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Genesys Multicloud CX Release Notes

Web Services and Applications Release Notes

12/5/2021

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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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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.

| First availability | Released for | Highlights | Release number |
|--------------------|---|---|----------------|
| 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 |

November 16, 2021

9.0.002.99 available November 16, 2021

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

For private edition

- 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 [Configure Genesys Web Services and Applications](#).
 - 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 Web Services and Applications using the **genesys-restricted** SCC, Genesys recommends that you redeploy 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

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:** [Web Services and Applications Private Edition Guide](#)