax-core** plugin. (GAX-9556)

GAX now displays an error message if Configuration Server is unavailable. (GAX-9503)

GAX now allows you to edit the numeric-type options of any COM object, even if the metadata file doesn't have a range specified for it. (GAX-9793)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.290.09.

8.5.280.06

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/10/18	General			X		X

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> **Important**
>
> For enhanced security purposes, third-party components were upgraded to latest industry standard versions, and many GAX plug-ins will not work with GAX version 8.5.280.06 if they depend on older versions of the following libraries:
>
> - Jetty 9.2.22.v20170606
> - CometD 3.1.1
> - Jackson 2.9.4
> - Spring 4.3.13
>   (GAX-9688)
>
> There is no known workaround and the issue is expected to resolve automatically when the respective plug-in component libraries are updated in newer versions of the

plug-ins. To avoid incompatibility issues, if you use GAX plug-ins that depend on the above-mentioned libraries, it is recommended not to install this GAX version immediately but wait until the plug-ins are released with corresponding updates to the third-party libraries.

What's New

This release contains the following new features and enhancements:

- When the **Options** or **Application Options** tab is opened, all sections are now collapsed by default. You can click **Expand All** to expand all sections. (GAX-9709)

- You can now configure a new GAX application option, **quick_filter_only_on_enter**, to control how the Quick Filter works. When set as **true**, filtering starts only when the user hits the **Enter** key. (GAX-9711)

- Advanced Search now works for all configuration object types. (GAX-9710)

- You can now associate multiple DNs with a **DN Group** and **Place** object, rather than just a single DN. The DN selection dialog is also improved, as clickable folders are now highlighted, folder names are displayed in list view, and the selected folder remains in focus when you navigate from list view back to tree view. (GAX-9708)

- GAX now displays a warning message when the template is changed for any existing application object. (GAX-9752)

- The following new security parameters are added to the **gax.properties** file:

    - **permitted_cross_domain_policies**

    - **expect_ct**

    - **public_key_pins**

        If required by your security policy, you can configure these parameters to add them to HTTP response headers. Otherwise, no action is required. (GAX-9754)

Resolved Issues

This release contains the following resolved issues:

The parameters in a Parameter Group Template are now retained when **Select All** is used with the Quick Filter. Previously, in this scenario, parameters that were not included in the applied Quick Filter list were removed. (GAX-9725)

The message in the **Agent Dashboard Import** pop-up window now displays correctly in Internet Explorer 11. (GAX-9721)

The **Status** column is now removed from the Backup Server selection window for Application objects. Previously, the status of the Application was always displayed as "Unknown". (GAX-9678)

The filter for the Agent Management **Skill** column now correctly applies an AND condition when two skills are separated by a comma (,). Previously, the filter would incorrectly apply an OR condition. (GAX-9649)

When two component objects share the same DBID on Configuration Server, GAX no longer copies the details on the **Dependencies** tab of one object to the **Dependencies** tab of the other. (GAX-9590)

When a deployed audio resource is deleted, GAX no longer incorrectly deletes the personality associated with it. (GAX-9565)

GAX now correctly displays the **Permissions** for a Person object if it contains duplicate permissions records. Previously, GAX would spin indefinitely and not render the results. (GAX-9431)

GAX no longer throws an exception error if you upload an application metadata XML file that contains numeric variables that do not specify a range of values. (GAX 9654)

GAX no longer includes the HTTP Server header when responding to requests. (GAX-9758)

CometD is upgraded from 3.0.6 to 3.1.1 to support CometD connections in multiple browser tabs. (GAX-9726)

The **Centralized Logs** page now correctly loads log messages with IDs that contain more than 10 signs. (GAX-9771)

GAX now correctly parses CSV files on the **Options** tab of all configuration objects. Previously, GAX could not correctly parse a CSV file during import if the file contained a comma (,) character. (GAX-9767)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.280.06.

8.5.270.06

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/21/18	General			X		X

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Important

- For enhanced security purposes, third-party components were upgraded to latest industry standard versions, and many GAX plug-ins will not work with GAX version 8.5.270.06 if they depend on older versions of the following libraries:
    - Jetty 9.2.22.v20170606
    - CometD 3.0.6
    - Jackson 2.9.4
    - Spring 4.3.13

        (GAX-9688)

        There is no known workaround and the issue is expected to resolve automatically

> when the respective plug-in component libraries are updated in newer versions of the plug-ins. To avoid incompatibility issues, if you use GAX plug-ins that depend on the above-mentioned libraries, it is recommended not to install this GAX version immediately but wait until the plug-ins are released with corresponding updates to the third-party libraries.
>
> - With this and later versions of GAX, Genesys Pulse 9.0 (which is not a plug-in) must be used.

What's New

This release contains the following new features and enhancements:

- Added mutual Transport Layer Security (TLS) support between:

    - GAX and Configuration Server. (GAX-9566)

    - GAX and Solution Control Server (SCS). (GAX-9633)
        For more details, see Configuring System Security.

- Enabled folder-based list view in Agent Dashboard. For more details, see Agents. (GAX-9345)

- Included DELETE support on CSV Bulk Import capabilities in Agent Management and specific Configuration Manager objects. Previously, only ADD and UPDATE features were supported. For more details, see Bulk Import/Export of Agent Data. (GAX-9399)

- Added Advanced Search feature to search for Person objects by using additional search criteria in Configuration Manager. For more details, see Searching for Configuration Objects. (GAX-9395)

- Enabled Edit Skills feature for Agent Groups in Configuration Manager. (GAX-9569)

- Optimized Quick Filter in Agent Dashboard and application options of all object types in Configuration Manager for better performance and quick results. (GAX-9626)

- Enhanced Quick Filter to display only matched key-value pairs while filtering application options. (GAX-9626)

- Upgraded Spring libraries to version 4.3.13 and Jackson library to version 2.9.4. (GAX-9562)

- Upgraded Jetty to version 9.2.22.v20170606 and CometD to version 3.0.6. (GAX-9587)

- Upgraded GAX JDBC driver to mssql-jdbc-6.2.2.jre7. (GAX-9666)

- For SSO, GAX now supports External User ID in SAML response. The SAML attribute name corresponding to the External User ID can be configured in the **gax.properties** file as key 'saml_external_userid'. Previously, GAX only supported User Name. For more details, see Configuring GAX Properties. (GAX-9537)

- For SSO, GAX now uses the certificate configured in a keystore as the signing certificate in the **GAX metadata** file. The keystore must be configured in the **gax.properties** file. Previously, GAX always used the default self-signed certificate. For more details, see Configuring GAX Properties. (GAX-9538)

Resolved Issues

This release contains the following resolved issues:

The GAX Applications page now correctly displays the execution mode for Folders and Applications. (GAX-9630)

GAX now displays a valid value from the transaction object if the user chooses **Value from Transaction Object**. Previously, GAX displayed an empty value if users chose **Value from Transaction Object** for the Audio Resource, Personality, and Configuration Object parameter types while editing a parameter group. (GAX-9627)

Show Column Filter in Agent Dashboard now filters correctly in a localized GAX. (GAX-9607)

You can now disable the **gax login** page and redirect to the **saml login** page, by setting the property **saml_redirect_always** to true in the **gax.properties** file. (GAX-9603)

Column Filter now correctly loads the data and displays the list much faster than before. Earlier, some performance issues occurred when large numbers of agents were filtered. (GAX-9567)

GAX now correctly loads the password key-value pair in the **Application Options** and **Annex Options** pages in Configuration Manager. (GAX-9553)

GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.270.06.

8.5.260.16

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/24/18	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 Pack:

  - French (Canada) 8.5.260.16

    This version of the Language Pack includes the resolution of GAX-9976.

Resolved Issues

This release contains the following resolved issue:

This release of GAX includes some translation corrections of label names, placeholder values, and field names in **+Add Agents**, **Action Codes**, and **Access Groups** dialog boxes. Previously, the text was either displayed in English instead of the localized language or had a typo. (GAX-9976)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.260.16.

8.5.260.14

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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GAX now allows you to edit the numeric-type options of any COM object even if the metadata file doesn't have a range specified for it. (GAX-9793)

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The **Centralized Logs** page now correctly loads log messages with IDs that contain more than 10 digits. (GAX-9771)

GAX now correctly parses CSV files on the **Options** tab of all configuration objects. Previously, GAX could not correctly parse a CSV file during import if the file contained a comma (,) character. (GAX-9767)

The following new security parameters are added to the **gax.properties** file:

- **permitted_cross_domain_policies**
- **expect_ct**
- **public_key_pins**

If required by your security policy, you can configure these parameters to add them to HTTP response

headers. Otherwise, no action is required.

(GAX-9754)

GAX now displays a warning message when the template is changed for any existing application object. (GAX-9752)

The parameters in a Parameter Group Template are now retained when **Select All** is used with the Quick Filter. Previously, in this scenario, parameters that were not included in the applied Quick Filter list were removed. (GAX-9725)

The message in the **Agent Dashboard Import** pop-up window now displays correctly in Internet Explorer 11. (GAX-9721)

The **Status** column is now removed from the Backup Server selection window for Application objects. Previously, the status of the Application was always displayed as "Unknown". (GAX-9678)

GAX now correctly displays the DN name in the **Manage options** dialog. Previously, if an alias name was empty for a DN, the DN name was displayed as an empty value. (GAX-9676)

GAX no longer throws an exception error if you upload an application metadata XML file that contains numeric variables that do not specify a range of values. (GAX-9654)

The filter for the Agent Management **Skill** column now correctly applies an AND condition when two skills are separated by a comma (,). Previously, the filter would incorrectly apply an OR condition. (GAX-9649)

The GAX Applications page now correctly displays the execution mode for Folders and Applications. (GAX-9630)

GAX now displays a valid value from the transaction object if the user chooses **Value from Transaction Object**. Previously, GAX displayed an empty value if users chose **Value from Transaction Object** for the **Audio Resource**, **Personality**, and **Configuration Object** parameter types while editing a parameter group. (GAX-9627)

GAX now successfully loads in Internet Explorer browser versions 10 and 11 even if the PingOne extension is installed and enabled. (GAX-9621)

GAX now correctly allows the port of an application to be changed. Previously, GAX wouldn't allow changes to the port of an application if other applications were present in the **Dependencies** tab. (GAX-9595)

When two component objects share the same DBID on Configuration Server, GAX no longer copies the details on the **Dependencies** tab of one object to the **Dependencies** tab of the other. (GAX-9590)

The Column Filter now correctly loads the data and displays the list much faster than before. Earlier, some performance issues occurred when large numbers of agents were filtered. (GAX-9567)

When a deployed audio resource is deleted, GAX no longer incorrectly deletes the personality associated with it. (GAX-9565)

The **Show Column** filter in the Agent Dashboard now works correctly in localized versions of GAX. (GAX-9776, GAX-9777)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.260.14.

8.5.260.12

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/04/18	Hot Fix			X		X

What's New

This release contains the following new feature and enhancement:

- Support for the following databases. 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.

    - PostgreSQL 10

    - Oracle 12c R2 RAC

Resolved Issues

This release contains the following resolved issue:

GAX now uses Jackson version 1.9.14, which backports the same deserialization security patch that was applied to Jackson 2.9.4 (CVE-2017-7525, CVE 2017-15095). This upgrade is only for security enhancement purposes. Previously, GAX used Jackson 1.9.8 and did not use Jackson polymorphic unmarshalling, therefore there were no deserialization issues. (GAX-9619)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.260.12.

8.5.260.11

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/17	General			X		X

What's New

This release contains the following new features and enhancements:

- You can now import an application metadata XML file into an existing or a new Application Template for Application objects. For more information, see the Importing Application Metadata section in the Application Templates page. (GAX-9234)

- GAX now supports SIP Business Continuity Switch Synchronization Wizard. For more information, see the Disaster Recovery tab in the Switches page. (GAX-8826)

- The following Apache Common Libraries are updated:

  - commons-fileupload 1.3.3

  - commons-io 2.5

  - commons-lang3-3.6

  - httpclient-4.5.3

  - commons-beanutils 1.9.3

  - commons-codec 1.10

  - commons-io 2.5

  - commons-pool2 2.4.2

  (GAX-9376)

- Support for Tomcat 8. 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-9464)

- Support for Windows Server 2016, MS SQL Server 2016, and MS SQL Server 2016 Cluster (AlwaysOn). See the Supported Operating Environment: Genesys Administrator page for more detailed information and a list of all supported operating systems. (GAX-9435)

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> **Important**
>
> MS SQL Server 2016 Cluster supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2016 Cluster/AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.

- Support for JDK 1.6 is withdrawn starting from release 8.5.260.11 and JDK 1.7 is mandatory to install GAX 8.5.260.11. However, JDK 1.6 is still supported for releases prior to GAX 8.5.260.11 (GAX-9529)

- Now GAX can read the custom SSL key configurations from the **gax.properties** file. (GAX-9538)

- You can now configure Content Security Policy (CSP) headers for GAX in the **gax.properties** file. (GAX-9451)

- GAX now supports HTTP Strict Transport Security and you can enable it by configuring `enable_hsts=true` in the **gax.properties** file. (GAX-9450)

- Personality and Audio Resource-related information is now written to GAX logs. (GAX-9424)

Resolved Issues

This release contains the following resolved issues:

The Application objects list view now loads correctly, even if there are lengthy application names. Previously in this scenario, the list disappeared. (GAX-9563)

The deployed IP page now loads successfully without any occasional errors. (GAX-9549)

GAX now correctly performs bulk imports of agents, even if the **Person** folder exists in the Configuration Unit. You can now import persons or agents to destinations under any Business Unit/Site/Folder. (GAX-9543, GAX-9467)

Cloning a Person object now works correctly in Mozilla Firefox version 40.0 (GAX-9540)

Names with the apostrophe (') punctuation mark can now be filtered properly in the **Quick** filter and **Column** filter. (GAX-9533)

Agents Bulk import now works correctly even if **Application Rank** is selected in the import. Previously, Agents Bulk import failed when **Application Rank** was selected. (GAX-9496)

GAX now connects and starts successfully if the multi-language configuration support is enabled in

Configuration Server. (GAX-9492)

The system dashboard now displays accurate status. Earlier, the folder status was displayed incorrectly in the GAX system dashboard. (GAX-9477)

Now, when GAX is configured to run with the Oracle backend database, the centralized log loads much faster than before. (GAX-9398)

GAX support for Oracle Driver is now updated from ojdbc6 11.2.0.2.0 to the more recent ojdbc7 12.1.0.2. (GAX-9348)

Installation Packages list now refreshes correctly, when the PostgreSQL GAX backend database is restarted. Previously, there were errors while loading the list. (GAX-8702)

Upgrade Notes

This release includes a core schema update for GAX to run successfully. For more information on how to upgrade from database schema version 8.1.301.01 to 8.5.260.11, see the database schema update provided in the Migration Procedures page.

8.5.250.23

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/16/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

GAX now successfully loads in Internet Explorer browser even if the PingOne extension is enabled. (GAX-9621)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.250.23.

8.5.250.20

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/19/18	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- This release of Genesys Administrator Extension supports the following Language Packs:
  - Arabic 8.5.250.19
  - Chinese (Simplified) 8.5.250.19
  - Czech 8.5.250.19
  - French (Canada) 8.5.250.18
  - French (France) 8.5.250.18
  - German (Germany) 8.5.250.18
  - Italian (Italy) 8.5.250.19
  - Japanese 8.5.250.20
  - Korean 8.5.250.19
  - Polish 8.5.250.18
  - Portuguese (Brazilian) 8.5.250.18
  - Russian 8.5.250.18
  - Spanish (Mexico) 8.5.250.18
  - Turkish 8.5.250.18

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Resolved Issues

This release contains the following resolved issues:

In Japanese GAX, as per the Japanese practice, Agent Name now appears in the correct format (Last Name and then First Name). (GAX-9622)

In localized GAX, Show Column Filter in Agent Dashboard now filters correctly. (GAX-9607)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.250.20.

8.5.250.19

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

GAX now successfully restarts as expected during Configuration Server High Availability (when the backup Configuration Server acts as the primary server and the primary Configuration Server acts as the backup server). Previously, GAX failed to restart in this scenario. (GAX-9526)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.250.19.

Helpful Links

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8.5.250.18

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/17	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- This release of Genesys Administrator Extension supports the following Language Pack:

    - French (Canada) 8.5.250.18

This version of the Language Pack includes the resolution of GAX-9255.

Resolved Issues

This release contains the following resolved issues:

If multi-language configuration support is enabled in Configuration Server, then GAX and Configuration Server now successfully connect as expected. Previously in this scenario, there were issues in establishing the connection in the 8.5.250.15 and the 8.5.250.17 GAX versions. (GAX-9492)

The security authenticated warning messages in GAX are now correctly displayed in the preferred localized language of the logged in user. Previously, these messages were displayed in English instead of the localized language. (GAX-9255)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.250.18.

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Supported Languages

See Release 8.5.2 Translation Support.

8.5.250.17

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/04/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **enable_x_requested_with_check** token enables the X-Requested-With header check and prevents Cross-Site Request Forgery (CSRF) attacks in GAX. If the **enable_x_requested_with_check** option is set to `true` in the **gax.properties** file, then GAX Server checks the X-Requested-With header for all the incoming AJAX requests from the other GAX plug-ins that have the accept header and its value as application/JSON. By default, **enable_x_requested_with_check** is set to `false`. (GAX-9473)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.250.17.

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8.5.250.15

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/27/17	General			X		X

What's New

This release contains the following new features and enhancements:

- **GAX Configuration Manager improvements:**

  - GAX can be put into **Read Only** or **Emergency Mode** to prevent any changes to the Configuration Database by anyone except a member of the Super Administrators Group. (GAX-9235)

  - You can now perform **Global Searches** for configuration objects in Configuration Manager based on type, name, tenant, and state. (GAX-9286)

  - You can now modify and edit options of multiple configuration objects simultaneously. (GAX-8855)

  - You can now bulk provision Agent Logins for agents. (GAX-9246)

  - Bulk Change Set (BCS) functionality is now hidden by default and not recommended for use. BCS will not be enhanced in the future and will be deprecated over time. Users are encouraged to use the Bulk Provisioning functions from the Configuration Manager menu instead. However, BCS capability can still be enabled using the option **enable_bulk_change_sets** if required. (GAX-8846)

- **Audio Resource Management Auditing:** You can now determine who added, modified, or removed Audio Resources and Personalities, and who reprocessed, downloaded, or deleted Audio Resources by viewing Audit logs in Centralized Logs. (GAX-9287)

- **Security enhancements:**

  - GAX now supports the cipher suites used by Jetty, which must be configured based on your security requirements. (GAX-9361)

  - You can configure GAX to use token-based authentication on user connections with Configuration Server. This enables GAX users to be authenticated externally using SAML with the customer's IDP without the need for Configuration Server to go through LDAP connections. (GAX-8851)

- **Enhanced database connections:**

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- GAX now uses Microsoft JDBC Driver for MS SQL Server connections. (GAX-9360)

- You can now use a customized JDBC URL when configuring a Database Access Point (DAP) for the GAX Database instead of using a connection based on the DAP object itself. (GAX-9388)

- On Windows, you can now access the GAX Database (only for MS SQL database) with Windows user credentials using the custom JDBC URL. (GAX-9500)

Resolved Issues

This release contains the following resolved issues:

This release fixes a security issue relating to a Cross-Site Request Forgery (CSRF) vulnerability. (GAX-9452)

The audio resource file menu, which appears when hovering over the name of an assigned audio resource, now works properly. Previously, if the file name was in single quotation marks (' '), the menu would not appear. (GAX-9378)

The DN field **Alias** can now be imported or exported with other fields using a **.csv** file. Previously, this field was not one one of the fields that could be imported or exported. (GAX-9370)

The list of iWD Business Structure objects can now be collapsed, as before. Previously, in only GAX 8.5.240, the list could not be collapsed. (GAX-9364)

GAX no longer supports Cloud mode (no relation to Genesys cloud architecture) in the Agent Management dashboard. The Agent Management dashboard is also hidden by default, but can be made visible in Premise mode in System Preferences. This Premise mode no longer supports the automated agent creation logic, and has been replaced with the same logic as used with bulk provisioning of Agents (Persons or Users) in GAX Configuration Manager.

