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Genesys Multicloud CX Release Notes

Genesys Softphone

5/11/2026

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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.

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					
Genesys Softphone	April 9, 2026				Improvement	9.0.105.00
Genesys Softphone VDI Adapter	April 9, 2026				Improvement	9.0.105.00
Genesys Softphone	October 16, 2025				This release includes resolved issues to Genesys Softphone.	9.0.104.01
Genesys Softphone VDI	October 16, 2025				Improvement	9.0.104.01

Service	Available	Genesys CX on		Private edition	Highlights	Release
Adapter						
Genesys Softphone	December 19, 2024				Improvements to port binding.	9.0.103.00
Genesys Softphone VDI Adapter	December 19, 2024				Improvements to port binding.	9.0.103.00
Genesys Softphone	September 26, 2024				This release includes resolved issues to Genesys Softphone.	9.0.102.02
Genesys Softphone VDI Adapter	September 26, 2024				This release includes resolved issues to Genesys Softphone VDI Adapter.	9.0.102.02
Genesys Softphone	August 6, 2024				Resolved issues.	9.0.101.07
Genesys Softphone	June 27, 2024				Improvements	9.0.101.03
Genesys Softphone VDI Adapter	June 27, 2024				Improvements	9.0.101.03
Genesys Softphone VDI	April 11, 2024				Support for TLS v1.3, and	9.0.100.06

Service	Available	Genesys CX on		Private edition	Highlights	Release
Adapter					few other improvements.	
Genesys Softphone	April 11, 2024				Support for MacOS 14 (Sonoma), TLS v1.3, and few other improvements.	9.0.100.06
Genesys Softphone VDI Adapter	December 21, 2023				Improved IP handling	9.0.027.02
Genesys Softphone	December 21, 2023				Installer supports updating Softphone and improved IP handling	9.0.027.02
Genesys Softphone	November 23, 2023				This release leverages the support by Chrome and Edge (Chromium) of the new cookie attribute Partitioned which allows limited cookie sharing across domains.	9.0.026.05
Genesys Softphone VDI	September 28, 2023				Support on Citrix Virtual	9.0.026.03

Service	Available	Genesys CX on		Private edition	Highlights	Release
Adapter					Applications and Desktops LTSR 2203.	
Genesys Softphone	September 28, 2023				Support on Citrix Virtual Applications and Desktops LTSR 2203.	9.0.026.03
Genesys Softphone	June 29, 2023				Support for 4-channel microphone array with the default Windows Core Audio system.	9.0.024.06
Genesys Softphone VDI Adapter	June 29, 2023				Supported on HP ThinPro 8 using VMware Horizon Client 2212 and above.	9.0.024.06
Genesys Softphone VDI Adapter	May 17, 2023				Resolved issues.	9.0.023.06
Genesys Softphone	March 30, 2023				This release includes resolved issues to Genesys Softphone.	9.0.023.04

Service	Available	Genesys CX on		Private edition	Highlights	Release
Genesys Softphone	February 28, 2023				Resolve issues.	9.0.022.08
Genesys Softphone	February 24, 2023				Resolve issues.	9.0.022.07
Genesys Softphone VDI Adapter	December 22, 2022				Improved handling of transport exceptions for SIP over TLS.	9.0.022.06
Genesys Softphone	December 22, 2022				Support for macOS 13 (Ventura).	9.0.022.06
Genesys Softphone VDI Adapter	November 3, 2022				Resolved issues.	9.0.021.08
Genesys Softphone	November 3, 2022				Resolved issues.	9.0.021.08
Genesys Softphone VDI Adapter	October 3, 2022				Compatibility with latest release of Genesys Softphone.	9.0.021.07
Genesys Softphone	October 3, 2022				Resolved issues.	9.0.021.07
Genesys Softphone	July 20, 2022				VMware Horizon 8 support for workstations running on the HP ThinPro OS.	9.0.020.10

Service	Available	Genesys CX on		Private edition	Highlights	Release
Genesys Softphone VDI Adapter	July 20, 2022				VMware Horizon 8 support for workstations running on the HP ThinPro OS.	9.0.020.10
Genesys Softphone	April 21, 2022				Support for VMware Horizon 8.	9.0.019.06
Genesys Softphone VDI Adapter	April 21, 2022				Support for VMware Horizon 8.	9.0.019.06
Genesys Softphone	March 10, 2022				Compatibility update.	9.0.018.10
Genesys Softphone VDI Adapter	March 10, 2022				Resolved issues.	9.0.018.10
Genesys Softphone	February 10, 2022				Resolved issues.	9.0.018.09
Genesys Softphone VDI Adapter	February 10, 2022				Compatibility with latest release of Genesys Softphone.	9.0.018.09
Genesys Softphone VDI Adapter	December 16, 2021				Support for Windows 11 OS.	9.0.018.06
Genesys Softphone	December 16, 2021				Support for Windows 11 OS.	9.0.018.06
Genesys Softphone	October 8, 2021				Support for Apple M1 Silicon.	9.0.017.04

