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Genesys Multicloud CX Release Notes

Screen Recording Service Release Notes

9/5/2025

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Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.


RSS:

- For cloud
- For private edition

Important

The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure				
January 5, 2024				Support for partitioned cookies.	8.5.371.30
October 19, 2023				Resolved issue.	8.5.371.21
September 27, 2023				Resolved issue.	8.5.371.19
April 13, 2023				Resolved issue.	8.5.371.15
May 7, 2022				Support for Windows Server 2019	8.5.371.13
November 16, 2021				Security improvements.	8.5.370.99

Available	Genesys CX on		Private edition	Highlights	Release
July 7, 2021				Compatibility and performance improvements.	8.5.370.95

January 05, 2024  

What's New

- A new configuration parameter, *partitionedCookies*, is added to Screen Recording Service. This parameter adds partitioned cookie to support the upcoming updates to Google Chrome browser related to sharing of third-party cookies. The following options are supported:
 - **0** – disabled (never add the Partitioned cookie attribute)
 - **1** – enabled (always add the Partitioned cookie attribute)
 - **2** – auto (enable the Partitioned cookie attribute conditionally when Chromium version requires it; this is the default)
 - If Chrome/Edge version is 118 or higher, *partitionedCookies* will be enabled.
 - If Chrome/Edge version is lower than 118, *partitionedCookies* will be disabled.
 - For Firefox, *partitionedCookies* will be enabled for all versions. (GIR-33082)

October 19, 2023  



Resolved Issues

- SRS will no longer load the **uuid.dll** Dynamic Link Library file. (GIR-32494)

September 27, 2023  


Resolved Issues

- Setting the *grayScale* parameter in *screen-recording-client* to *true* records the screen in gray scale instead of color. Previously, the *grayScale* parameter was not working as expected. (GIR-32945)

April 13, 2023  

Resolved Issues

- This release includes additional error handling to address an issue in parsing the Japanese output of the *netstat* command. Previously, there was an issue when the SR Service parsed the output from the *netstat* command if the language of the host windows machine was set to Japanese. (GIR-32405)

May 07, 2022  

What's New

- Screen Recording Service now supports Windows Server 2019.
- Screen Recording Service now supports the new Access-Control-Allow-Private-Network header required by the Google Chrome Private Network Access (PNA) Cross-Origin Resource Sharing (CORS) policy. (GIR-31869)

November 16, 2021  

What's New

- This release includes security improvements.
- As of Jan 13, 2022, Screen Recording Service is available for Genesys Multicloud CX on Azure.

July 07, 2021 

What's New

- This release includes compatibility and performance improvements.

Important

This version was originally released on June 10, 2021.

Prior Releases

For information about prior releases, see [Screen Recording Service](#).