Previously, Agent Logins were being deleted by the automated agent creation logic, which overwrote the Agent Logins during bulk provisioning.

(GAX-9357, GAX-9279)

When using an Oracle database, Log messages are now split based on bytes before being sent to Message Server. Previously, lengthy log messages with multi-byte characters, which take up more space in the database, were sometimes truncated by Message Server when written to the Log Database. (GAX-9331, GAX-8755)

While creating an Operational Parameter of type Configuration Object, the **Value** autocomplete list and the browse list (the folder icon) displays objects in all Tenants to which the User has permissions.

Previously, the lists did not contain all of the objects. (GAX-9324)

GAX can once again establish a secure connection (using TLS) to Message Server and to Solution Control Server. This functionality was broken in earlier 8.5.2 releases because of a problem in related software. That problem has been fixed. (GAX-9305, GAX-9290)

When using setup mode for a new deployment, GAX now waits until the primary Configuration Server is fully started (that is, no longer in read-only mode) before installing the backup Configuration Server. Previously, if the primary server was not fully started (that is, was in read-only mode) when GAX tried to install the backup server, GAX generated an error and terminated setup mode. (GAX-9285)

GAX now encrypts the Java keystore password before storing it in the **gax.properties** file. Previously, it was stored unencrypted in a different file. (GAX-9244)

The slider control for setting Time Ranges for Operational Parameters operates with respect to time intervals set by some Tenant users. Previously, for only Tenant Users, the slider operated with 1-minute granularity and the user had to reset their chosen granularity in User Preferences. (GAX-9243)

Users can now resume a bulk import that was in progress when GAX terminated unexpectedly. Although this is a rare occurrence, there was previously no way to resume the import; it had to be restarted from the beginning. (GAX-8688)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.250.15.

Supported Languages

See Translation Support.

8.5.240.23

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/02/17	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- **Improved sorting of Audio Resources, Parameters, Group Templates, and Parameters Groups:** You can now sort lists of Audio Resources, Parameters, Group Templates, and Parameters Groups by Name and Type. You can also toggle the sort order between ascending and descending by clicking the Toggle icon in the column header. By default, the lists are sorted in ascending order by Name. (GAX-9394)

Resolved Issues

This release contains the following resolved issues:

GAX now displays the complete list of Audio Resources and Personalities for selected Tenants. Previously, GAX displayed the list for only the Environment tenant, regardless of any and all Tenants that were selected. (GAX-9407)

When using Microsoft Internet Explorer 11, after a user logs out of GAX, the username of that user is now displayed in the login dialog box. Previously in this scenario, the username field was filled with meaningless characters. (GAX-9340)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.240.23.

Supported Languages

See Translation Support.

8.5.240.19

Genesys Administrator Extension Release Notes

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

What's New

This release contains the following new features and enhancements:

- **Bulk provisioning of configuration objects**—You can now provision new and existing objects in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) objects of those types from GAX into a CSV file, modify it as required, and import it back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files. This feature applies to the following object types:

  - DN and DN Groups

  - Places and Place Groups

  - Persons (Users)

  - Agent Groups

- **Enhanced change confirmation dialogs**—Before completing configuration changes, especially those involving deletion of data or objects, the user must explicitly acknowledge the impact of the changes before submitting the changes.

- **Enhanced interface and improved usability:** The GAX interface has been enhanced as follows:

  - The Applications tab in System Dashboard now includes a column that shows the folder path for each Application, starting with the Tenant name, making it easier to find specific Applications.

  - Tables of configuration options now include two more columns, one showing the name including the section, and the other showing the section name only. The sections can still be collapsed, as before.

  - On configuration screens, the text of the **Delete** button now reads **Delete <object type>**, to prevent the unintentional deletion of the whole object when the intent was to delete only a property.

  - The object list views in Configuration Manager now display the total number of objects in the Folder, the number selected by a filter (if any) applied to that list, and the number of agents selected (if any).

  - When cloning an object, specific properties can be configured to not be copied to the new object.

  - Personalities are now displayed in order of their names. Specific columns can also be configured to

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be shown/hidden in the view. In addition, the number of personalities available to Audio Resource IDs in single-tenant configurations is increased from 100 to 1000, with the range changing from 0-99 to 0-999. Use this option with extreme caution.

- Applications and Solutions can now be started and stopped directly from the Application object list and Solution object list views, respectively, in Configuration Manager.

- The GAX Capacity Wizard now accepts a value of 0 (zero) as maximum capacity, thereby disabling routing to a particular media.

- Statistical Day objects can now be adjusted to account for the extra day in a leap year.

- **Support for the following Databases and Browsers:**

  - MS SQL Server 2014 DBMS

  - Microsoft Edge browser

  See the Supported Operating Environment: Genesys Administrator page for more detailed information and a list of all supported databases.

Resolved Issues

This release contains the following resolved issues:

GAX now displays a full list of parameters in an Operational Paramer Group. Previously, if the group contained a parameter of type Schedule, and that parameter did not contain a value, any parameters after that one were not displayed. (GAX-9298)

GAX now displays the values of Routing Parameters of type Schedule in the History Details window. Previously, these parameters were always displayed with a value of `null`. (GAX-9282)

GAX now properly displays all accessible Transaction objects in a Parameter Group. Previously, some Transaction objects were displayed as `Transaction Inaccessible`, and when selected, all of its controls were disabled except the radio buttons. After clicking a radio button, the transaction was able to be saved, after which it became fully accessible with fully enabled controls.(GAX-9247)

GAX now displays the **Save** button for a Parameter Group after an empty parameter of Schedule Type is edited, so that additional parameters can be added to the group. Previously, the **Save** button disappeared, and without saving the group, no more parameters could be added. (GAX-9242)

GAX, localized with the German Language Pack, now allows a custom date range to be set for viewing the Centralized Logs. Previously, the **From** and **To** controls did not work. (GAX-9232)

GAX can now be installed securely using the **setenv.sh** script. Previously, this script was unable to communicate the security settings with another script, so the installation stayed unsecured. (GAX-9231)

GAX and Genesys Administrator now synchronize the dates and times of Statistical Day objects. Previously, the dates and times of a Statistical Day object were sometimes not the same in the two interfaces. (GAX-9222)

GAX now appears properly when installed as a new tab in other Genesys applications, such as Workspace Web Edition. Previously in this scenario, the other application would accept the installation but the GAX tab would not show the GAX login page. (GAX-8883)

This release removes a security vulnerability relating to unauthenticated access. (GAX-8868)

GAX now accounts for Daylight Savings Time if the Time Zone is configured specifically; that is, not using the System Settings. (GAX-8864)

GAX now displays the list of Applications and their correct status, as expected, after a Solution Control Server switchover. Previously in this scenario, the Application list view went blank and when it did recover, the status of the Solution Control Server running in primary mode was incorrect. (GAX-8821)

GAX now loads the configuration options from a Transaction object's Options and Application Options (the annex) tabs. Previously in this scenario, GAX tried to load the page, then gave up trying after an internal timeout expired. (GAX-8814)

GAX now permits an object to be moved to a root folder from a child folder, even if the DBID of the object matches that of one of the folders. Previously in this scenario, GAX would not allow the action. (GAX-8731)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.240.19.

Supported Languages

See Translation Support.

8.5.230.03

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/16	General			X		X

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> **Important**
> This section was updated on 05/31/17 to indicate the availability of Language Packs.

This release contains the following new features and enhancements:

- **Improved access control for operational Parameter Groups:** Parameter Group Templates can now be deployed to Folders of type Transaction within the Tenant. The resulting Parameter Group has the same access permissions as the Folder.

- **Enhanced interface:** The GAX interface has been enhanced as follows:

  - The Agents View now displays the total number of agents associated with the Tenant and available for display, the number of agents (if any) selected by a filter applied to that list, and the number of agents (if any) selected for editing.

- After editing an agent or an Audio Resource, GAX now retains the sort order and filter results of the list from which the object was selected for editing. The modified record is displayed in its proper place in the sorted list, so no scrolling is needed to view it.

- **Language Packs**—Two additional languages are supported beginning with this release of Genesys Administrator Extension:

  - Arabic (Saudi Arabia)

  - Chinese (Traditional)

Resolved Issues

This release contains the following resolved issues:

GAX now sorts the list of Skill object Dependencies in the proper order with a single click. Previously, a correct sort required at least two or three clicks. (GAX-8816)

GAX now displays the full list of Agents in the Agent view when the Column Filter box is cleared. Previously in this scenario, GAX ignored the change in the Column Filter box, and did not change the displayed agents; that is, the results from the previous filter in the Column Filter were displayed. (GAX-8802)

A running instance of GAX no longer terminates after Local Control Agent (LCA) has been upgraded and restarted. Previously in this scenario, LCA did not recognize the GAX object as running and tried to start a new instance. This caused the existing instance of GAX to terminate unexpectedly, and then the new instance also failed. (GAX-8786)

GAX now sorts Transaction List configuration option sections and options in the correct order on the **Options** tab for Transaction Lists, as indicated by the Sort icon (double arrow) in the **Key** column header. Previously, the default sort order (ascending) sorted the list correctly, but clicking the Sort icon to sort in descending order listed the sections in random order. (GAX-8777)

This release fixes security vulnerabilities that affected several parts of the interface. (GAX-8785, GAX-8780, GAX-8531)

The performance of the GAX user interface when sorting large files improves significantly when using the Quick Filter. Previously, the Quick Filter was not reliable and using column filters was the only alternative. The Quick Filter has been enhanced to work properly and efficiently. The performance improvement is especially evident when using the Microsoft Internet Explorer browser. (GAX-8761)

GAX now properly stores a log message longer than 254 characters into the Log Database by splitting the message into 254-character sections, adding a control character at the end of each section but the last, then inserting the sections into the database. Previously, GAX would not store the log in the database, generating the following message instead: Std 11052 Insertion of log message into

`the log database failed. `(GAX-8755)

In the Google Chrome browser, GAX now displays the correct information in the Agent window when the user tries to edit or add an agent. Previously, the GAX user's login username and password credentials appeared in the agent's **Email** and **Password** fields on the **User Information** tab of the Agent, and unless manually updated with the Agent's credentials, were stored in the Configuration Database. (GAX-8658)

GAX now properly displays the correct status of a plug-in, enabling the **Enable** or **Disable** buttons as appropriate. Previously, the status of the plug-in was not stored correctly, and caused the two buttons to fluctuate inconsistently with the actual status. (GAX-8623)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.230.03.

Supported Languages

See Translation Support.

8.5.220.51

Genesys Administrator Extension Release Notes

> **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
01/20/22	Hot Fix	Under Shipping Control		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-11356)

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> **Important**
>
> Plugin compatibility was not tested in this release.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.51.

8.5.220.47

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/27/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now saves user preferences in the Person object, by default. If the **[general] userpreference_in_transaction** GAX application option is set to t rue, then GAX saves user preferences in the Transaction object in the **Transactions/ UserPreference** folder. In this case, GAX copies only the annex sections starting with the option **ga_preferences.**, from the Person annex to the Transaction annex. When GAX creates the Transaction object, GAX removes all access permissions (for users and access groups) to the Transaction object, except the default user and the current user. Previously, GAX copied unnecessary information into the **Transactions/UserPreferences** folder. (GAX-9542)

GAX now successfully restarts as expected during Configuration Server High Availability (when the backup Configuration Server acts as the primary server and the primary Configuration Server acts as the backup server). Previously, GAX failed to restart in this scenario. (GAX-9526)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.47.

8.5.220.45

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/04/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Clicking the **SIP Server Application Options** properties in GAX now correctly loads the existing empty sections and sections containing integer values. Previously in this scenario, when the section contained empty or integer values, it prevented the application from correctly loading the page. (GAX-9402)

GAX now attempts to reconnect when its connection to Configuration Server is disrupted. GAX has a Reconnect Timer which is activated when the connection to Configuration Server is disrupted or when there is an error from the PSDK library. Two scenarios cause GAX to lose its connection to Configuration Server:

- Errors from the PSDK—For example, any network failure or exception from the PSDK library could cause warm standby to go into infinite switch-overs/reconnection attempts even when the connection to Configuration Server is still active.

- Network glitches—For example, warm standby might be turned off in PSDK.

Previously in scenarios like these, GAX did not attempt to connect to Configuration Server when the existing connection was disrupted due to a network failure or an error from the PSDK library. (GAX-9384, GAX-9401)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.45.

8.5.220.34

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/16	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- **More efficient assignment of Agent Logins:** When assigning an Agent Login to an Agent using Configuration Manager or Agent Management, GAX now displays a list of only unassigned Agent Logins for assignment.

- **Increased granularity for scheduling Operational Parameters:** In the Operational Parameters Management module of GAX, the granularity of scheduling Operation Parameters can be set to 5 minutes, and the default value has been reduced to 15 minutes from 30. This option is set in User Preferences.

- **DB Server switchover enabled:** GAX now enables you to switch over DB Server from backup to primary mode when required.

- **Enhanced interface:** The GAX interface has been enhanced as follows:

  - When exporting agents, the default **Action** is now UPDATE, instead of ADD. This is designed to prevent errors arising from multiple (and accidental) ADDs.

  - The list of Agents now includes an **Employee ID** column, making it easier to view Employee IDs without viewing the agent details.

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Resolved Issues

This release contains the following resolved issues:

Disabled applications can no longer be started and manipulated from the GAX Dashboard. All related elements are dimmed or otherwise rendered inactive, specifically:

- The application's name and status icon are dimmed in the Dashboard's interface.
- Toggle action is disabled.
- All related menu items for the application are disabled.

Previously, disabled applications could be started by anyone with access to the Dashboard.

(GAX-8735)

GAX now correctly displays configuration objects that contain multiple binary data in their configuration options. Previously, GAX was unable to display these options, and stopped responding if a user tried to open the **Options** tab of a Person object. (GAX-8715, GAX-8706)

In the More menu of the Applications window in GAX, dimmed menu items are now properly disabled; likewise, enabled items are not dimmed. Previously, this was not always the case, as in:

- When a running Application was selected, the menu item **Start** was dimmed but enabled.
- When a primary or backup Application was selected, the menu item **Switch Mode** was enabled but dimmed.

(GAX-8686)

This version of GAX fixes a security vulnerability. (GAX-8644)

GAX now displays the correct time value for alarms. Previously, the displayed time was sometimes missing a digit or otherwise displayed incorrectly. (GAX-8621)

GAX now displays the contents of the **Options** tab correctly for an object, even if there are empty sections. Any empty sections are removed when the object is saved. Previously, the options were not displayed and the object could not be saved, regardless of whether the **Options** tab was displayed. (GAX-8497)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.34.

Supported Languages

See Translation Support.

8.5.220.28

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/05/16	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- This release reduces the potential vulnerability to a Reflected File Download (RFD) attack.

Resolved Issues

This release contains the following resolved issues:

When creating a template file for exporting Agent data, or for exporting the data itself, the name of the file generated by Genesys Administrator Extension has changed from **<logged-inuser>generated_spreadsheet<datestamp>.csv** to **download.csv**. (GAX-8708)

Parameter Groups loading performance has been improved by more than 80%. (GAX-8685)

When you edit a Person or Agent, his or her encrypted password is displayed as a fixed string.

GAX now displays a fixed string for all passwords in Person and Agent object Edit forms, so that an individual's password cannot be derived from that field. Previously, GAX displayed the hashed value of the password when sniffing the communication on a network. (GAX-8678, GAX-8425)

GAX now keeps the association between an Agent and its Agent Login when an ADD operation is mistakenly applied twice by importing the same .CSV file. GAX also displays a message pointing out the uniqueness constraint error in this case. Previously in this scenario, GAX removed the association

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between the two objects. (GAX-8666)

When using Routing Parameters, Parameter Groups and Parameter Group Templates, if the mandatory checkbox is selected, you must enter a value before the record can be saved.

More specifically, GAX now verifies that values are set when the mandatory checkbox is selected. Previously, empty values would be accepted even if the mandatory flag was checked. (GAX-8655)

If a column filter is set when you click **Select All** to select Agents, you will see only those Agents that match the column filter.

More specifically, the Agent picker now uses the column filter when **Select All** is checked. Previously, the column filter was ignored and an Edit Skills operation was applied to all Agents. (GAX-8654)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.28.

Supported Languages

See Translation Support.

8.5.220.25

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/16	Hot Fix			X		X

What's New

This release contains only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Tenant Administrators and Supervisors can now access an agent's **Options** tab or change the Skills assigned to the agent even if the user does not have Write permission to the Transactions/UserPreferences folder.

More specifically, GAX no longer creates an empty section in the Annex of a Person object if that user does not have Write permission to the Transactions/UserPreferences folder. Previously, this prevented a Tenant administrator or supervisor in a Genesys Engage cloud configuration from accessing the **Options** tab of agents or changing Skills assigned to agents. (GAX-8680)

You can now import a configuration file that contains configuration options with no assigned values (for example, 1TRG=) into a Transaction object.

More specifically, GAX now imports a configuration file containing null values into a Transaction object. Previously in this scenario, GAX did not import the file and displayed the error message `Unable to import the options from uploaded file, Please check GAX logs for more detail` instead. (GAX-8653)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.25.

Supported Languages

See Translation Support.

8.5.220.24

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/07/16	Hot Fix			X		X

What's New

This release contains the following new feature or enhancement:

- GAX now supports gzip compression for static files. This can significantly decrease the time it takes to load data.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.24.

Supported Languages

See Translation Support.

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8.5.220.22

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/23/16	Hot Fix			X		X

What's New

This release includes the following

- GAX now properly displays the Audio Resource ID in the title bar of the Details view of the corresponding Audio Resource. Previously, the Audio Resource ID was not displayed anywhere in the Details view.

- GAX now allows the user to set a different day, month, and/or year when cloning a Statistical Day object. Previously, the original day, month and year was used in the cloned object.

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Warning

- Customers using VP Reporting Plugin for GAX version 8.5.120.30 (or lower) should not upgrade to GAX 8.5.220.20 or later, as this combination has not been qualified and there is at least one known issue. (GVP-22684)

- Customers migrating to GAX 8.5.220.20 or later who are using the IWD plugin for GAX must ensure that they are using IWD plugin version 8.5.101.04 or later. Using an earlier version of the plugin prevents GAX from starting after the migration is complete. (GAX-8606)

Refer to the corresponding Recommendations in the Known Issues section of this Release Note for more information.

Resolved Issues

This release contains the following resolved issues:

GAX now allows `root_url` in the **gax.properties** file to be set to a different value than the default (/gax). Previously, if `root_url` was set to something other than the default, the Centralized Log feature did not work. (GAX-8617)

GAX now exports an object with a large number of objects, such as a Transaction List object. Previously in this scenario, only some, if any, options were exported. (GAX-8613, GAX-8595)

GAX now properly exports agent information to a **.csv** file in a single-tenant configuration. Previously, in configurations with a single tenant, the export failed. (GAX-8611)

This release fixes a security vulnerability in Tenant objects. (GAX-8576)

The Audio Resources Table has been optimized, resulting in much improved performance when adding, deleting, or modifying a Resource. Previously, the new table interface introduced in 8.5 had to be reloaded after each change, significantly slowing down the process of maintaining Audio Resources. (GAX-8575)

GAX no longer allows a user to start or stop an Application object on which the user does not have EXECUTE permission. This is consistent with legacy functionality. Previously, GAX did not validate permissions, so users could start applications for which they did not have the necessary permissions. (GAX-8559)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.22.

Supported Languages

See Translation Support.

8.5.220.20

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/15	General			X		X

What's New

This release includes the following

- **Enhanced secure connections for Solution Deployment:** You can now configure Mutual TLS on connections between Genesys Deployment Agent and the Genesys Administrator Extension server.

- **Centralized Log:** You can now view the Centralized Log in GAX. Besides viewing the log records, you can sort them and use filters to find specific logs.

- **Increased number of available Audio Resource IDs:** In a single-tenant configuration, the number of available Audio Resource IDs is increased from 1000 to 9000, with the range increasing from 9000–9999 to 1000–9999.

- **Support for Apache Tomcat 7 web server:** See Supported Operating Environment: Genesys Administrator Extension for more detailed information and a list of all prerequisites.

- **Support for the following web browsers:**

  - Apple Safari 7

  - Apple Safari 8

  See Supported Operating Environment: Genesys Administrator Extension for more detailed information and a list of all supported browsers.

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> ## Warning
> Customers using VP Reporting Plugin for GAX version 8.5.120.30 (or lower) should not upgrade to GAX 8.5.220.20, as this combination has not been qualified and there is at least one known issue. (GVP-22684)

Resolved Issues

This release contains the following resolved issues:

You can now use GAX to edit Statistical Days of type Date that were previously created in Genesys Administrator or legacy Configuration Manager. Previously, these Statistical Day objects could not be edited in GAX. (GAX-8517)

This version fixes a potential security vulnerability known as Session Fixation. (GAX-8509)

When working in Cloud mode, Platform Administration (GAX) no longer creates additional Agent Logins after editing an Agent in the Agents view, if Agent Logins are already associated with the agent. Previously, if an agent had already been associated with an Agent Login using Configuration Manager, and the agent is modified later in the Agents view, additional Agent Logins would be created.

Note that even after the fix, if the Default Number of the agent is changed from no value (empty) to a specific value in the Agents window, additional Agent Logins will still be created.

(GAX-8496 [GAX-8175])

Audio Resource Management in GAX no longer generates warning messages when using older versions of SoX. Previously, while the conversion completed successfully, warning messages were generated. (GAX-8463)

You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:

```
Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] ,
Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more
detail. Please correct errors or check GAX log for more detail.
```

(GAX-8448 [GCLOUD-4720])

GAX performance when using Bulk Change Sets in the Internet Explorer 9 (IE9) web browser has been greatly improved. (GAX-8423 [GAX-8441])

GAX now displays a confirmation message when a user has succesfully changed their own password. The message reads as follows:

```
Password Changed
```

`Your password has been successfully changed.`

The user must click **OK** to close the message before continuing.

Previously, GAX did not indicate the success or failure of the password change, and returned to the list of Persons.

(GAX-8439)

When using Internet Explorer (IE) 9, GAX now allows the user to upload and reprocess audio files with a single click. Previously, the user needed to double-click on the buttons in IE 9 to complete the action. (GAX-8437)

GAX now displays an error message when the Parameter Group Template description is longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the template, GAX generated an error message. (GAX-8432)

GAX now displays an error message when the key and value in custom lists for parameters are longer than 255 characters. Previously, the interface allowed the user to enter more than 255 characters, but when you tried to save the custom lists, GAX generated an error message. (GAX-8431)

GAX now displays the correct status of the Bulk Change Set operation when its processing is complete. Previously, the Set ran to completion, but a race condition caused GAX to display it as in-progress. (GAX-8420 [GAX-8331])

When using Internet Explorer 9, GAX now executes long running Bulk Change Sets properly and reports the correct status of the execution. Previously, the status was reported as failed even though execution of the the Bulk Change Set had completed successfully. (GAX-8415 [GAX-8330])

After creating an object using GAX Configuration Manager, the list of objects now refreshes automatically to include the new object in the list. Previously, GAX sometimes did not show the new object on some systems because of a race condition. (GAX-8382 [GAX-8365])

GAX now inserts the correct application ID (184) into log messages that it generates and sends to Message Server. As a result, the **block-messages-by-<application type>** option, which can be used to suppress the logging of frequent non-actionable log messages, now blocks these messages. Previously, GAX inserted the incorrect application ID of 0 (zero), and the **block-messages-by-<application type>** was ineffective because there were no logs with an application ID of 184 to block. (GAX-8304)

GAX now prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8283 [GAX-8238])

GAX now allows an Alarm Condition to be edited if its **Cancel Log EventID** is set to *0* (zero). Previously, if you tried to modify an Alarm Condition with this field set to zero, GAX generated the following error message:

```
Your changes could not be saved. GAX has run into an error "Unable to update
object!". Please check GAX logs for more detail. Please correct errors or check GAX
log for more detail.
```

(GAX-8239)

GAX now correctly presets the application startup priority from the corresponding Application Definition when creating applications in a Solution in Configuration Manager. Previously, the startup priority from the Application Definition was ignored. (GAX-8209)

When setting up or modifying agents in the Agents view, GAX now allows the suffix of the domain part of their email addresses (the characters after the last period [.]) to be longer than four characters. Previously, the length of the domain suffix was limited to four characters, meaning you could not save the email address of any agent whose email domain suffix exceeded this limit. (GAX-8202 [GAX-8192])

This release fixes a potential security vulnerability relating to leakage of information. (GAX-8183 [GAX-8427])

GAX now correctly moves multiple agents from one Agent Group to another, when instructed. Previously, GAX added the agents to the destination Agent Group, but did not remove them from the original Agent Group. (GAX-8142)

In Arab translations, parenthesized items now appear correctly in the list of Transaction objects in Operational Parameter Measurement (OPM) parenthesized items, with the parentheses forming a matched pair, like this—**( )**. Previously, the opening parenthesis was replaced by a closing parenthesis, and the enclosing parentheses appeared like this—**))**. (GAX-8086 [GAX-7854])

GAX now verifies that configuration object sections and names do not contain more than 255 characters. Previously, GAX accepted input of up to 1020 characters, but would not save the object if the section or name contained more than 255 characters. (GAX-7755, GAX-1312)

This version of GAX removes an XML external injection vulnerability. (GAX-7744)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.220.20.

Supported Languages

See Translation Support.

8.5.210.14

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/15	Hot Fix			X		X

What's New

This release includes the following

- GAX now supports PSDK 851.3.4.

Resolved Issues

This release contains the following resolved issue:

You can now edit Role objects that have been assigned privileges stored in legacy format. Previously, GAX would not allow you to edit privileges stored in the legacy format in a Role, and generated the following error message instead:

```
Validation error : [CFGListItemNotFound] , Object [CfgRole] , DBID [<dbid>] ,
Property [Unknown attribute] on CFGNoProperty". Please check GAX logs for more
detail. Please correct errors or check GAX log for more detail.
```

(GCLOUD-4720)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.14.

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Supported Languages

See Translation Support.

8.5.210.13

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/11/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

This release of GAX fixes a security issue relating to leakage of information. (GAX-8427)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.13.

Supported Languages

See Translation Support.

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8.5.210.12

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

GAX now correctly prevents memory leaks when a user switches from a dashboard view to a list view multiple times. Previously, this memory leak caused the user's browser performance to degrade over time, especially on older machines that had a limited amount of memory. (GAX-8238)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.12.

Supported Languages

See Translation Support.

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Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/15	General			X		X

What's New

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> **Important**
> This section was updated on 07/28/15 to indicate the availability of Language Packs.

This release contains the following new features and enhancements:

- **Bulk assignment of Skills to multiple Agents**—You can now assign Skills and associated ratings to multiple Agents with one click. You can also create and assign a new Skill within a single view.

- **Preferred hosts for Solution Deployment**—You can now specify a list of preferred hosts (called *whitelisted hosts*) to and from which Installation Packages are sent and retrieved.

- **Support for new version of PostgreSQL Database Management System**—GAX now supports PostgreSQL version 9.3.

- **Instructions for installing ARM Runtime Server on Windows**—Instructions are now available for setting up the Audio Resource Management Runtime Server on Windows.

- **Language Packs**—This release of Genesys Administrator Extension supports the following Language Packs. Consult the Language Pack release notes for information on changes to the Language Pack that may affect the functionality of Genesys Administrator Extension.

  - Chinese (Simplified) 8.5.210.10

  - Czech 8.5.210.10

  - French (France) 8.5.210.10

  - French (Canada) 8.5.210.10

  - German 8.5.210.10

  - Italian 8.5.210.10

  - Japanese 8.5.210.10

  - Korean 8.5.210.10

  - Polish 8.5.210.10

  - Portuguese (Brazilian) 8.5.210.10

  - Russian 8.5.210.10

  - Spanish (Latin American) 8.5.210.10

  - Turkish 8.5.210.10

Important

- These Language Packs are supported only by 8.5.2 releases of Genesys Administrator Extension, starting with this release. They are not supported by 8.5.0 and earlier releases of Genesys Administrator Extension.

- Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

- Language Packs are not currently supported by the Offline Documentation option for accessing Help content.

Resolved Issues

This release contains the following resolved issues:

You can now save an Agent when Place information is entered using the keyboard, or from the dropdown list of Places. Previously, GAX would let you save an Agent only if the Place information was selected from the dropdown list. (GAX-8078)

This version of GAX removes a potential password exposure vulnerability. (GAX-8069, GAX-8049)

In the Agent Management view of GAX, you can now assign agents to Places with no DNs. Previously in GAX, DNs had to be configured for Places when editing agents. (GAX-8058)

The GAX Deployment Guide has been updated with correct instructions for configuring GAX to deploy Solutions using the Genesys Deployment Agent over a connection secured by TLS. (GAX-8056)

GAX now displays Statistical Days correctly, according to the GAX user or system preferences. The GAX user will have to be in the same timezone as the server application (URS) to view the Statistical Day as interpreted by the server. Previously, GAX displayed the Statistical Day according to the local system settings of the GAX browser. (GAX-8035)

The GAX install script now runs to completion and creates all necessary configuration tables on non-English installations. Previously on non-English installations, the script sometimes mis-interpreted a localized warning message and terminated installation before all tables were installed. (GAX-8012)

GAX now properly executes a Bulk Change Set that includes new Agents, if the properties of one of those new Agents have been displayed from the Additions panel before the Bulk Change Set is saved. Previously in this scenario, the Set was not executed. If the properties of a new Agent were not displayed before saving the Set, GAX did execute the Set. (GAX-8011)

GAX now clones a Person object correctly. Previously, all of the parameters of the original object were sometimes not copied. (GAX-8010)

GAX now allows a User to save an Application even if the User has only Update permission, and not Read and Write permissions, on the Application object. Previously, the User needed Read and Write permissions on the Application object to save the Application properties; otherwise, the update would fail. (GAX-8003)

GAX now displays the correct overall status of changes to objects in the **Execution Progress** panel of the Bulk Change Sets screen, while uploading and executing a .CSV file. If an error occurs, the error mark also indicates the correct record in which the error occurred.

Previously, the status was displayed only when the whole process was complete. This caused some users to think that perhaps the operation had stalled or even failed. If an error was encountered, the error mark did not always indicate the correct erroneous record. (GAX-7988, GAX-7949 [GAX-7939])

GAX now displays Operational Parameter Groups properly if they contain special characters. Previously in this scenario, GAX stopped responding, and had to be manually restarted and the special characters removed. (GAX-7928)

The correct GAX version is now displayed in the Configuration Server Application object if GAX is

upgraded using Setup mode with the existing deployment of the existing Application. Older versions of the GAX Application did not display the upgraded version. (GAX-7891)

GAX now trims any blank spaces off of option names when importing options from a configuration file. Previously, when Annex options were exported from Genesys Administrator to a file with an extension of **.cfg**, the option names were preceded by a blank space, and were imported by GAX with that space becoming a part of the option name. As a result, some Configuration Server clients were unable to use those options properly. (GAX-7847)

This release removes a potential cross-site scripting vulnerability. (GAX-7809)

GAX now keeps the **Filter** field activated for all Calling Lists, enabling you to add or edit a filter in the Calling List properties. Previously, starting in GAX release 8.5.0, if you did not select a filter when creating a new Calling List, you were unable to add a filter the next time that you accessed the Calling List properties. (GAX-7785)

GAX and GAX plug-in users now have the correct access control restrictions with respect to the Environment tenant in the Tenant filter. Previously, those users could select the Environment tenant irrespective of their actual access control. (GAX-7777 [GAX-5429])

GAX now creates a Statistical Day object with date values set to Any in only either of the following scenarios:

- **Month** is set to Any, while **Month** and **Day** are set to specific values. For example: `Year-Any, Month-3-March,Day-9`.
- **Year**, **Month**, and **Day** are set to Any; for example, `Year-Any,Month-Any,Day-Any`.

Any other combination of Any and specific values in these three fields will now result in GAX generating an error message, and not creating the Statistical Day object.

Previously, GAX accepted any combination of Any in the three fields, created the object, and did not generate an error. (GAX-7747)

GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, GAX running in IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you corrected the password and tried to log in. (GAX-7677)

GAX now enables you to change Application ports when the Application has dependencies. There is a small disruption of service associated with this, but GAX gives you the choice of following through with the change despite the potential service disruption, or not making the change. Previously, you could only change the Application port if the Application had no dependencies. (GAX-7670)

Solution Package Definitions (SPD files) can now be used to Log on as SYSTEM, using the new attribute `issystemaccount` for the `<cfg:updateAppLogOnAs>` tag. Refer to the GAX Developers Guide. Previously, this field had to be updated manually after creating the application object with the

SPD file. (GAX-7665)

GAX no longer activates the **Add Person** and **Add Access Group** buttons on the **Permissions** tab when the tab is selected by a user without Read Permissions and Change Permissions privileges. Previously in this scenario, no privileges were displayed but the buttons were activated, allowing the user to assign permissions to selected Users and Access Groups. (GAX-7657)

You can now use GAX to stop an Application with a status of Service Unavailable. Previously, GAX did not stop an Application with this status. (GAX-7525)

GAX now provides a consistent error message that you cannot play Audio Resource files on Internet Explorer. You must download the file and play it. Previously, GAX displayed different error messages on different versions and different installations of Internet Explorer. (GAX-7439)

The GAX Deployment Guide descriptions of Role Privileges for managing Skills and Agent Groups have been updated to reflect more accurately the actions they allow and what controls are visible and/or enabled. Previously, the descriptions did not always match the actual effects. (GAX-7420)

GAX now checks to see if a record has been modified concurrently by another application, if the **enable_web_notification** option is set to `true` in the **gax.properties** file. This new option is set to `false` by default. Previously, GAX did not check to see if a record had been modified concurrently by another application, so that when users saved their changes to the object, their changes were saved and overwrote any changes previously saved during the concurrent sessions. (GAX-7362)

When a new user is created in GAX, you can now configure GAX to assign Read/Update permissions to his or her own account, by default. Previously, new users had to be explicitly granted these permissions after they were created. Use the new option **grant_new_user_self_readupdate** to specify this behavior, as follows:

[configurationmanager] (new section)
grant_new_user_self_readupdate
Default value: `false`
Valid Values: `true`, `false`
Changes Take Effect: Immediately

Specifies if new users are to be granted Read/Update permissions to their own accounts at creation. If set to `true`, new users are granted these permissions by default when created. If set to `false` (the default), new users are created with no default permissions, and Read/Update permissions to their own account must be granted explicitly after the accounts are created.

(GAX-7140)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.10.

Supported Languages

See Translation Support.

8.5.200.18

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In Internet Explorer 9, the **Skills** filter field now works properly. The placeholder value does not become part of the filter expression. Previously, the placeholder value was not removed when the field was cleared and remained as the whole, or part (if another value was entered) of, the query expression. (GAX-7985)

In the **Agent** view, the list now always displays all the skills assigned to an agent. Previously, some skills assigned to an agent were sometimes not displayed. (GAX-7984 [GAX-7822])

In Internet Explorer 9, GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you corrected the password and tried to log in. (GAX-7677)

By adding gzip encoding for JSON data, the GAX server now reduces the size of the data to be sent to the browsers. This reduces the delay in displaying screens (for example, the Agents screen) that fetch a large amount of data from the server. This is especially apparent when the effective network bandwidth between browser and server is limited. (GAX-7892)

You no longer need to clear your browser's cache when migrating *from* releases 8.5.000.76 or

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8.5.200.18 to newer releases. You must still manually clear the cache when migrating *to* 8.5.000.76 or 8.5.200.18 from an older release. (GAX-7841)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.18.

Supported Languages

See Translation Support.

8.5.200.13

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/26/15	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- **New Privileges for Bulk Operations:** The new group of role privileges, User Bulk Operations, contains the following role privileges, which can be used to control who can perform bulk import and export using `.csv` files:

  - **CREATE_USER_BULK_OPS—**Allows a user to access the History window; to start, resume, or stop operations in the History window; and to import a `.csv` file.

  - **ADMINISTER_USER_BULK_OPS—**Allows a user to access the History window; and to delete operations in the History window.

  - **EXPORT_SPREADSHEET_USER_BULK_OPS—**Allows a user to create a `.csv` template.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.13.

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Supported Languages

See Translation Support.

8.5.200.12

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/10/15	General			X		X

What's New

This release contains the following new features and enhancements:

- **Bulk import and export of agents**—You can now provision new and existing agents in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) agents from GAX into a CSV file, modify it as required, and import back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files.

Resolved Issues

This release also includes the following corrections and modifications:

When using the Deployment Wizard to deploy GAX with the Chrome browser, the **Redeploy** button now brings up a window with a list of Hosts on which to deploy GAX. Previously, the new window was blank. (GAX-7758)

GAX now creates a Statistical Day object correctly if any of the **Year**, **Month**, or **Day** fields are set to Any. Previously in this scenario, GAX created the Statistical Day with incorrect values. (GAX-7737)

GAX now properly creates an Outbound Treatment with the specified day. Previously, if the GAX user was in a time zone before GMT, the Treatment was created with the day previous to the specified day. (GAX-7712)

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GAX now properly creates a Statistical Day object with the specified day. Previously, if the GAX user was in a time zone before GMT, the Statistical Day was created with the day previous to the specified day. (GAX-7711)

When cloning an Agent in the Agent Management screen, the original Agent stays associated with its original Place. Previously, the original Agent became disassociated from its Place. (GAX-7680)

In some international languages that use the non-Latin character set, all characters are exported as in the original. Previously in this scenario, some non-Latin characters were converted to question marks (?). (GAX-7678)

GAX rule validation now properly rejects input if `"rule":["type":"reject"]` is used and the `expr`, `range`, `regex`, or `wildcard` attributes evaluate to true. Previously in this scenario, GAX incorrectly accepted input. (GAX-7636)

Users can now make custom links role-enabled. Previously, custom links were accessible to all users and not controlled by privilege. (GAX-7537)

You can now select a **Route Type** of `Direct UUI` with a **Target Type** of `ISCC` when configuring the Access Codes for a Switch. (GAX-7462)

After migrating Configuration Server 7.6 to Configuration Server 8.5, users who did not change their passwords after the migration can now log in to GAX. Previously in this scenario, these users were not able to log in to GAX. (GAX-7405)

When configured to send only STANDARD-level messages to Message Server, GAX no longer also sends TRACE and DEBUG messages. (GAX-7299)

You can now configure the Application object for 8.5.x releases of Configuration Server in GAX. Previously, you had to use another application, such as Genesys Administrator, to configure the Configuration Server 8.5.x Application object. (GAX-7234)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.12.

Supported Languages

See Translation Support.

Release 8.5.0

Genesys Administrator Extension Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Administrator Extension in the tree menu on the left or in the list of Available Releases.

8.5.000.91

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/08/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When working in Cloud mode, Platform Administration (GAX) no longer creates additional Agent Logins after editing an agent in the Agents view, if Agent Logins are already associated with the agent. Previously, if an agent had already been associated with an Agent Login using Configuration Manager, and the agent is modified later in the Agents view, additional Agent Logins would be created.

Note that even after the fix, if the Default Number (DN) of the agent is changed during editing, additional Agent Logins will still be created.

(GAX-8175)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.91.

Supported Languages

See Translation Support.

8.5.000.87

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/16/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Processing of a Bulk Change Set for agents no longer fails if an agent is assigned an Agent Login that already exists. Previously in this scenario, validation of the Bulk Change Set failed. (GAX-8475)

Note: This problem occurred only in release 8.5.000.86.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.87.

Supported Languages

See Translation Support.

