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Genesys Multicloud CX Release Notes

[Genesys Multicloud CX Private Edition Release Notes](#)

7/4/2022

These Release Notes provide information about recent releases of Genesys Multicloud CX services, starting with March 31, 2021. Click the Release Date next to a particular service name to see detailed information for that release. The release date indicates the earliest date when a service release might be available in your environments. Some updates might not apply to all environments.

Updated in last 7 days

Service	Release	Released On	Helm	Containers
GVP Configuration Server	100.0.100.0067	June 30, 2022	<ul style="list-style-type: none"> gvp-configserver-100.0.100.0067.tgz 	<ul style="list-style-type: none"> gvp_confserv:100.0.100.0067 gvp_configserver_configserver gvp_configserver_servicehandl
GVP Media Control Platform	100.0.100.0081	June 30, 2022	<ul style="list-style-type: none"> gvp-mcp-100.0.100.0081.tgz 	<ul style="list-style-type: none"> gvp_mcp:100.0.100.0081 gvp_mcp_confighandler:100.0. gvp_mcp_servicehandler:100.0. gvp_snmp:100.0.100.0034 recording-provider:100.0.100.2063 fluent/fluent-bit:1.8.2
GVP Service Discovery	100.0.100.0059	June 30, 2022	<ul style="list-style-type: none"> gvp-sd-100.0.100.0059.tgz 	<ul style="list-style-type: none"> gvp_sd:100.0.100.0059

*The helm charts and containers for this service are provided by a parent service. Check the containers page for that parent service for the latest details.

Updated in last 30 days

Service	Release	Released On	Helm	Containers
GVP Configuration Server	100.0.100.0067	June 30, 2022	<ul style="list-style-type: none"> gvp-configserver-100.0.100.0067.tgz 	<ul style="list-style-type: none"> gvp_confserv:100.0.100.0067 gvp_configserver_configserver gvp_configserver_servicehandl
GVP Media Control Platform	100.0.100.0081	June 30, 2022	<ul style="list-style-type: none"> gvp-mcp-100.0.100.0081.tgz 	<ul style="list-style-type: none"> gvp_mcp:100.0.100.0081 gvp_mcp_confighandler:100.0. gvp_mcp_servicehandler:100.0. gvp_snmp:100.0.100.0034 recording-provider:100.0.100.02063 fluent/fluent-bit:1.8.2
GVP Reporting Server	100.0.100.0204	June 23, 2022	<ul style="list-style-type: none"> gvp-rs-100.0.100.0204.tgz 	<ul style="list-style-type: none"> gvp_rs_init:100.0.100.0204 gvp_rs:100.0.100.0204 gvp_snmp:100.0.100.0034
GVP Resource Manager	100.0.100.0207	June 23, 2022	<ul style="list-style-type: none"> gvp-rm-100.0.100.0207.tgz 	<ul style="list-style-type: none"> gvp_rm:100.0.100.0207 gvp_rm_cfghandler:100.0.100.0207 gvp_snmp:100.0.100.0034 fluent/fluent-bit:1.8.2
GVP Service Discovery	100.0.100.0059	June 30, 2022	<ul style="list-style-type: none"> gvp-sd-100.0.100.0059.tgz 	<ul style="list-style-type: none"> gvp_sd:100.0.100.0059

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Latest releases per service

Service	Release	Released On	Helm	Containers
Agent Desktop	9.0.000.93	April 07, 2022	See parent*	See parent*

Service	Release	Released On	Helm	Containers
Agent Setup	9.0.000.96	April 07, 2022	See parent*	See parent*
Authentication API	9.0.000.70	June 30, 2021	See parent*	See parent*
Authentication Service	100.0.007.3692	May 04, 2022	<ul style="list-style-type: none"> gauth-100.0.007+0145.tgz 	<ul style="list-style-type: none"> gws-core-auth:100.0.007.3692 gws-core-environment:100.0.007.1927 gws-ui-auth:100.0.007.1355
Billing Data Service (BDS)	100.0.004.0009	May 24, 2022	<ul style="list-style-type: none"> bds-config-100.0.004+0009-pe.tgz bds-cronjob-100.0.004+0009.tgz bds-grafana-dashboard-100.0.004+0009.tgz 	<ul style="list-style-type: none"> scripts:100.0.004.0009
Callback	100.0.002.2105	March 17, 2022	<ul style="list-style-type: none"> ges-100.0.002+0010.tgz 	<ul style="list-style-type: none"> ges:100.0.002.2105
CX Contact	100.0.029.0005	May 02, 2022	<ul style="list-style-type: none"> cxcontact-029.0005.342.tgz 	<ul style="list-style-type: none"> cc-virtual-alb:1.12.0-21 cxc-amar-app:100.0.029.0005.9042 cxc-amar-ui:100.0.029.0005.8784 cxc-campaign-manager:100.0.029.0005.3920 cxc-compliance:100.0.029.0005.3920 cxc-dial-manager:100.0.029.0005.1139 cxc-job-scheduler:100.0.029.0005.2700 cxc-list-builder:100.0.029.0005.4712 cxc-list-manager:100.0.029.0005.3873 deploy_cx_contact:100.0.029.0005.3873

Service	Release	Released On	Helm	Containers
Designer	100.0.202.0011	May 11, 2022	N/A	<ul style="list-style-type: none"> designer:100.0.202.0011
Designer Application Server (DAS)	100.0.001.0043	May 11, 2022	<ul style="list-style-type: none"> designer-100.0.122+1407.tgz designer-das-100.0.111+0806.tgz 	<ul style="list-style-type: none"> das:100.0.001.0043
Digital Channels	100.0.118.0865	May 11, 2022	<ul style="list-style-type: none"> nexus-100.0.118.0865.tgz 	<ul style="list-style-type: none"> hubpp:100.0.118.0865 nexus:100.0.118.0865 tenant_deployment:100.0.118.0865
Email	100.0.076.0290	October 29, 2021	<ul style="list-style-type: none"> iwdem-100.0.076.0290.tgz 	<ul style="list-style-type: none"> iwd-email:100.0.076.0290
Genesys CX Insights	100.0.028.0000	May 09, 2022	<ul style="list-style-type: none"> gcxi-100.0.028+0000.tgz 	<ul style="list-style-type: none"> gcxi:100.0.028.0000 gcxi_control:100.0.028.0000
Genesys Info Mart	100.0.116.2900	February 08, 2022	<ul style="list-style-type: none"> gim-100.0.116+2900.tgz gim-monitoring-100.0.116+2900.tgz 	<ul style="list-style-type: none"> gim:100.0.116.2900
Genesys Pulse	100.0.000.0012	March 24, 2022	<ul style="list-style-type: none"> cdn-uploader-100.0.000+0012.tgz dcu-100.0.000+0012.tgz init-100.0.000+0012.tgz init-tenant-100.0.000+0012.tgz lds-100.0.000+0012.tgz monitor-100.0.000+0012.tgz permissions-100.0.000+0012.tgz pulse-100.0.000+0012.tgz 	<ul style="list-style-type: none"> collector:100.0.000.0012 configurator:100.0.000.0012 cs_proxy:100.0.000.0012 init:100.0.000.0012 lds:100.0.000.0012 monitor_dc_u_push_agent:100.0.000.0012 monitor_lds_push_agent:100.0.000.0012 pulse:100.0.000.0012 pulse_init:100.0.000.0012 pulse_stg:100.0.000.0012 userpermissions:100.0.000.0012
Genesys Softphone	9.0.019.06	April 21, 2022	N/A	N/A

Service	Release	Released On	Helm	Containers
Genesys Web Services and Applications	9.0.003.11	April 13, 2022	<ul style="list-style-type: none"> gws-ingress-1.0.28.tgz gws-monitoring-1.0.24.tgz gws-services-1.0.92.tgz wwe-nginx-9.0.5.tgz 	<ul style="list-style-type: none"> gws-app-provisioning:9.0.001.05 gws-app-workspace:9.0.001.00 gws-platform-chat:9.0.000.54 gws-platform-configuration:9.0.000.91 gws-platform-datacollector:9.0.000.60 gws-platform-ixn:9.0.000.53 gws-platform-ocs:9.0.000.56 gws-platform-setting:9.0.000.62 gws-platform-statistics:9.0.000.71 gws-platform-ucs:9.0.000.52 gws-platform-voice:9.0.000.76 gws-system-nginx:9.0.000.26 gws-ui-crmworkspace:9.0.000.72 gws-ui-provisioning:9.0.000.96 gws-ui-workspace:9.0.000.93
GIM Config Adapter	100.0.100.2300	February 08, 2022	<ul style="list-style-type: none"> gca-100.0.100+2300.tgz gca-monitoring-100.0.100+2300.tgz 	<ul style="list-style-type: none"> gca:100.0.100.2300
GIM Stream Processor	100.0.100.1400	February 08, 2022	<ul style="list-style-type: none"> gsp-100.0.100+1400.tgz 	<ul style="list-style-type: none"> gsp:100.0.100.1400
GVP Configuration Server	100.0.100.0067	June 30, 2022	<ul style="list-style-type: none"> gvp-configserver-100.0.100.0067.tgz 	<ul style="list-style-type: none"> gvp_confserver:100.0.100.0067 gvp_configserver_configserver

Service	Release	Released On	Helm	Containers
				<ul style="list-style-type: none"> gvp_configserver_servicehandl
GVP Media Control Platform	100.0.100.0081	June 30, 2022	<ul style="list-style-type: none"> gvp-mcp-100.0.100.0081.tgz 	<ul style="list-style-type: none"> gvp_mcp:100.0.100.0081 gvp_mcp_confighandler:100.0.100.0081 gvp_mcp_servicehandler:100.0.100.0081 gvp_snmp:100.0.100.0034 recording-provider:100.0.100.02063 fluent/fluent-bit:1.8.2
GVP Reporting Server	100.0.100.0204	June 23, 2022	<ul style="list-style-type: none"> gvp-rs-100.0.100.0204.tgz 	<ul style="list-style-type: none"> gvp_rs_init:100.0.100.0204 gvp_rs:100.0.100.0204 gvp_snmp:100.0.100.0034
GVP Resource Manager	100.0.100.0207	June 23, 2022	<ul style="list-style-type: none"> gvp-rm-100.0.100.0207.tgz 	<ul style="list-style-type: none"> gvp_rm:100.0.100.0207 gvp_rm_cfghandler:100.0.100.0207 gvp_snmp:100.0.100.0034 fluent/fluent-bit:1.8.2
GVP Service Discovery	100.0.100.0059	June 30, 2022	<ul style="list-style-type: none"> gvp-sd-100.0.100.0059.tgz 	<ul style="list-style-type: none"> gvp_sd:100.0.100.0059
Intelligent Workload Distribution	100.0.076.1437	October 29, 2021	<ul style="list-style-type: none"> iwd-100.0.076.1437.tgz 	<ul style="list-style-type: none"> iwd:100.0.076.1437
Interaction Server	100.0.006.1204	May 19, 2022	<ul style="list-style-type: none"> ixn-100.0.003+20220519.tgz 	<ul style="list-style-type: none"> interaction_server:100.0.006.1204 ixn_vq_node:100.0.007.0002 ixn_node:100.0.007.0002
IWD Data Mart	100.0.008.2021	May 17, 2022	<ul style="list-style-type: none"> iwddm-cronjob-100.0.006+0009.tgz 	<ul style="list-style-type: none"> iwd_dm_cloud:100.0.008.2021

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Provisioning API	9.0.000.93	June 30, 2021	See parent*	See parent*
Reporting and Analytics Aggregates (RAA)	100.0.011.0100	April 07, 2022	<ul style="list-style-type: none"> gcxi-raa-100.0.011+0100.tgz 	<ul style="list-style-type: none"> raa:100.0.011.0100
Service Client API	9.0.000.86	September 17, 2021	See parent*	See parent*
Statistics API	9.0.000.61	June 30, 2021	See parent*	See parent*
Telemetry Services	100.0.005.1647	May 13, 2022	<ul style="list-style-type: none"> telemetry-service-100.0.005+1647.tgz 	<ul style="list-style-type: none"> telemetry-service:100.0.005.1647
Universal Contact Service	100.0.097.0009	February 16, 2022	<ul style="list-style-type: none"> ucsx-addtenant-100.0.0970009.tgz ucsx-100.0.0970009.tgz 	<ul style="list-style-type: none"> ucsx:100.0.097.0009
Voice Agent State Service	100.0.100.0010	March 28, 2022	<ul style="list-style-type: none"> voice-agent-100.0.1000003.tgz voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> agent_node:100.0.1000010
Voice Call State Service	100.0.100.0008	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-callthread-100.0.1000003.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000008
Voice Config Service	100.0.100.0008	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-config-100.0.1000003.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> config_node:100.0.1000008
Voice Dial Plan Service	100.0.100.0013	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz 	<ul style="list-style-type: none"> dialplan_node:100.0.1000013

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			<ul style="list-style-type: none"> voice-dashboards-100.0.1000008.tgz voice-dialplan-100.0.1000006.tgz 	
Voice Front End Service	100.0.100.0006	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipfe-100.0.1000003.tgz 	<ul style="list-style-type: none"> sipfe_node:100.0.1000006
Voice Orchestration Service	100.0.100.0033	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-ors-100.0.1000009.tgz 	<ul style="list-style-type: none"> ors_node:100.0.1000033
Voice Registrar Service	100.0.100.0008	March 28, 2022		<ul style="list-style-type: none"> registrar_node:100.0.1000008
Voice RQ Service	100.0.100.0008	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-rq-100.0.1000002.tgz 	<ul style="list-style-type: none"> rq_node:100.0.1000008
Voice SIP Cluster Service	100.0.100.0022	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sip-100.0.1000009.tgz 	<ul style="list-style-type: none"> sip_node:100.0.1000022
Voice SIP Proxy Service	100.0.100.0014	March 28, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> sipproxy_node:100.0.1000014

Service	Release	Released On	Helm	Containers
			<ul style="list-style-type: none"> voice-siproxy-100.0.1000003.tgz 	
Voice Tenant Service	100.0.100.0060	May 20, 2022	<ul style="list-style-type: none"> tenant-monitor-100.0.1000050.tgz tenant-100.0.1000050.tgz 	<ul style="list-style-type: none"> tenant_pulse_init:100.0.1000000 tenant_pgdb_init:100.0.1000000 tenant_node:100.0.1000060
Voice Voicemail Service	100.0.100.0009	February 01, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-voicemail-100.0.1000011.tgz 	<ul style="list-style-type: none"> voicemail_node:100.0.1000009
Webphone	100.0.031.0000	May 30, 2022	<ul style="list-style-type: none"> webphone-100.0.031.0000.tgz 	<ul style="list-style-type: none"> webphone:100.0.031.0000
WebRTC Media Service	100.0.044.0000	May 27, 2022	<ul style="list-style-type: none"> webrtc-service-100.0.044.0000.tgz 	<ul style="list-style-type: none"> coturn:100.0.044.0000 webrtc:100.0.044.0000
Workspace API	9.0.001.00	April 07, 2022	See parent*	See parent*

*The helm charts and containers for this service are provided by a parent service. Check the containers page for that parent service for the latest details.