Service	Available	Genesys CX on		Private edition	Highlights	Release
Genesys Softphone VDI Adapter	October 8, 2021				Resolved issues.	9.0.017.04
Genesys Softphone	July 15, 2021				Improvements to how codec changes are handled during active calls.	9.0.016.06
Genesys Softphone VDI Adapter	July 15, 2021				Improvements to how codec changes are handled during active calls.	9.0.016.06

Genesys Softphone: April 09, 2026  

What's New

- This release contains third-party dependency updates to maintain security and reliability. (SOFTPHONE-1720)

Genesys Softphone VDI Adapter: April 09, 2026  

What's New

- This release contains third-party dependency updates to maintain security and reliability. (SOFTPHONE-1720)

Genesys Softphone: October 16, 2025



What's New

- This release officially supports macOS Tahoe 26.x.

Resolved Issues

- When Genesys Softphone is configured with the option **gui_tabs** not containing the value **calls**, and it handles a call managed by 3rd Party Call Control, it no longer exits unexpectedly when the user attempts to mute this call from the Softphone user interface. (SOFTPHONE-1701)
More info: <https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>

Genesys Softphone VDI Adapter: October 16, 2025



What's New

- On HP ThinOS environments, Genesys Softphone VDI Adapter can now be installed to support the Omnissa Horizon client. Starting with its release 2412, VMWare Horizon is rebranded as Omnissa Horizon. (SOFTPHONE-1694)

Genesys Softphone: December 19, 2024



What's New

- To make Genesys Softphone more flexible in its port binding in complex network environments, a new option **policy.endpoint.rtp_port_binding** has been introduced, and the existing option **policy.endpoint.public_address** has been expanded:
 - **rtp_port_binding** — specifies how Softphone binds RTP ports
 - **public_address** — can now include rules that specify how binding IP address must be selected (SOFTPHONE-1653)
More info: <https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>

Genesys Softphone VDI Adapter: December 19, 2024



What's New

- To make Genesys Softphone more flexible in its port binding in complex network environments, a new option **policy.endpoint.rtp_port_binding** has been introduced, and the existing option **policy.endpoint.public_address** has been expanded:
 - **rtp_port_binding** — specifies how Softphone binds RTP ports
 - **public_address** — can now include rules that specify how binding IP address must be selected (SOFTPHONE-1653)
More info: <https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>><https://docs.genesys.com/Documentation/SP/latest/dep/Options>

Genesys Softphone: September 26, 2024  

Security Fixes

- Security updates to Genesys Softphone.

Genesys Softphone VDI Adapter: September 26, 2024  

Security Fixes

- Security updates to Genesys Softphone VDI Adapter.

Genesys Softphone: August 06, 2024  

Resolved Issues

- The resiliency of Genesys Softphone has been improved in situations where it stopped operating due to an internal communication error. Previously, due to the impact of a few VPN software, Genesys Softphone could become unresponsive, and a manual restart was required. (SOFTPHONE-1634)

Genesys Softphone: June 27, 2024  

What's New

- Genesys Softphone now supports Windows Server 2022 to operate in the VDI mode in Citrix environments. (SOFTPHONE-1574)
- Genesys Softphone now supports VMWare Horizon ESB 2312.1. (SOFTPHONE-1490)
- The Genesys Softphone installer is improved to detect Windows 11 OS better. Previously, it was impossible to install Genesys Softphone on some builds of Windows 11 OS. (SOFTPHONE-1625), (SOFTPHONE-1627)

Genesys Softphone VDI Adapter: June 27, 2024



What's New

- Genesys Softphone now supports VMWare Horizon ESB 2312.1. (SOFTPHONE-1490)

Genesys Softphone VDI Adapter: April 11, 2024



What's New

- Genesys Softphone VDI Adapter running on Windows 11 now supports TLSv1.3. Previously, TLSv1.3 was only supported on **eLux** and **HP ThinOS**. (SOFTPHONE-1555)
 - Genesys Softphone VDI Adapter is now supported on HP ThinPro OS 7 and 8 that uses Citrix Workspace App Client. (SOFTPHONE-1553)
 - Beginning with this release,
 - Genesys Softphone VDI Adapter for VMWare Horizon requires Microsoft Visual C++ Redistributable 64-bit 2019 or above to execute on Windows. The Genesys Softphone VDI Adapter installation package installs this prerequisite on the target platform. Download the 64-bit version of the Genesys Softphone VDI Adapter package to proceed with installation on Windows OS.
 - Genesys Softphone VDI Adapter for Citrix requires Microsoft Visual C++ Redistributable 32-bit 2013 to execute on Windows. The Genesys Softphone VDI Adapter installation package installs this prerequisite on the target platform. Download the 32-bit version of the Genesys Softphone VDI Adapter package to proceed with installation on Windows OS. (SOFTPHONE-1547)
- More info:**
#mintydocs_link must be called from a MintyDocs-enabled page (RN/GenesysSoftphone VDI Adapter/9.0.100.06).

Genesys Softphone: April 11, 2024



What's New

- Genesys Softphone now supports MacOS 14 (Sonoma). (SOFTPHONE-1556)
- Genesys Softphone running on Windows 11 now supports TLSv1.3. (SOFTPHONE-1555)
- Genesys Softphone VDI Adapter is now supported on HP ThinPro OS 7 and 8 that uses Citrix Workspace App Client. (SOFTPHONE-1553)
- Beginning with this release,
 - Genesys Softphone requires Microsoft Visual C++ Redistributable 2019 or above to execute on Windows. The Genesys Softphone installation package installs this prerequisite on the target platform.
 - Genesys Softphone is now available as a 64-bit version only, the 32-bit version is deprecated and no longer available. (SOFTPHONE-1547)

More info:

#mintydocs_link must be called from a MintyDocs-enabled page (*RN/GenesysSoftphone/9.0.100.06*).

Genesys Softphone VDI Adapter: December 21, 2023  

What's New

- The handling of local IP address changes has been improved to ensure that the old and no longer valid IP address is never sent in the Contact header of REGISTER requests. Previously, it was possible for a REGISTER request with an old IP address to be incorrectly retransmitted if the IP change happened when a SIP transaction was in progress. (SOFTPHONE-1542)

Genesys Softphone: December 21, 2023  

What's New

- The handling of local IP address changes has been improved to ensure that the old and no longer valid IP address is never sent in the Contact header of REGISTER requests. Previously, it was possible for a REGISTER request with an old IP address to be incorrectly retransmitted if the IP change happened when a SIP transaction was in progress. (SOFTPHONE-1542)
- Genesys Softphone 64-bit can now be installed as an update on top of a previously installed 64-bit version. (SOFTPHONE-1488)

Resolved Issues

- Genesys Softphone no longer has issues when SRV resolution is used for SIP server location and the SIP port cannot be opened (because of port unavailability or misconfiguration). (SOFTPHONE-1541)

Genesys Softphone: November 23, 2023  

What's New

- Google Chrome and Microsoft Edge (Chromium) are making changes to reduce the support of **third-party cookies** in the browser. Throughout 2024, Chrome and Edge (Chromium) will become increasingly restrictive about the sharing of cookies across different services. For more information see <https://privacysandbox.com/open-web/>"><https://privacysandbox.com/open-web/>">privacysandbox.
This change impacts Genesys Softphone running in **HTTP Connector** mode, either for communication from Workspace Web Edition or from a browser-based custom desktop that leverages the public Genesys Softphone Connector API.
This release of Genesys Softphone leverages the support by Chrome and Edge (Chromium) of the new cookie attribute <https://developer.chrome.com/en/docs/privacy-sandbox/chips/>"><https://developer.chrome.com/en/docs/privacy-sandbox/chips/>">Partitioned which allows limited cookie sharing across domains. Once this cookie flag is in place, the future versions of Chrome and Edge (Chromium) that will implement the Phase Out of Third Party Cookie will continue to accept the session cookie generated by Genesys Softphone.
The enablement of the Partitioned cookie in Genesys Softphone is controlled by the new option `partitioned_cookies` in the connector section, which supports the following values:
 - 0: disabled, never add the cookie attribute
 - 1: enabled, (always add the cookie attribute)
 - 2 (default): auto, enable the cookie attribute conditionally for Chrome and Edge (Chromium) version greater or equal to v 118.

