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Genesys Multicloud CX Release Notes

Genesys Web Services and Applications Release Notes

3/20/2023

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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			
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	9.0.003.19

Available	Genesys CX on		Private edition	Highlights	Release
				<p>Service (AKS).</p> <p>Fix for connections to GWS UCS Service.</p>	
July 28, 2022				Supports changes in the gws-ui-workspace container for Agent Workspace.	9.0.003.18
July 7, 2022				<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.</p> <p>Helm chart enhancements.</p>	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

Available	Genesys CX on	Private edition	Highlights	Release
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
November 16, 2021			Important security improvements.	9.0.002.99
September 17, 2021			<ul style="list-style-type: none"> • 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

September 29, 2022 



- 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 



- 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 



- 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: