GENESYS™

Recording Processor Script

Release Notes 8.5.x

3/6/2025

Table of Contents

Recording Processor Script 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Recording Processor Script. 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 8.5.5:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
8.5.500.19	03/06/25	General			X			X	
8.5.500.15	10/04/24	General			X			X	
8.5.500.14	07/17/24	General			X			X	
8.5.500.13	06/28/24	General			X			X	
8.5.500.11	05/10/24	General			X			X	
8.5.500.06	03/27/24	General			X			X	

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.091.27	04/12/22	General			X		X
8.5.091.25	10/19/20	General	Under Shipping Control		X		X
8.5.091.23	04/24/20	General	Under		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Shipping Control				
8.5.087.67	07/06/18	Hot Fix			X		X
8.5.085.61	12/15/17	General	Under Shipping Control		X		X
8.5.080.69	09/27/17	General	Under Shipping Control		X		X
8.5.080.07	07/14/17	General	Under Shipping Control		X		X
8.5.075.71	06/28/17	General	Under Shipping Control		X		X
8.5.070.64	03/29/17	General	Under Shipping Control		X		X
8.5.065.81	12/20/16	General	Under Shipping Control		X		X
8.5.060.97	11/24/16	Hot Fix			X		X
8.5.060.90	09/27/16	General	Under Shipping Control		X		X
8.5.050.84	06/29/16	General	Under Shipping Control		X		X
8.5.041.00	04/01/16	General	Under Shipping Control		X		X
8.5.030.87	02/01/16	General	Under Shipping Control		X		X
8.5.030.49	12/18/15	General	Under Shipping Control		X		X
8.5.020.76	10/02/15	General	Under Shipping Control		X		X
8.5.010.50	06/30/15	General	Under Shipping Control		X		X
8.5.002.01	05/15/15	Hot Fix					X
8.5.001.02	04/15/15	General	Under Shipping		X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Control				
8.5.000.34	03/30/15	Hot Fix			X		X
8.5.000.32	02/27/15	Hot Fix			X		X
8.5.000.31	01/16/15	General	Under Shipping Control		X		X
8.5.000.28	11/21/14	Hot Fix			X		X
8.5.000.25	11/03/14	General	Under Shipping Control		X		X
8.5.000.22	09/18/14	General	Under Shipping Control		X		X
8.5.000.21	08/01/14	Hot Fix			X		X
8.5.000.20	05/06/14	Hot Fix			X		X
8.5.000.17	01/13/14	General	Under Shipping Control		X		X

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the Genesys Interaction Recording page in the Genesys Supported Operating Environment Reference.

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 the Discontinued Support page in the Genesys Supported Operating Environment Reference.

There are no discontinued items for this product.

Known Issues

You can find information about Known Issues and Recommendations for all 8.5.x releases of the Recording Processor Script product, 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 the Recording Processor Script, see the following documentation:

- The documentation related to this software is available from the Genesys Interaction Recording page.

- The *Genesys Interaction Recording 8.5 Solution Guide* provides details about Genesys Interaction Recording solution.

- The Genesys Interaction Recording page in the Genesys Supported Operating Environment Reference provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Recording Processor Script

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Recording Processor Script. 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.

When the Recording Processor Script (RPS) is enabled to collect the After Call Work (ACW) disposition code, ICON DB may perform the query slowly.

Workaround: Create the following indexes in the ICON DB used by RPS:

```
CREATE INDEX G_AGENT_STATE_HISTORY_LOGINSESSIONID_LSEQ_IDX ON G_AGENT_STATE_HISTORY
(LOGINSESSIONID, LSEQ);
CREATE INDEX G_AGENT_STATE_HISTORY_PARTY_ID_TYPE_IDX ON G_AGENT_STATE_HISTORY
(PARTYID, TYPE);
```

Note: Creating these indexes may lead to an increase in the usage of CPU, memory, and storage of the ICON DB.

ID: **GIR-20341**	Found In: **8.5.080.69**	Fixed In:

The default configuration file that comes with the Recording Processor Script (RPS) does not include the **include_unknown_agent** parameter under the **[processing]** section. The default value of this parameter is `true`.

Workaround: Manually add the **include_unknown_agent** parameter to the configuration file under the **[processing]** section if it is needed to set this value to `false`.