(SOFTPHONE-1501)

Genesys Softphone VDI Adapter: September 28, 2023

What's New

- This release contains third-party dependency updates to maintain security and reliability. (SOFTPHONE-1446)
- Genesys Softphone can now be configured for a call waiting tone when a new call arrives while another call is on hold using the new option `policy.session.ringing_while_call_held`. (SOFTPHONE-1445)
- Genesys Softphone is now supported on Citrix Virtual Applications and Desktops LTSR 2203. (SOFTPHONE-1420)

Resolved Issues

- Improved the processing of TLS exceptions for SIP connections to ensure that the previous SIP dialog is properly deleted. Previously, that dialog remained active and when re-submitted the registration renewal later, it was updated with the wrong contact information. (SOFTPHONE-1468)

Genesys Softphone: September 28, 2023

What's New

- This release contains third-party dependency updates to maintain security and reliability. (SOFTPHONE-1446)
- Genesys Softphone can now be configured for a call waiting tone when a new call arrives while another call is on hold using the

new option policy.session.ringing_while_call_held. (SOFTPHONE-1445)

- Genesys Softphone is now supported on Citrix Virtual Applications and Desktops LTSR 2203. (SOFTPHONE-1420)

Resolved Issues

- In the Citrix and VMWare Horizon environments, Genesys Softphone is now more resilient to the virtual channel unrecoverable errors that cause channel disconnections. Genesys Softphone now properly exits in such cases and can be restarted by the end-user when it is needed. Previously, Genesys Softphone became unresponsive in some situations when there was a channel disconnection. (SOFTPHONE-1483)
- Improved the processing of TLS exceptions for SIP connections to ensure that the previous SIP dialog is properly deleted. Previously, that dialog remained active and when re-submitted the registration renewal later, it was updated with the wrong contact information. (SOFTPHONE-1468)

Genesys Softphone: June 29, 2023

What's New

- Genesys Softphone now supports 4-channel microphone array with the default Windows Core Audio system. Previously, such devices could only be used with the legacy Wave Audio (which truncated device names for all audio devices in the system). (SOFTPHONE-1413)
- Genesys Softphone now conditionally auto-answers a call based on the presence of the SIP Header **Alert-Info** containing the value `info=alert-auto-answer` in the **SIP INVITE**. (SOFTPHONE-1442)

Resolved Issues

- In the **Standalone** mode, Genesys Softphone now correctly displays the audio device that is actively in use. Previously, starting from the release 9.0.023.04, the device that showed up selected might not be the device actively in use. (SOFTPHONE-1385)
- The self-signed certificate used by Genesys Softphone in Connector mode is now correctly installed on macOS version 11 (Big Sur) and above. Previously, on those macOS versions, some manual operations were required to make the self-signed certificate functional. (SOFTPHONE-1415)

Genesys Softphone VDI Adapter: June 29, 2023

What's New

- Genesys Softphone now supports 4-channel microphone array with the default Windows Core Audio system. Previously, such devices could only be used with the legacy Wave Audio (which truncated device names for all audio devices in the system). (SOFTPHONE-1413)
- Genesys Softphone VDI Adapter is now supported on HP ThinPro OS 8 using VMware Horizon Client version 2212 and above. (SOFTPHONE-1398)
- Genesys Softphone now conditionally auto-answers a call based on the presence of the SIP Header **Alert-Info** containing the value `info=alert-auto-answer` in the **SIP INVITE**. (SOFTPHONE-1442)

Genesys Softphone VDI Adapter: May 17, 2023



Resolved Issues

- In a VMWare Horizon VDI environment, on a Windows client workstation, the Genesys Softphone VDI Adapter is now installed at the machine level so that any user logging in to the workstation can run a Genesys Softphone process hosted in the VDI session. Previously, Genesys Softphone VDI Adapter was installed only for the Administrator performing the installation. (SOFTPHONE-1405)

Genesys Softphone: March 30, 2023



Resolved Issues

- The processing of Secure RTP by Genesys Softphone is now improved for calls that are long enough for RTP sequential numbers to roll over to zero. Previously, Softphone would discard the undecoded packets in certain scenarios after re-INVITE and report an SRTP error (13). (SOFTPHONE-1399)
- The **About** window of Genesys Softphone now accurately reports whether it is running in 32-bit or 64-bit mode. Previously, it always indicated *32 bits*, regardless of the actual mode. (SOFTPHONE-1379)

Genesys Softphone: February 28, 2023



Resolved Issues

- Genesys Softphone has been improved for the VMWare Horizon environments. Previously, in some situations, Genesys Softphone unregistered constantly and became unresponsive during the initiation phase. (SOFTPHONE-1372)

Genesys Softphone: February 24, 2023



What's New

- As of February 28, 2023, this release is no longer available due to the discovery of a critical issue. If you have already downloaded the 9.0.022.07 version of this software, do not install it.

