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Genesys Knowledge Center Server

Release Notes 8.5.x

3/14/2023

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Genesys Knowledge Center Server 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Knowledge Center Server. 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 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.304.33	03/15/23	General			X		X
8.5.304.26	02/10/22	Hot Fix			X		X
8.5.304.11	07/06/18	Hot Fix			X		X
8.5.304.10	03/15/18	Hot Fix			X		X
8.5.304.09	10/16/17	General			X		X
8.5.303.14	06/13/17	General			X		X
8.5.302.09	04/14/17	Hot Fix			X		X
8.5.302.05	12/22/16	General			X		X
8.5.300.12	11/09/16	General			X		X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.11	04/29/16	Hot Fix			X		X
8.5.200.09	04/06/16	Hot Fix			X		X
8.5.200.08	03/14/16	General			X		X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.11	08/28/15	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 Knowledge Center](#) page in the *Genesys Supported Operating Environment Reference Guide*.

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 a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Knowledge Center Server, 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 Knowledge Center Server, see the following documentation:

- The documentation related to this software is available from the [product](#) page.
 - The *Genesys Knowledge Center Deployment Guide* provides details about installing and configuring Genesys Knowledge Center Server.
 - The [Genesys Knowledge Center](#) 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 Knowledge Center
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components.

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

Known Issues and Recommendations

Genesys Knowledge Center Server

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Knowledge Center Server. 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](#).

The Knowledge Center installation process can't complete the provisioning step on Red Hat Linux if the application name contains spaces. You can create meaningful application names using underscores or other symbols instead of spaces. For example, "Knowledge_Center_Server_1" instead of "Knowledge Center Server 1".

ID: GK-4965	Found In: 8.5.303.14	Fixed In:
--------------------	-----------------------------	-----------

Knowledge Center Server does not work on Red Hat Linux 6. As a workaround, use Red Hat Linux 7.

ID: GK-3966	Found In: 8.5.302.05	Fixed In:
--------------------	-----------------------------	-----------

When running as a service, Knowledge Center is not binding to all network interfaces.

ID: GK-3960	Found In: 8.5.302.04	Fixed In: 8.5.303.14
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The map widget now correctly displays the expected map in the Pulse dashboard, instead of an error message.

ID: GK-3467	Found In: 8.5.300.02	Fixed In: 8.5.300.04
--------------------	-----------------------------	-----------------------------

The Knowledge Center Sample UI now displays new categories after they have been added.

ID: GK-1281	Found In: 8.5.000.16	Fixed In:
--------------------	-----------------------------	-----------

The Windows service is not automatically installed during the installation of the Windows IP. To install the Windows service, start `server.bat` with these parameters: `server.bat install`.

ID: **GK-1264**Found In: **8.5.000.16**Fixed In: **8.5.100.11**

The GKC logging configuration options are absent from the application template after installation. To add these options manually, follow the instructions in the GKC Deployment Guide.

ID: **GK-647**Found In: **8.5.000.16**Fixed In: **8.5.100.11**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.3

Genesys Knowledge Center Server Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Genesys Knowledge Center Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.304.33

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/15/23	General			X			X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

A new flag, **useAlternativeTitleCheck** is added under Search (Cluster Settings > Options). When set to `true`, if the document has any alternative titles, they will also be included as part of the search query. And if any of the alternative title match the query, the document is included in the search results when searching from WDE and WWE. (GK-8631)

If the **gkc.can-upvote-on-copy-content** flag (for WDE) or **knowledge-center.can-upvote-on-copycontent** flag (for WWE) is set to `false`, the positive feedback is not voted when clicking the copy content button automatically. (GK-8638)

Product Documentation

[Genesys Knowledge Center](#)

[Genesys Products](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.33.

8.5.304.26

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/10/22	Hot Fix			X			X

What's New

This release contains the following new features and enhancements:

- This release includes important security fixes related to the Apache Log4j vulnerability (CVE-2021-44832). In particular, the Apache Log4j version included with Genesys Knowledge Center Server has been upgraded to 2.17.1. (GKC-3329)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.26.

Helpful Links

Releases Info

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

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8.5.304.11

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/06/18	Hot Fix			X		X

What's New

This release synchronizes the Genesys Knowledge Center Server libraries with updates to [Genesys Knowledge Center CMS](#).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.11.

Helpful Links

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- [8.5.x Known Issues](#)

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8.5.304.10

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/15/18	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- The Knowledge Center Server has been updated for alignment with changes introduced in other Knowledge Center 8.5.304.10 components.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.10.

Helpful Links

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

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8.5.304.09

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Improved search logic with pre-filled stop word vocabularies for supported Natural Language Processing (NLP) languages.
- Added support for document templates which allow content to be divided into multiple sections; each of which can be assigned different visibility such as public, agents only, or a specific sub-group of agents only.
- Security improvements:
 - CORS filtering is now allowed
 - Application directory traversal is no longer allowed
 - Disc encryption is now supported
- Genesys logos are now updated to reflect the new company branding.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains the following resolved issues:

Knowledge Center Server now correctly restores user permissions after it reconnects to the Configuration Server. Previously, there were times when Knowledge Center Server would display an Access denied error and would not allow a user to publish documents from the CMS after a disconnection and re-connection of the Configuration Server. (GK-5284)

The Knowledge Server now reads configuration objects according to their configured access. Previously, the Knowledge Server would not start if any skills assigned to an agent were hidden using permissions. (GK-5526)

The Knowledge Server now starts correctly and uses the root Scripts folder (located directly in the tenant) to store information about the knowledge bases. Previously, the Knowledge Server would fail to start when there were multiple Script folders (for example, via the use of Configuration Units) in the tenant(s) to which the application was connected. (GK-5527)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.09.

8.5.303.14

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/13/17	General			X		X

What's New

This release contains the following new features and enhancements:

- **Automatic environment provisioning when you install the product.** Minimizes the number of steps required during installation by doing routine configuration updates, such as:
 - Replicating the tenant list from the cluster application to all connected nodes
 - Adding default port definitions
 - Adding the English language code
 - Adding the **self-service** media type
- **Support for tree structures for knowledge base categories.**
- **Support for multiple document types within a single knowledge base:** allows you to store documents of different types and structures within one knowledge base.
- **Support for multi-tenant environments:** a single Knowledge Center Cluster can now serve multiple tenants within your environment.
- **Support for Java 8 and higher**

Helpful Links

Releases Info

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Resolved Issues

This release contains the following resolved issues:

When running as a service, Knowledge Center now binds to all network interfaces. (GK-3960)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.14.

8.5.302.09

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/14/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Documents with "valid to" date specified can now be published to Genesys Knowledge Center Server. Previously, the server would display an error when attempting to publish if this field was populated. (GK-4163)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.09.

8.5.302.05

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/16	General			X		X

What's New

This release contains the following new features and enhancements:

- Natural language processing capabilities of the Knowledge Center have been improved by the usage of a newer version of the NLP library.
- Knowledge Center now supports basic NLP capabilities for the following languages:
 - Danish
 - Finnish
 - Norwegian
 - Swedish

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.05.

8.5.300.12

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/09/16	General			X		X

What's New

This release contains the following new features or functionality:

- The knowledge base now supports regional versions of the same language, for example, US English and Canadian English.
- Usability improvements for agents and customers:
 - Spell checking.
 - Ability to disable commenting and ratings for customers.
 - Indication of new and updated content.
- Sample UI and Widgets: a new More Like This widget.
- Search algorithm improvements for special terms.
- Support for additional custom field types:
 - Boolean and enumerated fields.
- Numerous security improvements.

Helpful Links

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Resolved Issues

The "media" parameter now can set different mediatypes separated by a comma (.). For instance: media=chat,selfservice. (GK-3738)

Upgrade Notes

For version 8.5.300.12, you must install the Freeling 3.1 tool suite separately. If the library is missing, you will see an error message similar to this in the logs:

```
Couldn't initialize GKS node
com.genesys.knowledge.api.exceptions.KnowledgeServerInitializationErrorException:
Wrong freeling data directory <current path to freeling directory from gks.yml>
```

- To deploy Genesys Knowledge Center on Linux, please contact Genesys Customer Care to help guide you through the NLP library installation procedure.
- To deploy Genesys Knowledge Center on Windows, follow these steps:

1. Open <http://devel.cpl.upc.edu/freeling/downloads?order=time&desc=1> in your browser
2. Download the latest version of the Freeling 3.1
3. Unpack content of the downloaded archive into <Genesys Knowledge Center Installation Path>/linguatools/freeling

Important

Please ensure that the bin, data and java folders are set as sub-folders of the freeling folder (in other words, that there is no other folder in the path between them).