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8.5.000.86

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/08/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX performance when using Bulk Change Sets in the Internet Explorer 9 (IE9) web browser has been greatly improved. (GAX-8461, GAX-8441)

After creating an object using GAX Configuration Manager, the list of objects now refreshes automatically to include the new object in the list. Previously, GAX sometimes did not show the new object on some systems because of a race condition. (GAX-8365)

GAX now successfully saves Bulk Change Sets of over 500 agents as requested. Previously, when using IE9, GAX would not save these large Bulk Change Sets. (GAX-8362)

GAX now displays the correct status of the Bulk Change Set operation when its processing is complete. Previously, the Set ran to completion, but a race condition caused GAX to display it as in-progress. (GAX-8331)

GAX now processes long running Bulk Change Sets and reports the correct status of the operation. Previously, when using IE9, GAX would report the status of the operation as failed even though the Bulk Change Set had completed successfully. (GAX-8330)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.86.

Supported Languages

See Translation Support.

8.5.000.83

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/24/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When setting up or modifying agents in the Agents view, GAX now allows the suffix of the domain part of their email addresses (the characters after the last period [.]) to be longer than four characters. Previously, the length of the domain suffix was limited to four characters, meaning you could not save the email address of any agent whose email domain suffix exceeded this limit. (GAX-8192)

In the Agent Management view, you can now assign agents to Places that have no DNs. Previously, Places had to be associated with DNs when editing agents.(GAX-8187 [GAX-8058])

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.83.

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Supported Languages

See Translation Support.

8.5.000.82

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/03/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

This version of GAX provides a stricter security control that reduces the chance of cross-site request forgery (CSRF). (GAX-8150)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.82.

Supported Languages

See Translation Support.

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8.5.000.80

Genesys Administrator Extension Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/01/15	General			X		X

What's New

This release includes only resolved issues.

This release of Genesys Administrator Extension supports the following Language Packs. Consult the Language Pack release notes for information on changes to the Language Pack that may affect the functionality of Genesys Administrator Extension.

- Arabic

Resolved Issues

This release contains the following resolved issues:

In a Person's **Accessible Objects** tab, the **Access Group** and **Aggregate/Self** drop-down lists are now wide enough to allow room for localized text entries without overlapping. (GAX-8111)

This release of GAX fixes display problems in the Arabic localization of GAX, as follows:

- Text characters in the **About Genesys Administrator Extension** window now appear in the proper order. (GAX-8109)
- Navigation breadcrumbs now appear with text characters in the proper order. (GAX-8090)
- In the list of Transaction objects in Operational Parameter Measurement (OPM) parenthesized items now appear correctly, with the parentheses forming a matched pair, like this—**( )**. Previously, the opening parenthesis was replaced by a closing parenthesis, and the enclosing parentheses appeared like this—**))**. (GAX-7854)

You can now save an Agent when Place information is entered using the keyboard, or from the drop-

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down list of Places. Previously, GAX would let you save an Agent only if the Place information was selected from the drop-down list. (GAX-8084 [GAX-8078])

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.80.

Supported Languages

See Translation Support.

8.5.000.78

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/08/15	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 the correct information when importing Agents using Bulk Change Sets. Specifically:

- Bulk Change Sets currently being executed are prevented from being Deleted, Re-Executed and Validated. Previously, the **Delete**, **Execute** and **Validate** buttons were clickable during execution, resulting in inconsistent behavior if the user selected them. (GAX-7940)

- When Bulk Change Sets are being processed, the status of the individual records is now updated in real time. Previously, the results were updated only when execution was finished. (GAX-7939)

- The failure indicator now points to the correct record that caused the Bulk Change Set operation to fail. Previously in this scenario, the failure indicator pointed incorrectly to the record immediately following the record that failed. This issue first appeared in release 8.5.000.71. (GAX-7938)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.78.

Supported Languages

See Translation Support.

8.5.000.76

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/20/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

By adding gzip encoding for JSON data, the GAX server now reduces the size of the data to be sent to the browsers. This reduces the delay in displaying screens (for example, the Agents screen) that fetch a large amount of data from the server. This is especially apparent when the effective network bandwidth between browser and server is limited. (GAX-7892)

You no longer need to clear your browser's cache when migrating from releases 8.5.000.76 or 8.5.200.18 to newer releases. You must still manually clear the cache when migrating to 8.5.000.76 or 8.5.200.18 from an older release. (GAX-7841)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.76.

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Supported Languages

See Translation Support.

8.5.000.73

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/15	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 no longer overwrites the value of the existing **Employee ID** field with the Agent's **Username** when the Agent is being edited using the **Agent** menu. The new System Preference **Hide Employee ID** provides the following capability:

- If **Hide Employee ID** is checked:
  - The **Employee ID** field is not available in the Agent Detail view.
  - When a new Agent is being created, the Agent's **Username** is assigned to **Employee ID**.
  - When an existing Agent is being edited, the Agent's original **Employee ID** is preserved, regardless of a change in the **Username**. To change the original **Employee ID**, use the Person view in Configuration Manager, or uncheck the **Hide Employee ID** in System Preferences.
- If **Hide Employee ID** is not checked:
  - When you create an Agent, the **Employee ID** field is mandatory, so you must enter a value in this field.
  - When you update an Agent, the Agent's Employee ID is saved as the value specified in the **Employee ID** field.

Previously, the **Employee ID** was always set to be the same as the **Username**, and sometimes

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overwrote existing values if the Agent was editing using the **Agent** menu.

(GAX-7861)

Genesys Administrator now imports UTF-8 encoded data properly, preserving the encoded data in UTF-8 format. Previously, all UTF-8 characters were converted to dual question mark characters (??).

> ### Warning
> The GAX database must be using UTF-8 or UTF-16 character set. The Configuration Database must be set to the system locale setting, not the user locale.

(GAX-7857)

In the Host Properties view of some non-English translations, the items in the legend no longer overlap. Previously in those translations, the items overlapped and were unreadable. (GAX-7853)

Genesys Administrator Extension now allows a user without WRITE permission for Personalities to delete Audio Resources if the user has WRITE permission for Audio Resources. Previously, any user without WRITE permission for Personalities was unable to delete Audio Resources, and `Access Denied` was written to the GAX logs. (GAX-7692)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.73.

Supported Languages

See Translation Support.

8.5.000.71

Genesys Administrator Extension 8.5.0 Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/15	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In the Agent window, the list view now always displays all the skills assigned to an agent. Previously, some skills assigned to an agent were sometimes not displayed. (GAX-7822)

GAX now properly creates a Statistical Day object with the specified day. Previously, if the GAX user was in a time zone before GMT, the Statistical Day was created with the day previous to the specified day. (GAX-7740, GAX-7711)

When cloning an Agent in the Agent Management screen, the original Agent stays associated with its original Place. Previously, the original Agent became disassociated from its Place. (GAX-7772)

GAX now creates a Statistical Day object with date values set to Any only in either of the following scenarios:

- **Month** is set to Any, while **Month** and **Day** are set to specific values. For example: `Year-Any, Month-3-March,Day-9`.

- **Year**, **Month**, and **Day** are set to Any; for example, `Year-Any,Month-Any,Day-Any`.

Any other combination of Any and specific values in these three fields will now result in GAX

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generating an error message, and not creating the Statistical Day object.

Previously, GAX accepted any combination of Any in the three fields, created the object, and did not generate an error. (GAX-7747)

The placeholder value in the **Skill** filter is now cleared when you start to type in a search string. Previously, the placeholder value was not cleared and became a part of the search string. (GAX-7727)

In the IE 9 browser, the System Dashboard **Expand to Tab** menu selection now works properly and the widget expands to a full tab. Previously in IE 9, the widget did not expand. (GAX-7725)

GAX now properly creates an Outbound Treatment with the specified day. Previously, if the GAX user was in a time zone before GMT, the Treatment was created with the day previous to the specified day. (GAX-7712)

In non-English localizations, all text of field names, placeholder values, and buttons in the following dialog boxes is translated:

- **Password Change**
- **Agent Deletion**

Previously, the text was not translated and appeared in English. (GAX-7701)

In some international languages that use the non-Latin character set, all characters in an object's options are now exported as originally input. Previously in this scenario, some non-Latin characters were converted to question marks (?). (GAX-7678)

GAX no longer terminates unexpectedly after an unsuccessful login attempt. Previously, IE 9 would sometimes terminate unexpectedly if, after an unsuccessful login attempt (because you entered an incorrect password), you correct the password and try to log in. (GAX-7677)

When adding an Agent Login to an Agent, GAX now accepts an Agent Login ID typed into the text box or an ID selected from the drop-down list. Previously, it would only accept a selection from the drop-down list; if you typed a value into the text box, GAX generated the error `Item cannot be inserted`, and did not add the ID. (GAX-7642)

GAX now allows the user to display multiple agent detail screens consecutively in IE 9. Previously, after several agent detail screens were opened, the Skills and Agent Groups lists would not be properly displayed. (GAX-7559)

Execution of Bulk Change Sets no longer fails when the option **password-min-length** is set in the **[security-authentication-rules]** section in the Tenant. Previously in this scenario, the Bulk Change Set was not executed. (GAX-7470)

The Administer Bulk Change Sets privilege allows a user to access the **User Options** and **Access Control** buttons and to execute Bulk Change Sets. Previously, this was not documented correctly. (GAX-7419)

You can now configure the Application object for 8.5.x releases of Configuration Server in GAX. Previously, you had to use another application, such as Genesys Administrator, to configure the Configuration Server 8.5.x Application object. (GAX-7234)

GAX and GAX plug-in users now have the correct access control restrictions with respect to the Environment tenant in the Tenant filter. Previously, the users could select the Environment tenant irrespective of their actual access control. (GAX-5429)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.71.

Supported Languages

See Translation Support.

8.5.000.68

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/14	General			X		X

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> **Important**
> This version was first released as a Hot Fix on 12/18/14.

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX no longer displays the hourglass icon after an Agent is deleted. Previously, the icon was displayed, indicating that this operation was still in progress, even though it was confirmed that the Agent had been deleted. (GAX-7672)

When using the **Agents** window, users can now successfully create Agents, DNs, and Agent Logins in an **Organization** folder if they have the following permissions for that folder: Read, Create, and Change Object Permissions. Previously, in order to create Agents, the user must have had Read, Create, and Change Object Permissions to root folders of affected DNs and Agent Logins under all Switches. (GAX-7560)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.68.

