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# Genesys Multicloud CX Release Notes

## Voice SIP Cluster Service Release Notes

8/8/2025

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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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- 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				
January 12, 2024				Resolved issue.	100.0.100.0052
October 6, 2023				Resolved issue.	100.0.100.0051
July 31, 2023				Resolved issue.	100.0.100.0050
August 2, 2022				<ul style="list-style-type: none"><li>• Call monitoring subscription</li></ul>	100.0.100.0036

Available	Genesys CX on		Private edition	Highlights	Release
				<p>in SIP Server is now cleared correctly (cancellation of call monitoring is successful).</p> <ul style="list-style-type: none"> <li>In the INVITE message sent to a conference destination, the user part of the From header is now updated correctly (the Tenant ID is not added to the From header).</li> <li>Third-party dependency updates.</li> </ul>	
July 25, 2022				<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>New Helm charts and third-party dependency updates.</p>	100.0.100.0030

Available	Genesys CX on		Private edition	Highlights	Release
April 4, 2022				<ul style="list-style-type: none"> <li>Voice SIP Cluster service introduces a configurable user data size limit for the RequestUpdateUserData and RequestAttachUserData requests.</li> <li>Fixed a memory leak in SIP node.</li> </ul>	100.0.100.0027
March 28, 2022				<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.</p> <p>*Important security improvements.</p> <ul style="list-style-type: none"> <li>Support for deploying all private edition services in a single namespace.</li> </ul>	100.0.100.0022
March 7, 2022				<ul style="list-style-type: none"> <li>Support for a new voice call</li> </ul>	100.0.100.0025

Available	Genesys CX on		Private edition	Highlights	Release
				rebalancing feature. <ul style="list-style-type: none"> <li>Support for customization of the Designer Application Server (DAS) part of the dial-plan-moh option value.</li> </ul>	
February 16, 2022				Updates to SIP node.	100.0.100.0024
November 19, 2021				<ul style="list-style-type: none"> <li>Voice SIP Cluster Service now correctly selects an originating trunk for inbound calls.</li> <li>Known issue related to call supervision.</li> </ul>	100.0.100.0021
September 27, 2021				100.0.100.0014: <ul style="list-style-type: none"> <li>Resolved issue.</li> <li>Log redirection to standard output (stdout).</li> </ul>	100.0.100.0014
September 22, 2021				100.0.100.0013: Resolved issue.	100.0.100.0013

Available	Genesys CX on		Private edition	Highlights	Release
September 15, 2021				<p>100.0.100.0012:</p> <ul style="list-style-type: none"> <li>• Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE.</li> <li>• Support for customized default Music On Hold.</li> <li>• Support for SIP redundancy in multi-tenant environments.</li> <li>• Support for arbitrary UIDs in private edition deployments on OpenShift.</li> </ul>	100.0.100.0012
June 30, 2021				<p>Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.</p>	9.0.000.32

January 12, 2024 



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## Resolved Issues

- UTF-8 encoded data is now handled correctly by SIP node. (VOICEMCS-5931)
- Any attempt to Single Step Transfer a call to a Routing Point (RP), which is already present in a conference will be rejected. Previously, such request was accepted by SIP Server in multi-tenant environments. (VOICEMCS-5820)

October 06, 2023  Azure



## Resolved Issues


- Now, SIP node supports both **cgroup v1** and **v2** on Linux. Previously, only v1 was supported. (VOICEMCS-5704)

July 31, 2023  Azure

## Resolved Issues

- A new option, **multitenant-rp-type**, is added to SIP Server with values `rtqueue` (default) and `cdn`. When the option is set to `rtqueue`, SIP Server will report *EventRouteUsed* event with *CallState=26* (dropped) when the Routing Point (RP) party is deleted from conference. Setting the option to `cdn` will instruct SIP Server to behave in a backward-compatible way (*EventAbandoned* will be reported). As a result, when a RP is deleted from conference, the Designer application running at the RP will be stopped. Previously, if an *EventAbandoned* event was distributed, the application was not stopped. (VOICEMCS-5615)

August 02, 2022  Azure 

-  100.0.100.0036 available August 25, 2022
- Helm charts and containers

## What's New

- Third-party dependency updates to maintain security and reliability. (VOICEMCS-4762)

## Resolved Issues

- In the INVITE message sent to a conference destination, the user part of the From header is now updated correctly with the value specified in `override-domain-from` when the `override-from-on-conf` option is set to `true`; in addition, the Tenant ID is *not* added to the From header. Previously, the value in `override-domain-from` was not used to update the user part of the From header and the Tenant ID was added to the header instead. (VOICEMCS-4023)
- Call monitoring subscription in SIP Server is now cleared when a supervision conference fails to establish. Previously, the call monitoring subscription was not cleared in this scenario, meaning calls to the monitored DN were supervised even if the Supervisor canceled the monitoring session. (VOICEMCS-3676)

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July 25, 2022    


- 100.0.100.0030 available July 25, 2022
- Helm charts and containers

## For private edition

- This release includes:
  - An updated container and new versions of the Helm charts.
  - Helm chart upgrades compatible for Kubernetes version 1.22 and Consul version 1.10.
  - Third-party dependency updates to maintain security and reliability.
- Voice SIP Cluster Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3613)



April 04, 2022 

## What's New

- Voice SIP Cluster service now has a configurable user data size limit for the RequestUpdateUserData and RequestAttachUserData requests. The default value is 16,000 bytes of packed user data. The maximum allowed value is 64 Kilobytes. SIP Cluster service rejects requests that attempt to attach user data above the maximum allowed size limit. The user data size limit is controlled by the following configuration option in the Helm **values.yaml** file: `configDir/options/requestUserDataLimit`. (VOICEMCS-3980)