4. Copy file "freeling_javaAPI.dll" from <Genesys Knowledge Center Installation Path>/linguatools/freeling/java to <Genesys Knowledge Center Installation Path>/linguatools/freeling/bin
5. Locate splitter.dat files (for example, <Genesys Knowledge Center Installation Path>/linguatools/freeling/data/en/splitter.dat) in language specific folders and replace AllowBetweenMarkers = 0 with AllowBetweenMarkers = 1

Important

The Value of AllowBetweenMarkers needs to be changed prior to the Genesys Knowledge Center Server start. Also, you must change the value in all language settings for the languages that will be used in the knowledge bases.

Release 8.5.2

Genesys Knowledge Center Server Release Notes

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

8.5.200.11

Genesys Knowledge Center Server Release Notes

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

What's New

This release contains the following new features and enhancements:

- When searching the Knowledge Base, documents in the returned results window now indicate whether they have been recently created or updated.

Helpful Links

Releases Info

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

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.11.

8.5.200.09

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/16	Hot Fix			X		X

What's New

This Genesys Knowledge Center Server Hot Fix Release Note was published to synchronize the libraries of the 8.5.200.09 release.

Helpful Links

Releases Info

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

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.09.

8.5.200.08

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	General			X		X

What's New

This release contains the following new features and enhancements:

- Federated Search: When customers and agents execute a search, the system now searches across all knowledge bases. Customers and agents are no longer required to execute the same search multiple times for different knowledge bases.
- Channel-specific content: When searching you can now look for content that is specific to a channel (for example, chat or e-mail).
- Feedback comments: Authors can review comments to content provided by customers and agents.
- 5-star ratings: When viewing content, customers and agents can now provide feedback on that content using a 5-star rating.
- Health monitoring: The server exposes a set of key performance metrics which help to monitor the health of the solution.
- My Documents: Agents now have the ability to view the documents that they have authored.
- Favorites: Agents now have the option to Favorite the content that they use frequently.
- Reporting improvements:
 - New dashboard to analyze the knowledge loaded into the server has been added.
 - New metrics based on 5-star ratings and content usage (client, channel) have been added to existing dashboard.

Helpful Links

Releases Info

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

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.08.

Release 8.5.1

Genesys Knowledge Center Server Release Notes

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

8.5.100.11

Genesys Knowledge Center Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	General			X		X

What's New

This release contains the following new features and enhancements:

- Mutual TLS (Transport Layer Security) for the Knowledge Center Server
- Role-Based Access Control: When you add qualifying skills to a knowledge base, only agents with those skills may access that knowledge base.
- Configurable web integration with:
 - Genesys Email Forms
 - Genesys Web Engagement
 - Genesys Web Callback
- Indexer:
 - imports documents with all allowed fields (including custom fields and attachments) from XML files
 - applies XSLT transformation to provided XML files to align structure
- Sample UI supports:
 - attachment viewing
 - rich text document viewing
 - comments for negative feedback
- Search Improvements
 - System can use customer implicit feedback (such as navigation through result provided) to improve search precision over time
 - Confidence score: Question and answer matching boosted when a customer opens an answer and keeps answer open for a long period of time
 - Ability to secure Elasticsearch API from data modification requests

Helpful Links

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- Reporting
 - Expanded dashboards in Pulse enable deeper dives into knowledge events analysis
 - GEO location tracking and reporting of questions/searches based on IP address
 - Reporting API: access to data around events such as search, content viewed, content feedback and others
 - Keyword clouds
 - NLP search available for content authored in French, German, Italian, Portuguese, and Spanish (keyword-based search is already supported for any UTF-8 compliant language.)

Resolved Issues

This release contains the following resolved issues:

The Windows service is not automatically installed during the installation of the Windows IP. To install the Windows service, start `server.bat` with these parameters: `server.bat install`. (GK-1264)

The GKC logging configuration options are absent from the application template after installation. To add these options manually, follow the instructions in the GKC Deployment Guide. (GK-647)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.11.