Important

This issue is resolved in the 9.0.022.08 release of Genesys Softphone, which is available from February 28th, 2023.

Genesys Softphone VDI Adapter: December 22, 2022



What's New

- The handling of transport exceptions for SIP over TLS is improved. Now, Genesys Softphone tries reconnecting to the same SBC immediately after receiving such a transport exception. Previously, those transport exceptions were ignored, and Genesys Softphone would switch over to the next configured SBC after a SIP transaction timeout. (SOFTPHONE-1348)

Genesys Softphone: December 22, 2022



What's New

- The handling of transport exceptions for SIP over TLS is improved. Now, Genesys Softphone tries reconnecting to the same SBC immediately after receiving such a transport exception. Previously, those transport exceptions were ignored, and Genesys Softphone would switch over to the next configured SBC after a SIP transaction timeout. (SOFTPHONE-1348)
- Support for **macOS 13 (Ventura)**. See the <https://docs.genesys.com/Documentation/System/Current/SOE/GenesysSoftphone>><https://docs.genesys.com/Documentation/System/Current/SOE/GenesysSoftphone>>Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/Current/SOE/Welcome>><https://docs.genesys.com/Documentation/System/Current/SOE/Welcome>>*Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SOFTPHONE-1317)

Genesys Softphone VDI Adapter: November 03, 2022



Resolved Issues

- In SIP environments where Genesys Softphone sends a SIP registration based on a DNS SRV record, Genesys Softphone no longer adds the primary SIP address specified in the DNS SRV record to the deny list. Previously, such unexpected deny-listing of the primary SIP Address could occur during Genesys Softphone initialization and resulted in an unexpected registration against the secondary SIP address. (SOFTPHONE-1339)

Genesys Softphone: November 03, 2022



Resolved Issues

- In SIP environments where Genesys Softphone sends a SIP registration based on a DNS SRV record, Genesys Softphone no longer adds the primary SIP address specified in the DNS SRV record to the deny list. Previously, such unexpected deny-listing of the primary SIP Address could occur during Genesys Softphone initialization and resulted in an unexpected registration against the secondary SIP address. (SOFTPHONE-1339)

Genesys Softphone VDI Adapter: October 03, 2022



What's New

- This is an update for compatibility with releases of applications that support Softphone.

Genesys Softphone: October 03, 2022



Resolved Issues

- In the **64-bit installer** used to set up Genesys Softphone in HTTP Connector mode, the self-signed certificate is now correctly installed. Previously, the self-signed certificate was not fully installed which prevented client applications like Agent Workspace from connecting to it. (SOFTPHONE-1321)
- When an agent logs off their current Windows session, Genesys Softphone no longer displays an error message when it automatically closes. (SOFTPHONE-1284)
- For Genesys Softphone running in Connector mode, the support of the Browser security feature **Private Network Access Preflight**, as described in the release note for Genesys Softphone 9.0.018.09, is re-introduced in this release. Previous releases 9.0.019.06 and 9.0.020.10 did not contain this capability. (SOFTPHONE-1331)
More info: https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/GenesysSoftphone#Genesys_Softphone-9.0.018.09>https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/GenesysSoftphone#Genesys_Softphone-9.0.018.09>Genesys Softphone 9.0.018.09

Genesys Softphone: July 20, 2022



What's New

- Genesys Softphone can now be enabled to play an audio alert when a new call is distributed to an agent who is currently handling another call. To enable this feature, please contact Genesys Customer Care. (SOFTPHONE-1196)
- Genesys Softphone now supports VMware Horizon 8 for workstations running on the HP ThinPro OS. To support this new environment, a new Genesys Softphone VDI Adapter dedicated to VMware Horizon on ThinPro OS is available. The VMware Horizon on ThinPro component is deployed as a plugin to the VMware Horizon Client installed on the Agent workstation. For more detailed information and a list of all supported operating systems, refer to the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>><https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>>Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>><https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>>Genesys Supported Operating Environment Reference Guide. (SOFTPHONE-1194)
- Genesys Softphone can now be installed as a 64-bit process on supported Windows 64-bit Operating Systems. (SOFTPHONE-1188)

Resolved Issues

- When Genesys Softphone **Transport** is configured to use **TCP** or **TLS** to transport SIP messages, it now detects the connectivity error as soon as the connection establishment fails. Previously, Genesys Softphone was required to wait until the SIP Register Timeout occurred, typically after 4 to 32 seconds, to detect the connection error and retry the connection. (SOFTPHONE-1258)

Genesys Softphone VDI Adapter: July 20, 2022



What's New

- Genesys Softphone can now be enabled to play an audio alert when a new call is distributed to an agent who is currently handling another call. To enable this feature, please contact Genesys Customer Care. (SOFTPHONE-1196)
- Genesys Softphone now supports VMware Horizon 8 for workstations running on the HP ThinPro OS. To support this new environment, a new Genesys Softphone VDI Adapter dedicated to VMware Horizon on ThinPro OS is available. The VMware Horizon on ThinPro component is deployed as a plugin to the VMware Horizon Client installed on the Agent workstation. For more detailed information and a list of all supported operating systems, refer to the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>><https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>>Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>><https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>>Genesys Supported Operating Environment Reference Guide. (SOFTPHONE-1194)

Resolved Issues

- The Genesys Softphone VDI Adapter installation package no longer requires the following directory to be present on the target machine when **VMware Horizon support for Windows** is selected: C:\Program Files (x86)\Citrix\ICA Client (SOFTPHONE-1268)
- When Genesys Softphone **Transport** is configured to use **TCP** or **TLS** to transport SIP messages, it now detects the connectivity error as soon as the connection establishment fails. Previously, Genesys Softphone was required to wait until the SIP Register Timeout occurred, typically after 4 to 32 seconds, to detect the connection error and retry the connection. (SOFTPHONE-1258)

Known Issues

- **Prerequisite:** To deploy **Genesys Softphone VDI Adapter for VMWare Horizon on Windows**, you must first install the 64-bit version of Visual Studio 2013 Redistributable package (**vc_redist_x64.exe** at <https://www.microsoft.com/en-us/download/details.aspx?id=40784>><https://www.microsoft.com/en-us/download/details.aspx?id=40784>><https://www.microsoft.com/en-us/download/details.aspx?id=40784>><https://www.microsoft.com/en-us/download/details.aspx?id=40784>). (SOFTPHONE-1262)

Genesys Softphone: April 21, 2022



What's New

- Genesys Softphone now supports VMware Horizon 8 for workstations running on Windows Operating Systems. The Genesys Softphone executable dedicated to VDI is now expanded to support this new environment and a new Genesys Softphone VDI Adapter dedicated to VMware Horizon has been developed. This new component is designed to be deployed as a plugin to the VMware Horizon Client installed on the end-user workstation. See the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>><https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>>Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>><https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>>Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (SOFTPHONE-1135)

Resolved Issues

- A call that is muted and then put on hold, explicitly or indirectly by creating a consultation call, now remains muted when it is retrieved from hold. Previously, in such scenarios, the call was automatically unmuted when retrieved from hold. (SOFTPHONE-1200)
- The implementation of DNS SRV resolution has been reworked in Genesys Softphone running on Windows Operating Systems. This

new implementation now relies on the native DNS SRV capabilities of the operating system and resolves issues with dynamic updates of DNS servers, such as when a VPN is connected after Genesys Softphone was started. This implementation also provides support for Name Resolution Policy Tables (NRPT). (SOFTPHONE-1069)

Genesys Softphone VDI Adapter: April 21, 2022

What's New

- Genesys Softphone now supports VMware Horizon 8 for workstations running on Windows Operating Systems. The Genesys Softphone executable dedicated to VDI is now expanded to support this new environment and a new Genesys Softphone VDI Adapter dedicated to VMware Horizon has been developed. This new component is designed to be deployed as a plugin to the VMware Horizon Client installed on the end-user workstation. See the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone> Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome> Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (SOFTPHONE-1135)
- Genesys Softphone VDI Adapter for eLux RP 6 is now compatible with Citrix Workspace App version 2111 and above.

Important

This is a breaking change in the compatibility of Citrix Workspace App versions on eLux RP:

- Up to version 1908 of Citrix Workspace App on eLux RP 6, Genesys Softphone VDI Adapter 9.0.018.10 (or below) is required.
- Starting from version 2111 of Citrix Workspace App on eLux RP 6, Genesys Softphone VDI Adapter 9.0.019.05 (or below) is required.
- If you are running a Citrix Workspace App version between 1908 and 2111, Genesys recommends upgrading to a Citrix Workspace App version greater or equal to 2111.

(SOFTPHONE-1185)

Resolved Issues

- A call that is muted and then put on hold, explicitly or indirectly by creating a consultation call, now remains muted when it is retrieved from hold. Previously, in such scenarios, the call was automatically unmuted when retrieved from hold. (SOFTPHONE-1200)
- The implementation of DNS SRV resolution has been reworked in Genesys Softphone running on Windows Operating Systems. This new implementation now relies on the native DNS SRV capabilities of the operating system and resolves issues with dynamic updates of DNS servers, such as when a VPN is connected after Genesys Softphone was started. This implementation also provides support for Name Resolution Policy Tables (NRPT). (SOFTPHONE-1069)

Genesys Softphone: March 10, 2022

What's New

- This is an update for compatibility with releases of applications that support Softphone.