## Resolved Issues

- SIP node no longer leaks memory when performing the periodic reading of configuration. (VOICEMCS-3969)

March 28, 2022   


- 100.0.100.0022 available March 28, 2022
- Helm charts and containers

## Security Fixes

- This release includes important security upgrades made to third-party software. (GCLLOUD-18868)

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## For private edition

- As of July 13, 2022, Voice SIP Cluster Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Support for deploying the Voice SIP Cluster Service in a single namespace with other private edition services has been implemented. To deploy Voice SIP Cluster Service in a single namespace, override the **namespace** parameter in the SIP Cluster Service Helm chart **values.yaml** file:

```
1 deployment:
2   namespace: voice
```

In the SIP Cluster Service Helm chart **values.yaml** file, you must also update the namespace specified in the **rmAddress** parameter so it matches the single namespace that you are configuring. That is, change "gvp-rm.gvp.svc.cluster.local;transport=tcp" to "gvp-rm.single namespace for services>.svc.cluster.local;transport=tcp".

```
1 context:
2   envs:
3     rmAddress: "gvp-rm.<single namespace for services>.svc.cluster.local;transport=tcp"
```

(VOICEMCS-2912)

March 07, 2022 

## What's New

- In this release, SIP Cluster service introduces support for a new *Voice call rebalance* feature that allows the transition of voice calls from a SIP Cluster Service instance, undergoing graceful termination, to a successor service instance. This type of voice call transition enhances call handling continuation during a rolling upgrade or service scale-down.

To enable this functionality, configure the following section in the **values.yaml** file:

```
1 configDir:
2   create: true
3   options:
4     rebalanceEnabled: true
5     callIdEnabled: true
```

The `rebalanceEnabled: false` option disables the feature.

For this functionality to work correctly, you must upgrade dependent services to the following versions or higher:

- SIP Proxy service: 100.1.100.0014
- SIP Front End: 100.1.100.0007
- Orchestration service: 100.1.100.0033 (VOICEMCS-3844)
- Voice SIP Cluster service now allows customization of the Designer Application Server (DAS) part of the `dia1-plan-moh` option value. To customize the value, specify a new `designerDasAddress` parameter in the Helm chart **values.yaml** file.

Support for this feature begins with Helm chart version `voice-sip-100.0.1000013.tgz`. (VOICEMCS-3843)

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February 16, 2022  Azure

## Resolved Issues

- When an agent initiates Single Step Conference (or 2 Step Conference) with an external caller and Routing Point (RP) and then leaves the call and logs out, a subsequent TRouteCall received on the RP executes successfully. Previously, the TRouteCall failed in this scenario. (VOICEMCS-3712)

November 19, 2021  Azure


## Resolved Issues

- Voice SIP Cluster Service now correctly selects an originating trunk for inbound calls. Voice SIP Cluster Service selects the trunk only if the partition ID of that trunk is the same as the tenant **callcenterid** (CCID) received in the **X-Genesys-Partition-Id** header of the initial INVITE message that is arrived from a Voice SIP Proxy Service. (VOICEMCS-3224)

## Known Issues

- When a supervision conference fails to establish, the call monitoring subscription in SIP Server is not cleared. The result is that calls to the monitored DN are supervised even if the Supervisor cancels the monitoring session.

September 27, 2021  Azure 

-  100.0.100.0014 available November 12, 2021
- Helm charts and containers

## Resolved Issues

- The call-cleanup idle timeout in the Voice SIP Cluster Service has been increased from 60 minutes to 4 hours. (VOICEMCS-2987)

## For private edition

- Voice SIP Cluster Service now supports optional forwarding of SIPNode logs to standard output (stdout) using a Fluent Bit sidecar and an ephemeral volume (emptyDir). You must override parameters in the voice-sip Helm chart **values.yaml** file to implement Fluent Bit log forwarding to stdout. (VOICEMCS-2662)



September 22, 2021  Azure


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## Resolved Issues

- When a trunk, softswitch, or trunk group is deleted from the environment, the Voice SIP Cluster Service now correctly removes device's Prometheus metrics. Previously, the Voice SIP Cluster Service did not remove metrics of the deleted device, which led to invalid alerts on that device. (VOICEMCS-2751)

September 15, 2021  


-  100.0.100.0012 available September 15, 2021
- Helm charts and containers

## What's New

- Voice SIP Cluster Service supports customized default music per Tenant basis that is played when a call is placed on hold. For each Tenant, the Voice SIP Cluster Service composes a specific URI that points to the Music on Hold (MOH) resource, and then includes this URI in a SIP INFO message to GVP when an active call is placed on hold. The MOH resource is a media file stored in the Designer **Music on Hold** media collection. Designer release 9.0.119.08 is required for this feature support. Refer to the for details. (VOICEMCS-1996)
- Voice SIP Cluster Service supports SIP redundancy in multi-tenant environments. SIP redundancy enables the Voice SIP Cluster Service to place an outgoing call to an external destination/remote agent using a trunk or softswitch DN in another region within the Tenant if local resources are not available. (VOICEMCS-1894)

## For private edition

- Voice SIP Cluster Service now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.
  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).
  - 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 .
  - Voice SIP Cluster Service 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 Voice SIP Cluster Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice SIP Cluster Service so that you use arbitrary UIDs. (VOICEMCS-2614)  
**More info:**
- As of October 29, 2021, Voice SIP Cluster Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1983)

June 30, 2021 



- 9.0.000.32 available June 30, 2021
- Helm charts and containers

## For private edition

- Starting with this release, Voice SIP Cluster Service 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. (VOICEMCS-1740)  
**More info:**