Genesys Multicloud CX Release Notes

Authentication, Login, and SSO Release Notes

5/24/2026

Contents

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

Related documentation:
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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.

Service	Available	Genesys CX on		Private edition	Highlights	Release
	AWS	Azure				
Authentication Service	May 19, 2026				Contains new Genesys Authentication Service (gauth-service-authentication), Spring Security modernization, SAML 2.0 upgrade, resolved issue and security fixes.	100.0.001.0193

Service	Available	Genesys CX on		Private edition	Highlights	Release
Authentication Service	June 3, 2024				Security updates and resolved issues.	100.0.014.4304
Authentication Service	December 18, 2023				Security improvements.	100.0.013.4252
Authentication Service	December 5, 2022	aws	Azure		Security updates and resolved issues.	100.0.012.3950
Authentication Service	August 29, 2022	aws			Compatibility and performance improvements.	100.0.010.3859
Authentication Service	June 29, 2022		Azure		Compatibility and performance improvements.	100.0.009.3776
Authentication Service	June 23, 2022	aws			Compatibility and performance improvements.	100.0.008.3732
Authentication Service	May 4, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for Genesys Multicloud CX private	100.0.007.3692

Service	Available	Genesys CX on		Private edition	Highlights	Release
					edition deployments on Azure Kubernetes Service (AKS). Support for PostgreSQL 12.x and Redis 6.x.	
Authentication Service	March 30, 2022	aws	Azure		Support for Polish language.	100.0.006.3638
Authentication Service	December 3, 2021	aws			Support for multiple x509 certificates per tenant.	100.0.004.3562
Authentication Service	October 4, 2021				• Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. • Updated versioning scheme. • Support for deploying all private edition services in a single namespace.	100.0.002.3491

Service	Available	Genesys CX on		Private edition	Highlights	Release
Authentication Service	September 9, 2021	aws	Azure	🏢	• Support for arbitrary UIDs in private edition deployments on OpenShift. • Support for Red Hat OpenJDK 11 and authenticated database connections.	100.0.001.00
Authentication API	June 30, 2021			🏢	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.70
Authentication Service	April 19, 2021	aws	Azure	🏢	• Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift. • Support for Identity Provider-	9.0.000.70

Service	Available	Genesys CX on	Private edition	Highlights	Release
				initiated (IdP-initiated) login.	
Authentication Service	March 31, 2021	Azure		Support for Genesys Engage cloud on Azure	9.0.000.68
Authentication API	March 31, 2021	Azure		Support for Genesys Engage cloud on Azure	9.0.000.68
CCE Auth	March 31, 2021	Azure		Support for Genesys Engage cloud on Azure	9.0.000.03

Authentication Service: May 19, 2026

- 100.0.001.0193 available May 19, 2026
- Helm charts and containers

What's New

- Added new service names gauth-service-authentication as a replacement for the legacy gauth-core. Following are the major changes introduced as part of gauth-service-authentication.

  - OAuth2 implementation is migrated to Spring Security 6.4.x OAuth2 modules from deprecated Spring Security OAuth2 (2.5.2.RELEASE).

  - Upgrade SAML 2.0 to Spring Security built-in SAML2 Service Provider replacing deprecated Spring Security SAML (1.0.10.RELEASE)

  - Resolved multiple Spring framework security vulnerabilities. (AUTH-2273)

- Deployment and **cutover** of new auth-service-authentication.
  More info: https://all.docs-qa.genesys.com/Draft:AUTH/Current/AuthPEGuide/
  Deploy#Genesys_Service_Authentication_Cut_Over_Guide">https://all.docs-qa.genesys.com/Draft:AUTH/Current/AuthPEGuide/
  Deploy#Genesys_Service_Authentication_Cut_Over_Guide">https://all.docs-qa.genesys.com/Draft:AUTH/Current/AuthPEGuide/
  Deploy#Genesys_Service_Authentication_Cut_Over_Guide">https://all.docs-qa.genesys.com/Draft:AUTH/Current/AuthPEGuide/
  Deploy#Genesys_Service_Authentication_Cut_Over_Guide

Security Fixes

- In GAuth Env Service, upgraded Spring Boot to 3.5.12, Gradle to 7.6.4, and Netty to 4.1.132 to address security vulnerabilities and dependency updates. (GAPI-39778)

Known Issues

- The new gauth-service-authentication **100.0.001.0193** does not currently support JWT access token format

Authentication Service: June 03, 2024

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  100.0.014.4304 available June 03, 2024

- Helm charts and containers

Resolved Issues

- Fixed issue with cleanup indices, which caused memory leak in Redis. (AUTH-1787)

- Addressed security issues.

- Redis 7.2 is supported without TLS and ACL.

Authentication Service: December 18, 2023

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  100.0.013.4252 available December 18, 2023

- Helm charts and containers

What's New

- This release includes multiple security updates for system and application libraries, and modules. (AUTH-1789, AUTH-1791, AUTH-1811)

- Supports topology spread constraints from Kubernetes. For more details, see . (AUTH-1779)

- GAuth UI supports the **Partition** flag for HTTP Cookies. (AUTH-1778)

- GAuth now supports distribution of read and authentication requests across multiple Configuration Servers. (AUTH-1744)

Authentication Service: December 05, 2022

- 100.0.012.3950 available January 05, 2023
- Helm charts and containers

What's New

- This release includes multiple security updates for system and application libraries, and modules. (AUTH-1601)

Resolved Issues

- Fixed a defect in Authentication service to better handle the Configuration Server objects which consists of large number of items. (AUTH-1579)

Authentication Service: August 29, 2022

- 100.0.010.3859 available September 27, 2022
- Helm charts and containers

What's New

- This release includes compatibility and performance improvements.
- Genesys Authentication now displays specific graphics on the log in screen when invoked by the upcoming App Studio application. (AUTH-1366)

Authentication Service: June 29, 2022

- 100.0.009.3776 available July 29, 2022
- Helm charts and containers

What's New

- This release includes compatibility and performance improvements.

For private edition

- To upgrade from version 100.0.007.3692, you must first prepare the PostgreSQL database.
  More info:

Authentication Service: June 23, 2022 aws

What's New

- This release includes compatibility and performance improvements.

Authentication Service: May 04, 2022

- 100.0.007.3692 available May 04, 2022

- Helm charts and containers

For private edition

- As of July 13, 2022, Authentication Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys. This includes General Availability of the Authentication API packaged with the service.

- To enhance container security, Authentication Service container images are now built on Red Hat Universal Base Image 8 (UBI8). (AUTH-832)

- Genesys Authentication now uses annotations for Prometheus to discover metrics endpoints. (AUTH-1285)
  More info:

- Genesys Authentication now supports PostgreSQL 12.x and Redis 6.x. (AUTH-1036)
  More info:

- Authentication Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3602)

Authentication Service: March 30, 2022 aws ▲ Azure

What's New

- The login page for Genesys Multicloud CX applications now supports the Polish language. (AUTH-1313)

Resolved Issues

- Authentication Service sign-out functionality now invalidates the authentication token on all service nodes. Previously, you could access the API for a period of time after session log out. (AUTH-1202)

Authentication Service: December 03, 2021 aws

What's New

- Authentication Service now uses Identity Provider (IdP) settings to verify the maximum session age and does not attempt to calculate the maximum age. Previously, you had to send a request to your Genesys representative to configure the maximum session time. (AUTH-1082)

- Authentication Service now supports multiple x509 certificates per tenant. These certificates are used for integrations with Authentication services through the OAuth 2.0 Assertion Grant. (AUTH-1019)

- This release includes accessibility improvements that follow the Web Content Accessibility Guidelines (WCAG) 2.1 standards.

Authentication Service: October 04, 2021

- 100.0.002.3491 available October 04, 2021

- Helm charts and containers

Resolved Issues

- Genesys Authentication now includes a build number as the last portion of the version string. (AUTH-1090)

For private edition

- As of October 29, 2021, Authentication Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1953)

- Support for deploying the Genesys Authentication service in a single namespace with other private edition services has been validated. No code changes were required to enable this alternative deployment scenario.

Authentication Service: September 09, 2021 aws Azure

- 100.0.001.00 available September 07, 2021

- Helm charts and containers

What's New

- Authentication Service now supports Red Hat OpenJDK 11. (AUTH-833)

- Authentication Service supports multiple Identity Provider (IdP) configurations within the same regional deployment for the tenant. This feature is available for select customers as part of the Early Adopter Program. Contact your Genesys representative for more information. (AUTH-765)

- Authentication Service supports authenticated connections to the PostgreSQL and Redis databases it uses. (AUTH-465)

For private edition

- Genesys Authentication now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.

  - The Dockerfile has been modified to specify container and file ownership as `user=500` (genesys) and `group=0` (root).

  - The securityContext settings exposed in the default **values_gauth.yaml** file specify the user and group IDs for the genesys user (`500:500:500`). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .

  - Genesys Authentication is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the genesys user (500). Genesys now expects OpenShift to use arbitrary UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed Genesys Authentication using the **genesys-restricted** SCC, Genesys recommends that you redeploy Genesys Authentication so that you use arbitrary UIDs. (AUTH-1011)

Authentication API: June 30, 2021

- 9.0.000.70 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, Authentication API is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (AUTH-724)
  More info:

Authentication Service: April 19, 2021

- 9.0.000.70 available June 30, 2021

- Helm charts and containers

What's New

- Authentication Service now supports Identity Provider-initiated (IdP-initiated) login using the SAML Single Sign-on integration. When a user is logged in to their external IdP, they can click a link and directly log in to a Genesys Multicloud CX application. (AUTH-469)
  More info:

- The login page for Genesys Multicloud CX applications now always displays the Tenant field. Users must enter a tenant if their username is not an email address or is an email address that is not associated with a single Genesys Multicloud CX tenant. (AUTH-440)
  More info:

- Authentication Service now accepts a configurable maximum age for a SAML assertion. The default remains 2 hours. Contact your Genesys representative to request a change to the maximum SAML assertion age configuration. (AUTH-424)
  More info:

- Authentication Service now supports enforceAuthN in SAML authentication requests. When enabled, Authentication Service sends an attribute to the IdP that tells it to re-authenticate the user, regardless of their previous state. Contact your Genesys representative to enable this feature. (AUTH-423)
  More info:

For private edition

- Starting with this release, Authentication Service is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (AUTH-724)
  More info:

Authentication Service: March 31, 2021 Azure

What's New

- Starting with this release, Authentication Service is available in Genesys Engage cloud on Azure.

Authentication API: March 31, 2021 Azure

What's New

- Starting with this release, Authentication API is available in Genesys Engage cloud on Azure.

CCE Auth: March 31, 2021 Azure

What's New

- Starting with this release, CCE Auth is available in Genesys Engage cloud on Azure.

Prior Releases

For information about prior releases of Authentication Service, click here: Authentication Service

For information about prior releases of Authentication API, click here: Authentication API