

GENESYS

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Genesys Multicloud CX Release Notes

Genesys Web Services and Applications Release Notes

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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.

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.

Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure				
June 17, 2025			출]	Contains Consul-less Deployment, Security updates and resolved issues.	9.0.003.35
October 25, 2024			э	Updates to third-party dependencies.	9.0.003.32
May 31, 2024			<u>취</u>	This release includes resolved issues to Genesys Web	9.0.003.29

Available	e Genesy	s CX on	Private edition	Highlights	Release
				Services and Applications.	
April 26, 2024			<u>취</u>	Security updates.	9.0.003.28
December 22, 2023	r		희	Security updates.	9.0.003.27
May 25, 2023			ᆁ	Updates to the container base image and resolved issues.	9.0.003.25
Septembe 29, 2022	er		ᆁ	Supports changes in the gws-ui-workspace container for Agent Workspace.	9.0.003.20
August 25, 2022			<u>귀</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Fix for connections to GWS UCS Service.	9.0.003.19
July 28, 2022			ᆁ	Supports changes in the gws-ui-workspace container for	9.0.003.18

Available	Genesy	s CX on	Private edition	Highlights	Release
				Agent Workspace.	
July 7, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Helm chart enhancements.	9.0.003.15
April 13, 2022			희	Support for secure connections for mixed mode deployments.	9.0.003.11
April 7, 2022			<u> -</u>	Support for secure connections for third-party dependencies.	9.0.003.10
March 21, 2022			희	Elasticsearch 7.17+ is required.	9.0.003.07
February 1, 2022			<u>취</u>	Support for deploying all private edition services in a single namespace.	9.0.003.01

Available	Genesys CX on	Private edition	Highlights	Release
November 16, 2021		희	Important security improvements.	9.0.002.99
September 17, 2021		<u>इं</u>	 Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments on OpenShift. 	9.0.002.98
June 30, 2021		<u>취</u>	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.002.88



9.0.003.35 available June 17, 2025

· Helm charts and containers

What's New

 Web Services and Applications Deployment Manifests component supports Consul-less deployments starting from the version 9.0.000.59 (Helm chart: gws-services:2.0.2) or newer. (GAPI-39275) More info: #mintydocs_link must be called from a MintyDocs-enabled page (RN/GenesysWeb Services and Applications/9.0.003.35).

Security Fixes

This release includes multiple security updates for system and application libraries, and modules (GAPI-39193,GAPI-39170)

Resolved Issues

- Previously, Agents couldn't log in a voice channel in WWE if SIP Cluster configuration had a typo in the list of SIP Cluster nodes.
 Now, GWS filters out wrong SIP Cluster Nodes and allows Agents to log in the voice channel. (GAPI-38296)
- GWS Workspace service now does not drop agent session, when it receives 5xx error (instead of 401/403) from GAuth service while attempting to refresh token. (GAPI-39296)
- GWS Interaction service now recovers agent session properly after its restart. (GAPI-39292)



9.0.003.32 available October 17, 2024

· Helm charts and containers

What's New

- Genesys Web Services and Application support Elasticsearch 7.17+ and 8.8+ now. In case of ES 8, an additional configuration option must be set for GWS Datacollector service: GWS_DATACOLLECTOR_elasticsearch_connection_es8compatibilityMode=true . (GAPI-38855)
- Genesys Web Service and Application now supports Redis 7.2. To use Redis ACL, a new configuration option was introduced to specify account name: GWS REDIS USERNAME (GAPI-38200)

Security Fixes

- This release includes multiple security updates for system and application libraries, and modules (SpringBoot 3.3, SpringFramework 6.1 and Jetty 12). (GAPI-37646)
- Genesys Web Services and Applications (GWS) contain security enhancements introduced by SpringSecurity 6 and CometD 8
 which imposes some restrictions and compatibility issues to APIs clients. Genesys strongly recommends to upgrade CXContact
 along with GWS to maintain security and cross-service compatibility. If CXContact cannot be upgraded for some reasons, GWS
 provides a backward compatibility mode with downgraded security to support old clients (like CXContact). To enable backward
 compatibility mode, the following environment variable should be set for all GWS services:
 GWS SECURITY DISABLE SESSION VALIDATION=true. (GAPI-39007)

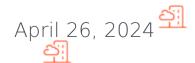


9.0.003.29 available May 31, 2024

· Helm charts and containers

Resolved Issues

The memory leak issue is fixed in 9.0.000.85.1257 for Voice service and 9.0.000.62.1836 for IXN. (GAPI-38558)



9.0.003.28 available April 26, 2024

Helm charts and containers

What's New

• This release includes multiple security updates for system and application libraries, and modules.



9.0.003.27 available December 22, 2023

· Helm charts and containers

What's New

- This release includes multiple security updates for system and application libraries, and modules. (GAPI-37217, GAPI-37966, GAPI-38060, GAPI-38122)
- Supports topology spread constraints from Kubernetes. (GAPI-37945)
 More info:
- Agent Setup and Workspace Web Edition are no longer delivered in GWS package. (GAPI-37930)
- GWS Helm Chart has been redesigned to replace gws-system-nginx container by Nginx ingress controller annotations. (GAPI-36867)
 More info:



9.0.003.25 available May 25, 2023

· Helm charts and containers

Resolved Issues

- The GWS Workspace service now tries to rejoin the Chat session multiple times (up to 5 attempts with 10s delay between each
 attempt). Previously, the GWS Workspace service didn't try to rejoin the chat session in case of **No such session** error from Chat
 Server. (GAPI-37294)
- API clients are now cleaned up and unregistered from Interaction Server after they got inactive and disconnected by timeout. (GAPI-35068)
- The Provisioning API's bulk import now supports a dedicated **Use WebRTC** column to control corresponding settings for each Agent. (GAPI-32066)
- Agents can now view all chats in applications that rely on Workspace API including Workspace Web Agent Desktop or custom
 applications. Previously, agents could not view some chat messages due to incorrect delivery of events from Interaction
 Server. (GAPI-36444)

Known Issues

Agents might not be able to login to all digital media channels (chat, email, workitem, and so on.) in Interaction Server, when GWS Interaction Service is connected to multiple Interaction Servers through the Interaction Server Proxy or the cluster of Interaction Server Proxies. This scenario is common when separate Interaction Servers are deployed for different media channels. Workaround: Set the Stat Server option https://docs.genesys.com/Documentation/Options/Current/RTME/Stat_Server-statserver#suppress-agent-status-updates-for-ixn-server">https://docs.genesys.com/Documentation/Options/Current/RTME/Stat_Server-statserver#suppress-agent-status-updates-for-ixn-server">suppress-agent-status-updates-for-ixn-server to true for all Stat Servers (both reporting and routing). This will prevent Stat Server from triggering the distribution of the EventCurrentAgentStatus event by Interaction Servers after an agent is logged in. Before applying the workaround, ensure that there are no custom applications using this event. Note that this event is not used by any Genesys application. (GAPI-37462)

For private edition

- Updated the third-party dependencies as part of an ongoing security best practice. (GAPI-37347)
- Workspace Web Edition now uploads attachments with the MSG file extension for emails. To configure this feature, set the value of the file-type.extension-definition.cfb option to doc,docx,ppt,pptx,xls,xlsx,msg and ensure that the value msg is included in the list of allowed file extensions in the attachment.restrict-to-file-types option, both in the workspace-service section. (GAPI-37300)
- Improved delivering of unsolicited events from Interaction Server. Previously, some events might not be delivered to Digital Channels by Interaction Server, which would prevent proper chat termination. (GAPI-36904)

September 29, 2022 🗐

9.0.003.20 available September 29, 2022

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For private edition

• This release supports changes in the **gws-ui-workspace** container for Agent Workspace. More info:



· Helm charts and containers

For private edition

- Requests to the GWS UCS Service are now routed correctly in Mixed Mode deployments. (GAPI-35600)
- This release includes third-party dependency updates to maintain security and reliability.
- · Genesys Web Services and Applications supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3607)

· Helm charts and containers

For private edition

• This release supports changes in the **gws-ui-workspace** container for Agent Workspace. More info:



9.0.003.15 available July 07, 2022

· Helm charts and containers

For private edition

- As of July 13, 2022, Genesys Web Services and Applications is Generally Available for deployment in Genesys Multicloud CX
 private edition on the officially supported by Genesys. This includes General Availability of all APIs packaged with the service.
- Enhanced flexibility of the gws-services Helm chart parameters for connections with Genesys Authentication. (GAPI-34963)
 More info:
- Web Services and Applications now uses annotations instead of Custom Resource Definitions (CRDs) for metrics scraping. The gws-monitoring Helm chart, which creates the CRDs, will be removed from Web Services and Applications in a future release. (GAPI-33420)
- This release includes third-party dependency updates to maintain security and reliability.



9.0.003.11 available April 13, 2022

· Helm charts and containers

For private edition

Secure connections are now supported from containerized Genesys Web Services and Applications to non-containerized
Configuration Server, Interaction Server, SIP Server/T-Server, Universal Contact Server, Real-Time Metrics Engine (Stat Server),
Chat Server, and Outbound Contact Server. As part of this feature, Genesys Web Services and Applications includes two new
services: GWS UCS Service and GWS Chat Service. (GAPI-23935)
 More info:



9.0.003.10 available April 07, 2022

· Helm charts and containers

For private edition

 Secure connections with optional authentication are now supported from containerized Genesys Web Services and Applications to PostgreSQL, Redis, and Elasticsearch. (GAPI-30907 and GAPI-33057)
 More info:



9.0.003.07 available March 21, 2022

· Helm charts and containers

For private edition

• Genesys Web Services and Applications now requires Elasticsearch 7.17+. You must upgrade your Elasticsearch clusters to version 7.17+ before upgrading to this release.



9.0.003.01 available February 01, 2022

· Helm charts and containers

For private edition

- Support for deploying Genesys Web Services and Applications in a single namespace with other private edition services has been
 implemented. No configuration changes are required to enable this alternative deployment scenario, but you must disable
 internal ingress to avoid roundtrip traffic outside the single namespace. To disable internal ingress, set
 entryPoints.internal.ingress.enabled to false. (GAPI-30852)
 More info:
- To enhance container security, Genesys Web Services and Applications container images are now built on Red Hat Universal Base Image 8 (UBI8). (GAPI-28354)

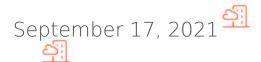


9.0.002.99 available November 16, 2021

· Helm charts and containers

For private edition

· This release includes important security upgrades made to third-party software. (GAPI-30693)



9.0.002.98 available September 17, 2021

· Helm charts and containers

For private edition

- · Genesys Web Services and Applications now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.
 - The securityContext settings exposed in the default **values.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 Web Services and Applications 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 Web Services and Applications using the genesys-restricted SCC, Genesys recommends that you redeploy Genesys Web Services and Applications so that you use arbitrary UIDs. (GAPI-30097)
- As of October 29, 2021, Genesys Web Services and Applications supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1958)



9.0.002.88 available June 30, 2021

· Helm charts and containers

For private edition

Starting with this release, Genesys Web Services and Applications 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. (GAPI-26709)
 More info: