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Recording Processor Script

8.5.041.00

5/10/2025

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

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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:

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)

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.

Product Documentation

[Genesys Interaction Recording—Voice Edition](#)

Genesys Products

[List of Release Notes](#)