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# Recording Cloud Backup Service

## Known Issues and Recommendations

12/21/2025

# Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Recording Cloud Backup Service. 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.

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Recording Cloud Backup Service (RCBS) might terminate unexpectedly if the connection between the RCBS and RWS is broken while RCBS is waiting for the HTTP response.

ID: <b>GIR-6683</b>	Found In: <b>8.5.260.59</b>	Fixed In:
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If RWS has CSRF enabled, the RCBS might not handle the CSRF token properly and the request might fail.

Workaround: Disable the CSRF on the RWS side.

ID: <b>GIR-6542</b>	Found In: <b>8.5.260.59</b>	Fixed In:
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If `awsRecordingPrefix` and `bucket` are configured under the Recording Cloud Backup Service (RCBS) section, but the media file is stored under WebDAV, RCBS will attempt to download the files from Amazon S3 and a 404 error will occur in the logs. Currently, RCBS only supports downloading via Amazon S3.

Workaround: Remove the `awsRecordingPrefix` and `bucket` configuration values. This parameter no longer needs to be specified for RCBS 8.5.240.80 and higher.

ID: <b>GIR-4843</b>	Found In: <b>8.5.240.80</b>	Fixed In:
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When the Recording Cloud Backup Service's (RCBS) Web Services and Applications credential is from an EService agent, running RCBS may cause the status of the specific agent to remain Ready, even if the agent has already logged out of the agent desktop.

Workaround: To create a Contact Center Administrator credential for RCBS, do not assign the specific agent a default place and do not add him to the EService agent group.

ID: <b>GIR-4781</b>	Found In: <b>8.5.220.91</b>	Fixed In:
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Genesys Web Services rejects the server settings group configuration values for the Recording Backup Cloud Service exceeding 256 characters.

Workaround: Specify the configuration parameter in the **config.properties** file instead of using the server settings group.

ID: <b>GIR-3137, GIR-3002</b>	Found In: <b>8.5.220.91</b>	Fixed In:
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When specifying a path name for the Recording Cloud Backup Service component in the configuration, use a forward-slash ("/") as the path delimiter for both Windows and Linux OS-es, since the single backslash ("\") is stripped off by the Java property reader. For example, use '*C:/TargetFolder*' instead of *C:\TargetFolder* when specifying the `targetDir` configuration value. Alternatively, a double backslash ("\\") will work on Windows also—for example, *C:\\TargetFolder*.

ID: <b>GIR-2925</b>	Found In: <b>8.5.220.91</b>	Fixed In:
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## Internationalization Issues

Information in this section is included for international customers.

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There are no internationalization issues for this product.

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