ID: **GIR-15139**	Found In: **8.5.080.69**	Fixed In:

For IVR Recording with a Trunk DN (applies to both IVR Recording using the agent recording method through the SIP Server configuration, and the VoiceXML recording control method), SIP Server does not send the T-Library event to ICON. As a result, by default the Recording Processor Script (RPS) waits until **icon_timeout_minutes** has expired before posting the data to RWS and SpeechMiner. The current default **icon_timeout_minutes** is 1440 in the RPS component, which means that it will take 24 hours before the recording metadata becomes available on the RWS.

Workaround:

- It is recommended that if using a Trunk DN for IVR Recording, reduce the **icon_timeout_minutes** in the following cases:

    - If there is a single switch with a Trunk DN GVP and the call routes to another switch for agent queue, a dedicated Recording Processor Script can be deployed to handle this interaction, and the **icon_timeout_minutes** can be set to 0 to make the call data available immediately.

    - If the Trunk DN and Routing Point DN are on the same switch, configure the default **icon_timeout_minutes** with a sufficiently long value, for example 120, and the call data will be available after two hours. This is a limitation in this scenario.

Note: Setting **icon_timeout_minutes** to a very small value, might cause attached data to be lost.

ID: **GIR-7165**	Found In: **8.5.060.90**	Fixed In:

If RWS has CSRF enabled, then the Recording Processor Script (RPS) might not be able to properly handle the CSRF token and the request might fail.

Workaround: Disable CSRF on the RWS side.

ID: **GIR-6536**	Found In: **8.5.060.90**	Fixed In:

If both the primary and backup Configuration Server instances were down during the Configuration Server switchover, it might cause RPS to terminate unexpectedly.

ID: **GIR-6514**	Found In: **8.5.050.84**	Fixed In:

Recording Processor Script POSTing to GWS maybe rejected by 50% chance when CSRF is enabled and NGINX is used for load balancing. Recording will eventually be upload after RPS retry later.

Workaround: Disable CSRF.

ID: **GIR-5952**	Found In: **8.5.030.49**	Fixed In:

The Recording Processor Script (RPS) scripts consume excess memory when reconnecting to the Configuration Server.
It is recommended that you increase the Media Control Platform (MCP)
`[mpc]recordpostretrybackoff` option value for deployments with a large amount of agents.

ID: **GIR-4741**	Found In: **8.5.020.76**	Fixed In: **8.5.041.00**

If the Local Control Agent (LCA) is restarted manually for a Recording Processor Script (RPS) running on Linux, restarting the RPS will cause an RPS response of 500 Media Control Platform (MCP) despite the metadata being processed. To prevent this from happening, avoid manually restarting LCA or a manual restart using the following command: `nohup /etc/init.d/gctilca start >/dev/null 2>&1`.

ID: **GIR-4647**	Found In: **8.5.001.02**	Fixed In: **8.5.041.00**

The Recording Processor Script's default TCP socket timeout limit is not sufficient to work with the Apache Load Balancer and causes a failure on the receiving metadata POST.

ID: **GIR-4520**	Found In: **8.5.030.49**	Fixed In: **8.5.041.00**

Recording Processor Script's default value for **[logfile] log_backup_count** is 5. This will result in files being deleted when the number of logs reaches 5. A suggested value for log rotation is 100.

ID: **GIR-4469**	Found In: **8.5.001.02**	Fixed In: **8.5.050.84**

In Linux, the Recording Processor Script requires 30 seconds to start after it is stopped.

ID: **GIR-4399**	Found In: **8.5.030.87**	Fixed In: **8.5.030.87**

The Recording Processor Script cannot maintain a connection when multiple database server instances are hosted on the same machine.

Workaround: Host the database server on a different machine or use the hostname alias defined by the operating system hosts file.

ID: **GIR-3630**	Found In: **8.5.030.49**	Fixed In: **8.5.041.00**

In environments with a slow ICON database, Recording Processor Script might be blocked while waiting for a response from the ICON DB. During this period, Recording Processor Script is unable to respond on the HTTP port, potentially causing recordings POST to fail on Media Control Platform (MCP).

There is no workaround. The issue can only be prevented by making sure that ICON database responds well. Make sure the database is indexed, purged regularly, the RDBMS is not loaded by other processes, or that the network latency is low. The number of attempts to POST recordings can be increased in MCP configuration in order to lower the probability of recordings failing. Failed POSTs can be recovered subsequently.

ID: **GIR-2186**	Found In: **8.5.010.50**	Fixed In:

Sometimes the `No ICON DB Configuration information found!` message is logged incorrectly in the log files.

ID: **GIR-1808**	Found In: **8.5.010.50**	Fixed In:

The sample configuration file that is shipped with the Recording Processor Script has duplicate options for Web Services SSL certificate validation in the [htcc] section.

Workaround: Move the second `disable_ssl_certificate_validation` option to the [speechminer] section as follows:

`[speechminer]`

over HTTPS (0 == false)
disable_ssl_certificate_validation = 1

| ID: **GIR-1590** | Found In: **8.5.000.21** | Fixed In: **8.5.010.50** |

Recording Processor Script will generate an incorrect error message (that is, No ICON DB Configuration information found!), when processing the recording when only the primary ICON DB is configured.

| ID: **GIR-1539** | Found In: **8.5.001.02** | Fixed In: **8.5.010.50** |

If attached data is added and deleted within a one-second period, the data may be ordered incorrectly, and attached data which should be deleted, may not be deleted.

| ID: **GIR-1508** | Found In: **8.5.001.02** | Fixed In: **8.5.075.71** |

The Recording Processor Script may unexpectedly terminate when removing skills from multiple agents.

| ID: **GIR-735** | Found In: **8.5.000.22** | Fixed In: **8.5.000.25** |

The Recording Processor Script may unexpectedly terminate if an agent login's ID contains non-numeric characters and that agent login is deleted from a Person object.

| ID: **GIR-601** | Found In: **8.5.000.22** | Fixed In: **8.5.000.25** |

If your Genesys Interaction Recording deployment uses an MS SQL ICON database, and non-ASCII characters (0-127) for agent names or metadata, the Recording Processor Script may encounter encoding errors preventing the call from being saved to the SpeechMiner database.

Workaround: Update the Recording Processor Script to a different character set. Please contact Customer Care for additional information. This workaround will avoid the errors, but SpeechMiner might not process the data correctly.

| ID: **GIR-535** | Found In: **8.5.000.20** | Fixed In: **8.5.000.21** |

For certain multi-switch transfer scenarios, where a call gets re-transferred back to a previously used switch, some call segments may not be searchable as part of the same call interaction.

| ID: **GIR-417** | Found In: **8.5.000.22** | Fixed In: **8.5.010.50** |

Recording Processor Script does not support SSL certification validation when connecting to SpeechMiner IIS directly via HTTPS.

| ID: **GIR-408** | Found In: **8.5.000.21** | Fixed In: |

To minimize memory use, the Recording Processor Script may occasionally need to be restarted if operating in an environment where the connection to the Configuration Server is not stable.

ID: **GIR-402**	Found In: **8.5.000.21**	Fixed In:

The Recording Processor Python script can receive metadata from the Media Control Platform (MCP) using SSL (if enabled). The pyOpenSSL package is required to enable SSL between the MCP and Recording Processor. However, certain versions of pyOpenSSL are susceptible to the heartbleed defect in OpenSSL.

Workaround: Genesys recommends using an OpenSSL version that does not contain the heartbleed defect (for example, pyOpenSSl version 0.12).

ID: **GIR-187**	Found In: **8.5.000.20**	Fixed In: **8.5.000.22**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.5

Recording Processor Script Release Notes

You can find links to Release Notes for particular 8.5.5 releases of Recording Processor Script, if available, in the tree menu on the left or in the list of Available Releases.

8.5.500.19

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/06/25	General			X			X

What's New

This release contains the following new features and enhancements:

- This release addresses various security vulnerabilities. (GIR-33852)

Resolved Issues

This release contains the following resolved issues:

RPS now supports installation of third-party packages in offline mode. (GIR-34207)

RPS now uses the configured encoding from the config file to decode the byte objects with both paramaters (encoding and config_server_encoding). (GIR-34166)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.19.

8.5.500.15

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/04/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 9. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems. (GIR-32491)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.15.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.500.14

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/17/24	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An issue that caused high RAM usage while RPS was querying icon records has been fixed. (GIR-33802)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.14.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.500.13

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/28/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Recording Processor Script now uses OpenSSL 3.0.13 (upgraded from OpenSSL 1.1.1) for TLS support. (GIR-33768)

Resolved Issues

This release contains the following resolved issues:

An issue with reading password from secrets by Recording Processor Script has been fixed. The issue was specific to Windows OS. (GIR-33770)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.13.

8.5.500.11

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/10/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 7 with Python3 Recording Processor Script. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Important

- This release (8.5.500.11) is the final version of **Recording Processor Script that supports RHEL 7**. For any questions, contact Genesys Product Support.
- Python 3.11.5 must be compiled with OpenSSL 1.1.1 in RHEL 7.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.500.11.

8.5.500.06

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/27/24	General			X			X

> **Important**
>
> This release of Recording Processor Script is supported only on Windows Server 2019 and Red Hat Enterprise Linux 8.

What's New

This release contains the following new features and enhancements:

- Recording Processor Script has been upgraded from Python 2 to Python 3.11.5. The Python version upgrade also includes a new set of third-party libraries and updates to the existing third-party libraries. (GIR-33024)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

> **Important**
>
> Recording Processor Script Legacy (based on Python 2) has been discontinued as of March 31, 2024.

- RPS now supports OpenSSL 1.1.1. (GIR-33435)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

Check if there is any mismatch in the dbserver host name configured in RPS and CME, and if needed, update the `dbserver_host` name in RPS as per the dbserver hosts in CME (host and domain name must be valid).

Release 8.5.0

Recording Processor Script Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Recording Processor Script, if available, in the tree menu on the left or in the list of Available Releases.

8.5.091.27

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/12/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.
  - Red Hat Enterprise Linux 8
  - Windows Server 2019

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.091.27.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.091.25

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/19/20	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

For call scenarios that are missing After Call Work (ACW) data, you can use the following options to address this issue:

- **check_agent_prev_state**
- **post_acw_delay**

For more information about these options, see GIR Options.

(GIR-29833, GIR-29705)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.091.25.

8.5.091.23

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/20	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

- This version was first released as a Hot Fix on 01/06/2020.

Resolved Issues

This release contains the following resolved issue:

The Recording Processor Script (RPS) now correctly collects After Call Work (ACW) data during call transfers. Previously, during certain call transfer scenarios, the RPS would not collect this data. (GIR-28446)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.091.23.

8.5.087.67

Recording Processor Script Release Notes

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The Recording Processor Script (RPS) supports a new optional parameter, **[config_server].config_server_encoding**, to enable decoding of the multibyte usernames from Configuration Server. This hotfix is required for the following circumstance only:

- Configuration Server is configured for multiple languages (UTF-8).

- Microsoft SQL Server is used for the Genesys Interaction Recording (GIR) ICON database.

- The agent username contains characters encoded as multiple bytes in UTF-8.

Previously, when Configuration Server used UTF-8 encoding, and if a username contained special characters, RPS posted that username incorrectly. This resulted in two usernames being displayed for calls in SpeechMiner. (GIR-20111)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.087.67.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.085.61

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/15/17	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The Local Control Agent (LCA) can now start, stop, and monitor the Recording Processor Script (RPS) application when an encrypted password is used to start the application. (GIR-15450)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.085.61.

8.5.080.69

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/17	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If the **Python Enum** package is installed in the system, running the Recording Processor Script (RPS) no longer returns the error "ImportError: cannot import name NameToEnumElem" due to naming conflicts. (GIR-13468)

The Recording Processor Script (RPS) no longer prints the database password in the error log file when a database error occurs. (GIR-13021)

The **csrfp** option is now set to 0 by default in the Recording Processor Script (RPS) configuration file. (GIR-12789)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.080.69.

8.5.080.07

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/14/17	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Recording Processor Script (RPS) no longer attempts to reconnect to Configuration Server if it has failed to write to the standard output destination. (GIR-12872)

The Recording Processor Script (RPS) now supports an ICON DB column name with uppercase letters. Previously, the Disposition Code was lost during the After Call Work (ACW) state when the ICON DB column name contained uppercase letters and an Oracle database was used. (GIR-12310)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.080.07.

8.5.075.71

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/17	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux version 7.

Resolved Issues

This release contains the following resolved issues:

If attached data is added and deleted within a one-second period, the data might be ordered incorrectly, and any attached data that should be deleted might not be deleted. (GIR-1508)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.075.71.

8.5.070.64

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/17	General			X		X

What's New

This release contains the following new features and enhancements:

- The Recording Processor Script (RPS) now supports specifying a list of ICON database connections in the configuration (more than two). Should any of the connected databases become unavailable, RPS will iterate through the list of databases. Previously, RPS supported only a primary and backup HA database pair.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Resolved Issues

This release contains the following resolved issues:

This release corrects an issue that occurred under a rare race condition: the eventHistory might be missing from the call recording metadata.

If the eventHistory is not available in the ICON database when the call ends, the Recording Processor Script (RPS) will now wait for icon_timeout before doing a POST to Interaction Recording Web Services. Previously, the RPS would not wait for the eventHistory and as soon as the call ended, it would do a POST to RWS, resulting in missing event history. (GIR-10444)

The Recording Processor Script no longer terminates unexpectedly while reconnecting to the DBServer. (GIR-10046)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.070.64.

8.5.065.81

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/16	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Recording Processor Script (RPS) now supports passing passwords via environment variables to avoid storing them as plain text in the configuration file.

Resolved Issues

This release contains the following resolved issues:

The Recording Processor Script (RPS) default configuration file now filters out the WWE attached data. (GIR-8837)

The script that recovers failed recordings from MCP machines no longer throws an error when attempting an HTTPS connection with the Recording Processor Script (RPS) and WebDAV. (GIR-8451)

The Recording Processor Script (RPS) no longer throws an exception if the agent's details contain special characters. (GIR-8159)

The Recording Processor Script (RPS) now works as expected if an Agent Login ID contains a special character within the recording agent information or agent hierarchy.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

For example,

- Single quote character - "'"

- Backslash character - "\"

- Any non-English international alpha characters: for example, â, ö, and so on.

(GIR-8157)

The Recording Processor Script (RPS) is now able to resolve the Agent Login ID correctly if it contains special characters. Previously, if a special character was part of the ID, RPS was unable to map the ID correctly. (GIR-4272)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.065.81.

8.5.060.97

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/24/16	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The script that recovers failed recordings from MCP machines no longer throws an error when attempting an HTTPS connection with RPS and WebDAV. (GIR-8451)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.060.97.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

8.5.060.90

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/16	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The parameter **get_call_segment_partition** is now enabled by default, and the partitions information from the call segment is applied. (GIR-6532)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.060.90.

8.5.050.84

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/16	General			X		X

What's New

This release contains the following new features and enhancements:

- The Recording Processor Script (RPS) now supports the **--id** and **--port** command-line arguments. As a result, the configuration file can be shared by multiple instances of the RPS running on the same machine.

- RPS now includes a recovery script that recovers the scripts from the MCP failed folder, to reprocess the recordings.
  To execute the script use the following command:
  rePost_from_MCP_to_RPandStorage.py <TenantName> <Local Path> [<username>:<password>]

- RPS now uses a standard naming convention for log file names. The names now include the .log suffix and timestamp.

- RPS now supports partitions for interaction segments. RPS searches for a specific key in the media file metadata (for example, partitions=sales) as a way to override the partition(s) information already provided by the interaction level attached GRECORD_PARTITIONS data . The value is evaluated as a comma-delimited list and set as an array of partitions in the segment's media file partitions property. This feature is enabled through the **get_call_segment_partition** under the **Processing** section of the configuration, and is disabled by default.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Recording Processor Script (RPS) now supports the **include_unknown_agents** parameter under

the **Processing** section. When `include_unknown_agents` is set to false, **eventHistory** is excluded from the metadata if the agent is unknown. The default value is **true**.
Note: If an agent participated in the call and was not recorded, the same agent will not be shown in the SpeechMiner interface. (GIR-6119)

RPS now correctly sets agent hierarchy in the metadata when `Person`, `AgentLogin` have the same dbid, and `AgentLogin` is deleted. (GIR-5719)

RPS's default TCP socket timeout limit (`[rp_server] socket_timeout`) is now 10, which is sufficient to work with the Apache Load Balancer and no longer causes a failure on the receiving metadata POST. (GIR-4520)

RPS's default value for `[logfile] log_backup_count` is now 100. (GIR-4469)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.050.84.

8.5.041.00

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/01/16	General	Under Shipping Control		X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When the Local Control Agent (LCA) is manually restarted for a Recording Processor Script (RPS) running on Linux, restarting the RPS will not cause an RPS response of 500 MCP, despite the metadata being processed. Previously, RPS had a 500 MCP response when LCA was restarted.
To prevent this issue, manually restart LCA using the following command: `nohup/etc/init.d/ gctilca start>/dev/null2>&1`. (GIR-4647)

The Recording Processor Script (RPS) scripts no longer consume excess memory when reconnecting to the Configuration Server. It is recommended that you increase the **Media Control Platform (MCP)** `[mpc]recordpostretrybackoff` option value for deployments with a large amount of agents. (GIR-4741)

The Recording Processor Script can now maintain a connection when multiple database server instances are hosted on the same machine. Previously in this scenario, the Recording Processor Script could not maintain a persistent connection. (GIR-3630)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording—Voice Edition

Genesys Products

List of Release Notes

The Recording Processor Script's default TCP socket timeout limit is now `[rp_server]`
`socket_timeout=10`, which is sufficient to work with the Apache Load Balancer and no longer causes
a failure on the receiving metadata POST. (GIR-4520)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.041.00.

8.5.030.87

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/01/16	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Recording Processor Script now supports Red Hat Enterprise Linux AP 64-bit x86 7.

Resolved Issues

This release contains the following resolved issues:

In Linux, the Recording Processor Script can now be started immediately after it is terminated. Previously, 30 seconds was required to start the Recording Processor Script after it stopped. (GIR-4399)

The Recording Processor Script no longer loses the event update, if the Configuration Server Proxy is restarted after the Configuration Server switchover. Agent Login data is now properly loaded. (GIR-4015)

The Recording Processor Script now handles Set-Cookie properly. Set-Cookie no longer causes the HTCC session to not work properly, if NGINX is used as the proxy. (GIR-719)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.030.87.

8.5.030.49

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/15	General	Under Shipping Control		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:

In the Recording Processor's sample configuration, acw_threshold_minutes is now under meta-data. Previously, acw_threshold_minutes was under processing. (GIR-3564)

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

The Recording Processor can now continue to collect attached data when ICON does not contain party information. Previously, the Recording Processor would skip the attached data when ICON did not contain party information. (GIR-3543)

The Recording Processor now supports a configurable socket timeout when accepting MCP POST. (GIR-3368)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.030.49.

8.5.020.76

Recording Processor Script Release Notes

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

What's New

This release contains the following new features and enhancements:

- Recording Processor Script now allows you to save your failed recordings in a different folder with the new **failed_folder_path** parameter.

Resolved Issues

This release contains the following resolved issues:

Recording Processor can now connection to the configuration server using the new **application_name** parameter. Previously, when working in server connection mode, Recording Processor failed to connect to the backup configuration server when the primary configuration server was down. (GIR-3142)

The Recording Processor Script's **backup_failed_metadata** option is now enabled by default. (GIR-3113)

Recording Processor Script now processes MCP posts of the secondary segment when the **call_end_threshold_minutes** parameter is not set to 0. (GIR-2622)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.020.76.

8.5.010.50

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/30/15	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Recording Processor Script now provides the correct URI if it fails to perform a GET function to Web Services. (GIR-1671)

The sample configuration file that is shipped with the Recording Processor Script no longer has duplicate options for Web Services SSL certificate validation in the [htcc] section. (GIR-1590)

Recording Processor Script no longer generates the Required key is missing - endpointtype exception message incorrectly. (GIR-1539)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.50.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.002.01

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/15/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Call stitching now works correctly in multi-switch transfer scenarios. Previously, in certain multi-switch transfer scenarios, when a call was transferred back to a previously used switch for a second time, some call segments were not searchable as part of the same call interaction. (GIR-417, GIR-1698)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.002.01.

8.5.001.02

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/15/15	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Support for a single ICON Database configured to service multiple sites.

Resolved Issues

This release contains the following resolved issues:

Recording Processor Script now starts faster when connecting to a Configuration Server with more than 2000 objects configured. Previously, in this scenario, Recording Processor Script would take up to an hour to start, causing unresponsive hosts. (GIR-1569)

The Recording Processor Script can now filter attached data to handle unique ORS cluster keys with new option `attached_data_filter`. Previously, the default Attached Data filter tried to remove ORS related keys, but the original filter did not catch all of them. (GIR-1506)

When the Recording Processor Script fails to post to Web Services, the error message now contains the incorrect URI. (GIR-1408)

Recording Processor Script now exits with an exception message when unable to acquire a port. Previously in this scenario, the Recording Processor Script would start without warning or error messages, causing confusing behavior. (GIR-1407)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

The Recording Processor Script now generates non-repeating log file names. Previously, a limited number of file names were generated. (GIR-1359)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.001.02.

8.5.000.34

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/30/15	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following correction or modification:

Recording Processor Script now starts faster when connecting to a Configuration Server that has more than 2000 objects configured. Previously in this scenario, Recording Processor Script took up to an hour to start, causing hosts to become unresponsive. (GIR-1496)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.000.32

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/27/15	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This section describes new features that were introduced in this release of Recording Processor Script.

- The Recording Processor can now filter attached data to handle unique ORS cluster key, with the following new option:

Section: filter
Option Name: attached_data_filter
Default Value: ^ORSI:ORS_CLUSTER
Valid Values: A valid regular expression
Takes effect: Upon restart

Specifies how to filter the attached data. For example, the ^ORSI:ORS_CLUSTER value filters out all data keys that start with 'ORSI:ORS_CLUSTER'.

- Recording Processor can now determine the number of additional log files saved, with the following option:

Section: logfile
Option Name: log_backup_count
Default Value: 5
Valid Values: Any integer
Takes effect: Upon restart

Specifies the additional number of log files to keep. If set to 0, no additional log files are saved.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

Corrections and Modifications

This release contains the following corrections and modifications:

The Recording Processor script now creates a Log folder for the default log files upon installation. (GIR-444)

If the Recording Process starts when Web Services is down, the Recording Processor does not startup if read_cc is enabled. (GIR-1289)

8.5.000.31

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/16/15	General	Under Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Recording Processor Script.

- Support for the After Call Work agent state.

Corrections and Modifications

This release has the following correction and modification:

The Recording Processor Script now captures attached data saved in ICON database with the change type(1).

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.000.28

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/21/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

Corrections and Modifications

This release contains the following correction and modification:

The Recording Process performance has been improved to work with a large number of agent logins. (GIR-973)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.000.25

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/03/14	General	Shipping Control				X		X

New in This Release

This release is under shipping control. This release contains the following new features:

- Support for Microsoft Windows 2012.

- Support for an Oracle ICON database.

Corrections and Modifications

This release also includes the following correction or modification:

Recording Processor Script has improved its stability in response to Management Framework updates. (GIR-762, GIR-735, GIR-601)

Helpful Links

Releases Info

- List of 8.5.x Releases

- 8.5.x Known Issues

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.000.22

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/18/14	General	Shipping Control				X		X

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Recording Processor Script.

- Support is added for the Web Services Cross-Site Request Forgery (CSRF) Protection feature.

Corrections and Modifications

There are no corrections or modifications for this release.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.000.21

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/01/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release contains no new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

Recording Processor Script has been updated to deal with multiple DBServers correctly. (GIR-593, GIR-611, GIR-670, GIR-634)

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

If your Genesys Interaction Recording deployment uses an MS SQL ICON database, and also uses non-ASCII characters (0-127) for agent names or metadata, the Recording Processor Script no longer encounters encoding errors. Previously in this scenario, the encoding errors would prevent the call from being saved to the SpeechMiner database.

8.5.000.20

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/06/14	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

- This hot fix was released to synchronize with the hot fix versions of Recording Crypto Server, and Recording Plug-in for GAX components.

Corrections and Modifications

There are no corrections or modifications for this release.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes

8.5.000.17

Recording Processor Script Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/13/14	General	Shipping Control				X		X

New in This Release

This release is under shipping control. This release is under shipping control. This section describes new features that were introduced in this release of Recording Processor Script.

- Support for the Genesys Interaction Recording 8.5.1 solution.

Corrections and Modifications

There are no corrections or modifications for this release.

Helpful Links

Releases Info

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

Product Documentation

Genesys Interaction Recording

Genesys Products

List of Release Notes