Supported Languages

See Translation Support.

8.5.000.67

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/08/14	General			X		X

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> **Important**
> This version was first released as a Hot Fix on 11/27/14.

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

GAX now properly displays the names of Person/User objects in certain instances when you are using the Japanese Language Pack. Previously, these names might be incorrectly displayed in *First Name, Last Name* order. (GAX-7508, GAX-7122)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.67.

Supported Languages

See Translation Support.

8.5.000.65

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/14	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now properly handles switchovers if Solution Control Server (SCS) reconnects to GAX before SCS connects to Configuration Server. Previously in this scenario, the switchover occurred successfully, but the **System Dashboard** window reported that all monitored objects had a status of **Unknown**. (GAX-7456)

GAX now disables SSLv3 by default due to security concerns regarding the POODLE vulnerability. If you want to enable SSLv3, you must add the following to the **gax.properties** file: SSLv3=true. (GAX-7442)

Users can now successfully log in if GAX starts after the backup Configuration Server is running in Primary mode. (GAX-7438)

If you create an Agent in the **Agents** window while using **Cloud** mode, GAX now properly creates an **Extensions** folder (under the customer folder) for new DNs that are created for the Agent. (GAX-7422)

Local Control Agent (LCA) now properly initializes only one GAX instance after GAX is installed in

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certain Linux environments. Previously in this scenario, LCA might initialize multiple GAX instances. (GAX-7411)

If the GAX database server process fails, GAX shows an error message instead of a loading icon if you try to access windows specific to Solution Deployment, Operational Parameter Management and Bulk Change Sets. Previously, if you tried to access one of these windows, GAX did not display an error message and the loading icon would spin continuously, but the window did not load. (GAX-7397)

This release improves the stability and performance of GAX when running on a German-localized Windows host. (GAX-7336)

GAX now properly displays Japanese text in various areas, such as: the **Cancel** button in a warning dialog box, and the **Use Current Page As Home** menu item. The **Routing/eServices** icon in the **Configuration Manager** window is still displayed incorrectly in Japanese. (GAX-7316)

GAX now correctly displays a warning message in Japanese if the user attempts to add a new Agent to an already assigned Agent Login. Previously, this warning message was displayed in English. (GAX-7289)

Bulk Change Sets now execute correctly if the user selects the **Use an Object as a Template** option for creating objects and the template object contains one or more unique values (for example, each Person object must have a unique Agent Login). Previously in this scenario, GAX attempted to assign the unique value to each created object and the Bulk Change Set execution failed. (GAX-7135)

GAX now properly displays the names of Person/User objects in Japanese. Previously, these names were displayed in *First Name, Last Name* order. (GAX-7122)

GAX now enables you to deploy Configuration Server 8.5.x via Setup Mode. Previous releases of GAX did not support Configuration Server 8.5.x deployment via Setup Mode. (GAX-6986)

GAX now supports the use of UTF-8 characters for file names when you export a file from the **Completed Bulk Changes** window. (GAX-6619)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.65.

Supported Languages

See Translation Support.

8.5.000.58

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/14	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX no longer sends repeated requests to Configuration Server to update the default Application object if the logged-in user does not have Update permission for this object. Previously, GAX repeatedly contacted Configuration Server to update the default Application object and then reported errors in its log if it was unable to perform the update. This issue did not affect functionality of GAX, although it might have added unexpected errors in log files. (GAX-7255, GCLOUD-2925)

GAX now properly updates Agent Groups, Access Groups, and Roles if the logged-in user does not have Read permission for some of the group members. Previously in this scenario, those group members for whom the user did not have Read permission and which were therefore invisible to the user were removed after the user updated the group. (GAX-7151)

Tenant administrators, contact-center managers, and supervisors can now successfully create Agents in their customer folders when using Cloud mode in the **Agents** window. Previously, GAX incorrectly configured Agent Logins, Places, and DNs for these Agents, which prevented Cloud mode from being used effectively to create new Agents. (GAX-7125, GAX-7071)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.58.

Supported Languages

See Translation Support.

8.5.000.52

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/03/14	General			X		X

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> **Important**
> This version was first released as a Hot Fix on 09/19/14.

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GAX now properly verifies role privileges when users attempt to create, edit, or delete objects in the **Agents** window. Previously, users who had the necessary privileges for the **Agents** window could not perform these actions. (GAX-7068)

Users no longer automatically receive Read and Update permissions for their User object at the time it is created. You must manually provision these permissions to allow the user to save their user preferences in GUI-based programs, such as GAX or Workspace Desktop Edition (formerly known as Interaction Workspace). (GAX-6992)

A new attribute, **sockettimeout**, is available for the **os:execShellCmd** command that is part of SPD authoring. This attribute defines the period (in milliseconds) that GAX waits for a command to complete on a selected host (this command is specified in the **cmd** attribute). If the command execution is longer than the **sockettimeout** value, the **os:execShellCmd** process fails. If no value is specified for **sockettimeout**, the value defaults to 600000 (10 minutes). (GAX-6618)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.52.

Supported Languages

See Translation Support.

8.5.000.47

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/19/14	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

You can now enter multiple lines of text in the Description fields of configuration objects. (GAX-6905)

GAX now properly retains your selected Tenant when you navigate to subsequent screens within Configuration Manager. Previously in this scenario, you might have had to reselect the Tenant. The correction only applies to Home view, List view, and Detail view in Configuration Manager as well as the GAX plug-ins that support tenant preservation. (GAX-6812)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.47.

Supported Languages

See Translation Support.

8.5.000.44

Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/31/14	General					X		X

What's New

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Administrator Extension

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> **Important**
>
> This section was updated on 10/03/14 and 03/11/15 to indicate the availability of additional Language Packs.

This release contains the following new features and enhancements:

- Language Packs
  - This release of Genesys Administrator Extension supports the following Language Packs. Consult the Language Pack release note for information about changes to the Language Pack that might affect the functionality of Genesys Administrator Extension 8.5.
    - Chinese (Simplified)
    - Czech

- French

- French (Canadian)

- German

- Italian

- Japanese

- Korean

- Polish

- Portuguese (Brazilian)

- Russian

- Spanish (Latin American)

- Turkish

Important

- These Language Packs are supported only by 8.5.0 releases of Genesys Administrator Extension, starting with this release. They are not supported by 8.1.4 and earlier releases of Genesys Administrator Extension.

- Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

- Language Packs are not currently supported by the Offline Documentation option for accessing Help content.

- General Features

  - Online Help—The context-sensitive Online Help system delivers the latest information about GAX and its features. Refer to the Related Resources section of this Release Note for more information about using this feature.

  - Command Line Console—Use the command line to add, delete, and query solution definitions (SPDs) and installation packages (IPs), as well as execute SPDs.

- Dashboards

  - System Monitoring—Dashboards help you to easily monitor and manage Alarms, Hosts, Solutions, Applications, and processes that you have deployed for your contact center. You can also use plug-ins to expand dashboard functionality to monitor statistics and other reporting data.

  - Log Configuration—Use GAX's simplified interface to configure logs to monitor Applications, Hosts, and Solutions.

- Configuration Object Management

  - Consolidated Agent Management—The **Agents** window consolidates all aspects of agent management into a streamlined interface. From one window, you can:

    - Create agents and their associated objects such as Agent Logins, DNs, and Places.

- Edit agent information.

- Copy, delete, and enable/disable agents.

- Audio Resource Management

    - New Interface—The Audio Resource Management interface has been overhauled to enable you to quickly upload and manage audio resources and personalities.

Resolved Issues

This release also includes the following corrections or modifications:

GAX now provides an error message if you upload an audio resource and the operation fails. Previously in this scenario, GAX provided an error message, but the message content could have been blank. (GAX-6674)

GAX now properly handles a negative value for the **inactivity_timeout** configuration option. If you provide a negative value for **inactivity_timeout**, the option is disabled. (GAX-6637)

SPD files (solution definitions) that use the **selectMultiple** input type can now use the **default** attribute to select multiple items for input selection by default. (GAX-6549)

The **Description** field is no longer visible in the **Parameter Groups** list. (GAX-6327)

GAX now properly displays certain letters (for example, **g** and **q**) in the user interface. Previously, the bottom of these letters might have been cut off in some dialog boxes. (GAX-6068)

Internet Explorer users are no longer logged out of GAX after they press `Enter` in the text input fields of certain plug-ins. (GAX-5777)

Hosts are now listed alphabetically in the **Software Installation Wizard** when users are deploying installation packages (IPs). (GAX-5757)

GAX now allows users to set blank (empty) passwords. (GAX-5708)

The following improvements have been made to Solution Deployment:

- IP Deployment Wizard—A new check box, **Configure client side port functionality**, is available in the **Application Parameters** section. When this check box is selected, the wizard ignores the following **silent.ini** parameters during the deployment process: **transport-port** and **transport-address**.

- SPD Authoring—A new list name, **silentInstallRemove**, is available for the Operation System

Manipulation Element **<os:installPackage>**. Parameters that are set in this list are removed from the **silent.ini** file used for installation.

(GAX-5608)

GAX now correctly recognizes Host object names regardless of case. Previously, GAX might fail to recognize a Host object if you entered an object name in upper-case letters and the actual object name was in lower-case letters, or vice-versa. (GAX-5534)

CSV files downloaded from GAX now properly display content. Previously, some CSV files that were downloaded from GAX were empty. (GAX-5514)

The times shown in the **Deployed Solutions** window are now correctly adjusted for the time zone that is selected in the **Preferences** menu. (GAX-5422)

When configuring an object in GAX, the Port ID is automatically added by GAX. Because the Port ID is checked only when the applications are started, even if a backup Configuration Server and a primary Configuration Server are configured with the same port on the same host, both server objects can still be saved. Previously in this scenario, the two objects required a port already defined in which the Port ID field had a value of default. (GAX-5169, GAX-5171)

You can now view long names and descriptions for dashboards in a ToolTip. Previously, long names and descriptions for dashboards were not viewable in certain windows if there was limited display space. (GAX-5050)

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