Genesys Softphone VDI Adapter: March 10, 2022

Resolved Issues

- In Citrix environments where there is high latency between the physical workstation and the data center running the Citrix sessions, the Softphone VDI Adapter no longer exits unexpectedly (causing a Citrix Workspace App disconnection). Previously, in this type of deployment, the Softphone VDI Adapter could exit unexpectedly when specific call scenarios were executed. (SOFTPHONE-1174)
- The uninstall procedure of Softphone VDI Connector no longer removes the following registry key: **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0\VirtualDriverEx**. Previously, in Softphone VDI Connector versions 9.0.018.06 and 9.0.018.09, this key was removed, which resulted in other Citrix plugins being deactivated and further installation of the Softphone VDI Connector not operating successfully. (SOFTPHONE-1192)

Genesys Softphone: February 10, 2022

Resolved Issues

- Genesys Softphone running in Connector mode now supports the Private Network Access Preflight security feature that was introduced in Chromium-based browsers (Google Chrome and Microsoft Edge) starting with version 98. For more information about this feature, see <https://developer.chrome.com/blog/private-network-access-preflight>><https://developer.chrome.com/blog/private-network-access-preflight>>Private Network Access.
 - In version 98 of the browsers, the mechanism is activated but the success of the new preflight is not enforced.
 - Starting from version 101 of the browsers (at the earliest, according to Google), the preflight success will be mandatory for the client requests to reach the server. At this stage, this fix in Genesys Softphone will become mandatory to continue to allow WWE-Softphone communication.

It is possible to force the disablement of the Private Network Access feature using the ad-hoc policy described by the browser vendors:

- <https://chromeenterprise.google/policies/#InsecurePrivateNetworkRequestsAllowed>><https://chromeenterprise.google/policies/#InsecurePrivateNetworkRequestsAllowed>>Instructions for Google Chrome
- <https://docs.microsoft.com/en-us/deployedge/microsoft-edge-policies#private-network-request-settings-policies>><https://docs.microsoft.com/en-us/deployedge/microsoft-edge-policies#private-network-request-settings-policies>>Instructions for Microsoft Edge (SOFTPHONE-1178)
- With Genesys Softphone running in **standalone** mode, it is now possible to unmute the microphone for the main call after the related consultation call was muted then terminated. (SOFTPHONE-1165)
- In Citrix environments where the Genesys Softphone VDI Adapter is enabled, Genesys Softphone no longer becomes unresponsive when a notification of voice quality below the configured threshold is triggered during a call. Previously, when such a condition happened, the impact could be perceived by the end-user due to Agent Workspace (WWE) failing to reload or remaining blank

when undocked from the hosting Salesforce window. (SOFTPHONE-1164)

Known Issues

- In **Setup.exe**, VMware Horizon is listed as a target deployment for the Genesys Softphone VDI version although it is not yet supported. (SOFTPHONE-1180)

Genesys Softphone VDI Adapter: February 10, 2022



What's New

- This release of Genesys Softphone VDI Adapter is compatible with the latest release of Genesys Softphone.

Genesys Softphone VDI Adapter: December 16, 2021



What's New

- Support for Windows 11 operating system. See the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>><https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>>Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>><https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>>Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (SOFTPHONE-1120)
- Audio feedback is now played locally when DTMF is sent using the **INFO** method. Previously, DTMF feedback was played locally only for **rfc2833** and **inband** DTMF methods. (SOFTPHONE-1134)

Resolved Issues

- The default value of the option **sip_transaction_timeout** is now 32000 instead of 4000. With this new value, Genesys Softphone connectivity to the SIP Server is more resilient in deployments where multiple SIP Proxies are configured in the SIP DNS SRV record specified in Softphone configuration for Disaster Recovery considerations. (SOFTPHONE-1144)

Known Issues

- The uninstall procedure of Softphone VDI Adapter versions 9.0.018.06 and 9.0.018.09 unexpectedly removes a Windows Registry key, which can break the Citrix Workspace App setup. If you need to properly uninstall Softphone VDI Adapter version 9.0.018.06 or 9.0.018.09, or if you want to upgrade to a new version from version 9.0.018.09, perform the following steps:
 1. Create a temp folder. For example: c:\Temp
 2. Start a Windows command window with admin rights.
 3. Go to the temp folder you created. For example: cd c:\Temp
 4. Backup the registry keys by entering the following:

```
reg export "HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\ICA Client\Engine\
Configuration\Advanced\Modules\ICA 3.0" virtualdriverex.reg
```

-
5. Uninstall Softphone VDI Adapter 9.0.018.06 or 9.0.018.09.
 6. Restore the registry keys by entering the following:
`reg import virtualdriverex.reg`
 7. (Optional) Install the new version of Softphone VDI Adapter. (SOFTPHONE-1192)

Genesys Softphone: December 16, 2021  

What's New

- Support for Windows 11 operating system. See the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone> > <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone> > Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome> > <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome> > *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SOFTPHONE-1120)
- Audio feedback is now played locally when DTMF is sent using the **INFO** method. Previously, DTMF feedback was played locally only for **rfc2833** and **inband** DTMF methods. (SOFTPHONE-1134)

Resolved Issues

- The default value of the option **sip_transaction_timeout** is now 32000 instead of 4000. With this new value, Genesys Softphone connectivity to the SIP Server is more resilient in deployments where multiple SIP Proxies are configured in the SIP DNS SRV record specified in Softphone configuration for Disaster Recovery considerations. (SOFTPHONE-1144)

Genesys Softphone: October 08, 2021  

What's New

- Genesys Softphone running in Connector mode now allows the end-user to access the technical runtime details (version, selected audio devices, registration station, installation type) if these are requested by System Admins during troubleshooting. (SOFTPHONE-1054)
- Genesys Softphone now natively supports the Apple M1 Silicon. (SOFTPHONE-1019)

Resolved Issues

- In an environment that is controlled by Connector API v2, Genesys Softphone now sends an HTTP Response that contains only the expected character set. Previously, extra characters sometimes appeared in the HTTP Response body. (SOFTPHONE-1122)
- Genesys Softphone now correctly initializes the audio layer when a non-supported microphone device (for example, 4-channel microphone array) is present in the system. Previously, even if the device in question was not actually used, Genesys Softphone could render truncated device names for all audio devices in the system. (SOFTPHONE-1116)

Known Issues

- On macOS Big Sur running on Apple M1 Silicon, the Genesys Softphone icon does not appear in the LaunchPad immediately after the software installation. It will appear in this area only after a machine restart. (SOFTPHONE-1130)

Genesys Softphone VDI Adapter: October 08, 2021

Resolved Issues

- Genesys Softphone now correctly initializes the audio layer when a non-supported microphone device (for example, 4-channel microphone array) is present in the system. Previously, even if the device in question was not actually used, Genesys Softphone could render truncated device names for all audio devices in the system. (SOFTPHONE-1116)

Genesys Softphone: July 15, 2021

What's New

- This release is supported for **Windows** environments only. See the <https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>><https://docs.genesys.com/Documentation/System/latest/SOE/GenesysSoftphone>>Genesys Softphone page in the <https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>><https://docs.genesys.com/Documentation/System/latest/SOE/Welcome>>Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.
- The handling of codec changes during an active call is now improved:
 - Changes to the G.729 **annexb** parameter are now applied to the existing stream (instead of creating a new one).
 - Non-compatible codec changes no longer result in a 20-second delay when communicating with Microsoft RTC stack (used in Microsoft Teams, for example). (SOFTPHONE-1091)

Resolved Issues

- In Citrix environments, it is now possible to change the active language. (SOFTPHONE-1082)
- In an environment that is controlled by API v2, Genesys Softphone no longer exits unexpectedly when an instruction to end the Session is received while a call is in progress. (SOFTPHONE-1056)

Genesys Softphone VDI Adapter: July 15, 2021



What's New

- The handling of codec changes during an active call is now improved:
 - Changes to the G.729 **annexb** parameter are now applied to the existing stream (instead of creating a new one).
 - Non-compatible codec changes no longer result in a 20-second delay when communicating with Microsoft RTC stack (used in Microsoft Teams, for example). (SOFTPHONE-1091)

Known Issues

- In a Windows environment where Genesys Softphone VDI Adapter is installed and the Citrix client runtime (typically, Citrix Workspace App) is upgraded to a new version, the Citrix client and/or the Genesys Softphone VDI Adapter may not function correctly.
 - **Workaround:** After the Citrix client runtime is updated, re-install Genesys Softphone VDI Adapter.
- Note:** This issue applies to all versions of Genesys VDI Adapter. (SOFTPHONE-1107)

Prior Releases

For information about prior releases, see:

- [Genesys Softphone Release Notes](#)
- [Genesys Softphone VDI Adapter Release Notes](#)