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Genesys Multicloud CX Release Notes

Voice SIP Proxy Service Release Notes

6/4/2026

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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.

Related documentation:

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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.

Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure				
August 25, 2022				Third-party dependency updates.	100.0.100.0020
July 25, 2022				Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).	100.0.100.0019

Available	Genesys CX on		Private edition	Highlights	Release
				New Helm charts and third-party dependency updates.	
March 8, 2022				<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.</p> <p>*Support for a new voice call rebalancing feature.</p> <ul style="list-style-type: none"> • Voice SIP Proxy service now supports the reuse of TCP connections. • Voice SIP Proxy now maintains a TCP connection when it receives an incorrect SIP message over the connection. • Important security improvements. 	100.0.100.0014

Available	Genesys CX on	Private edition	Highlights	Release
			<ul style="list-style-type: none"> Support for deploying all private edition services in a single namespace. 	
November 12, 2021			100.0.100.0010: Resolved issue.	100.0.100.0010
September 15, 2021			<ul style="list-style-type: none"> 100.0.100.0005: Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments on OpenShift. 	100.0.100.0005
June 30, 2021			Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.09

August 25, 2022  



- 100.0.100.0020 available August 25, 2022
- Helm charts and containers

For private edition

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

July 25, 2022 



- 100.0.100.0019 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. (VOICEMCS-3564)
- Voice SIP Proxy Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3613)

March 08, 2022  



- 100.0.100.0014 available March 28, 2022
- Helm charts and containers

What's New

- Voice SIP Cluster service now supports a voice call rebalancing 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. Voice SIP Proxy service both supports and facilitates the voice call rebalancing feature. (VOICEMCS-3638)

Security Fixes

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

Resolved Issues

- Voice SIP Proxy no longer closes a TCP connection when it receives an incorrect SIP message over it. Instead, SIP Proxy now rejects the message with a 400 Bad request response and keeps the connection intact. (VOICEMCS-3855)
- Voice SIP Proxy service now supports SIP devices reusing the same TCP connection for all communications with SIP Proxy. (VOICEMCS-3813)

For private edition

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

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

(VOICEMCS-2912)

November 12, 2021  

-  100.0.100.0010 available March 28, 2022
- Helm charts and containers

Resolved Issues

- Voice SIP Proxy Service now includes an **X-Genesys-Partition-Id** header containing the tenant **callcenterid** (CCID) in the outgoing initial INVITE message. (VOICEMCS-3063)

September 15, 2021 

-  100.0.100.0005 available September 15, 2021
- Helm charts and containers

For private edition

- Voice SIP Proxy 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 UID. For more information, see [.](#)
 - Voice SIP Proxy 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 Proxy Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice SIP Proxy Service so that you use arbitrary UIDs. (VOICEMCS-2614)
More info:
- As of October 29, 2021, Voice SIP Proxy 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 

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

For private edition

- Starting with this release, Voice SIP Proxy 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: