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Genesys Multicloud CX Release Notes

Genesys Softphone

5/18/2022

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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.

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	First availability	Released for	Highlights	Release number
Genesys Softphone VDI Adapter	April 21, 2022	 	Support for VMware Horizon 8.	9.0.019.06
Genesys Softphone	April 21, 2022	 	Support for VMware Horizon 8.	9.0.019.06
Genesys Softphone VDI Adapter	March 10, 2022	 	Resolved issues.	9.0.018.10
Genesys Softphone	March 10, 2022	 	Compatibility update.	9.0.018.10
Genesys Softphone VDI Adapter	February 10, 2022	 	Compatibility with latest release of Genesys Softphone.	9.0.018.09
Genesys Softphone	February 10, 2022	 	Resolved issues.	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 VDI Adapter	October 08, 2021	 	Resolved issues.	9.0.017.04
Genesys Softphone	October 08, 2021	 	Support for Apple M1 Silicon.	9.0.017.04
Genesys Softphone VDI Adapter	July 15, 2021	 	Improvements to how codec changes are handled during active calls.	9.0.016.06
Genesys Softphone	July 15, 2021	 	Improvements to how codec changes are handled during active	9.0.016.06

Service	First availability	Released for	Highlights	Release number
			calls.	

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> > <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)
- 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: April 21, 2022

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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: March 10, 2022

What's New

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

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: 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 Desktop (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: 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)
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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: 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: 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)



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.
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 - 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)

Prior Releases

For information about prior releases, see:

- Genesys Softphone Release Notes
- Genesys Softphone VDI Adapter Release Notes