Genesys Multicloud CX Release Notes

Genesys Web Services and Applications Release Notes

9/6/2025

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.

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

Available	Genesys CX on	Private edition	Highlights	Release
			Services and Applications.	
April 26, 2024			Security updates.	9.0.003.28
December 22, 2023			Security updates.	9.0.003.27
May 25, 2023			Updates to the container base image and resolved issues.	9.0.003.25
September 29, 2022			Supports changes in the **gws-ui-workspace** container for Agent Workspace.	9.0.003.20
August 25, 2022			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			Supports changes in the **gws-ui-workspace** container for	9.0.003.18

Available	Genesys 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			Support for secure connections for mixed mode deployments.	9.0.003.11
April 7, 2022			Support for secure connections for third-party dependencies.	9.0.003.10
March 21, 2022			Elasticsearch 7.17+ is required.	9.0.003.07
February 1, 2022			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			Important security improvements.	9.0.002.99
September 17, 2021			• 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			Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.002.88

June 17, 2025

- 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)

October 25, 2024

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	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)

May 31, 2024

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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)

April 26, 2024

- 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.

December 22, 2023

- 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:

May 25, 2023

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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

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  9.0.003.20 available September 29, 2022

- Helm charts and containers

For private edition

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

August 25, 2022

- 9.0.003.19 available August 25, 2022

- 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)

July 28, 2022

- 9.0.003.18 available July 28, 2022

- Helm charts and containers

For private edition

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

July 07, 2022

- 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.

April 13, 2022

- 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:

April 07, 2022

- 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:

March 21, 2022

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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.

February 01, 2022

- 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)

November 16, 2021

- 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)

September 17, 2021

- 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)

June 30, 2021

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       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: