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Web Services and Applications

Web Services and Applications 8.5.x Release Note

12/19/2025

Web Services and Applications 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Web Services and Applications. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

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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 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.203.05	11/22/23	General			X		
8.5.203.03	06/30/23	General			X		
8.5.203.02	05/26/23	Hot Fix			X		
8.5.203.01	04/04/23	Hot Fix			X		
8.5.202.99	12/22/22	Hot Fix			X		
8.5.202.97	11/21/22	Hot Fix			X		
8.5.202.96	05/16/22	Update			X		
8.5.202.94	12/22/21	Hot Fix			X		
8.5.202.93	11/15/21	Hot Fix			X		
8.5.202.92	11/03/21	Hot Fix			X		
8.5.202.91	10/20/21	Hot Fix			X		
8.5.202.90	09/21/21	Hot Fix			X		
8.5.202.89	08/12/21	Hot Fix			X		
8.5.202.88	06/09/21	Hot Fix			X		
8.5.202.87	04/09/21	General			X		
8.5.202.86	03/19/21	General			X		
8.5.202.85	01/15/21	Hot Fix			X		
8.5.202.84	11/30/20	Hot Fix			X		
8.5.202.81	09/17/20	General			X		
8.5.202.79	06/16/20	Hot Fix			X		
8.5.202.77	04/27/20	General			X		
8.5.202.71	01/29/20	General			X		
8.5.202.69	12/18/19	General			X		
8.5.202.68	10/11/19	Hot Fix			X		
8.5.202.67	09/25/19	Hot Fix			X		
8.5.202.66	08/19/19	Hot Fix			X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.202.65	08/07/19	Hot Fix			X		
8.5.202.64	07/26/19	Hot Fix			X		
8.5.202.63	06/05/19	Hot Fix			X		
8.5.202.61	05/08/19	Hot Fix			X		
8.5.202.59	04/24/19	Hot Fix			X		
8.5.202.58	02/20/19	Hot Fix			X		
8.5.202.57	01/25/19	Hot Fix			X		
8.5.202.56	12/14/18	Hot Fix			X		
8.5.202.54	11/16/18	General			X		
8.5.202.45	07/06/18	Hot Fix			X		
8.5.202.42	06/01/18	Hot Fix			X		
8.5.202.40	05/22/18	General			X		
8.5.202.34	04/27/18	General			X		
8.5.202.27	03/21/18	Hot Fix			X		
8.5.202.24	03/06/18	Hot Fix			X		
8.5.202.23	02/23/18	General			X		
8.5.202.19	01/26/18	Hot Fix			X		
8.5.202.04	11/30/17	General			X		
8.5.201.92	09/15/17	General			X		
8.5.201.85	07/20/17	Hot Fix			X		
8.5.201.84	07/14/17	General			X		
8.5.201.81	06/08/17	Hot Fix			X		
8.5.201.76	05/19/17	General			X		
8.5.201.68	03/24/17	General			X		
8.5.201.61	01/27/17	General			X		
8.5.201.50	11/04/16	General			X		
8.5.201.46	10/14/16	Hot Fix			X		
8.5.201.41	09/30/16	General			X		
8.5.201.29	06/10/16	General	Under Shipping Control		X		
8.5.201.18	03/25/16	General	Under Shipping Control		X		
8.5.201.09	03/04/16	General	Under Shipping Control		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 [Web Services and Applications](#) 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*.

Screen and Call Recording functionality is no longer part of Web Services and Applications. To use this functionality, please deploy Genesys Interaction Recording (GIR) in a separate Cassandra keyspace.

The Dashboard is no longer available in Workspace Web Edition. It was removed in 8.5.201.61.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Web Services and Applications, 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 Web Services and Applications, see the following documentation:

- The documentation related to this software is available from the [Web Services and Applications](#) page.
 - The [Web Services and Applications Deployment Guide](#) provides deployment and configuration details for Web Services, Workspace Web Edition, and Gplus Adapter for Salesforce.
 - The [Web Services and Applications Configuration Guide](#) gives you the information that you need to configure Workspace Web Edition and Gplus Adapter for Salesforce.
 - The [Web Services API Reference](#) covers all the resources and methods available through the Web Services API.
 - The [Workspace Web Edition Help](#) gives you the information that you need to use the Workspace Web Edition agent desktop application.
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- The *Workspace Web Edition Developer's Guide and API Reference* gives you the information that you need to customize Workspace Web Edition and work with its APIs.
- The *Gplus Adapter User Guide* gives you information that you need to use Gplus Adapter for Salesforce.
- The *Web Services and Applications* 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 Web Services and Applications components.

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