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Gplus Adapter for Siebel CRM Multimedia Component

Release Notes 8.5.x

11/7/2022

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Gplus Adapter for Siebel CRM Multimedia Component 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Gplus Adapter for Siebel CRM Multimedia Component. 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 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.05	05/19/20	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 [Gplus Adapter for Siebel CRM](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about the previous 8.0.x releases of Gplus Adapter for Siebel CRM Multimedia Component, see the [8.0 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*.

- All AIX versions
- All Solaris versions
- Red Hat Enterprise Linux 5
- Windows Server 2008

Discontinued as of	Date: May 15, 2020	Release: 8.5.000.05
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Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Gplus Adapter for Siebel CRM Multimedia Component, 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 Gplus Adapter for Siebel CRM Multimedia Component, see the following documentation:

- The documentation related to this 8.5 software is available at [Gplus Adapter for Siebel CRM 8.5](#). For 8.0 and earlier documentation, see [Gplus Adapter for Siebel CRM](#).
- The [Gplus Adapter for Siebel CRM Deployment Guide](#) provides details about installing and configuring Gplus Adapter for Siebel CRM.
- The [Gplus Adapter for Siebel CRM Agent's Guide](#) provides information about using the Adapter.
- The [Gplus Adapter for Siebel CRM](#) 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 Gplus Adapter for Siebel CRM.

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

Known Issues and Recommendations

Gplus Adapter for Siebel CRM Multimedia Component

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Gplus Adapter for Siebel CRM Multimedia Component. 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](#).

There are no known issues or recommendations for this product.

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 Gplus Adapter for Siebel CRM Multimedia Component unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 8.5.0

Gplus Adapter for Siebel CRM Multimedia Component Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Gplus Adapter for Siebel CRM Multimedia Component, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.000.05

Gplus Adapter for Siebel CRM Multimedia Component Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/19/20	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Siebel CRM IP 2017, IP 2018 and IP 2019. Use the content from the IP2017 folder for the deployment on the mentioned Siebel versions. (GPSBL-5428)
 - On 12/16/21, Genesys confirms support for IP 2020 and IP 2021.
 - On 11/07/22, Genesys confirms support for IP 2022 and IP 2023.
- Support for the following operating systems. See the [Gplus Adapter for Siebel CRM](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information. (GPSBL-5487, GPSBL-5551)
 - Microsoft Windows Server 2019
 - Red Hat Enterprise Linux 8
- The following operating systems are no longer supported:
 - All AIX versions
 - All Solaris versions
 - Red Hat Enterprise Linux 5
 - Windows Server 2008
- See also the [Discontinued Support](#) section for discontinued operating systems starting with this release.

Helpful Links

Releases Info

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

Product Documentation

[Gplus Adapter for Siebel CRM](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.05.