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Genesys Multicloud CX Release Notes

Voice Tenant Service Release Notes

8/29/2025

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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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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				
September 12, 2022				Important information about upgrading Tenant Service.	100.0.100.0076
July 8, 2022				Generally Available release for Genesys Multicloud CX private edition deployments	100.0.100.0068

Available	Genesys CX on		Private edition	Highlights	Release
				<p>on the officially supported Kubernetes platforms.</p> <p>*Default logging sidecars for Tenant Service now run Fluent Bit version 1.8.2.</p> <ul style="list-style-type: none"> • Updated Helm chart. • Recommendation to specify location in your Helm deployment overrides file. 	
May 20, 2022				<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>*Logging recommendations.</p> <ul style="list-style-type: none"> • Tenant provisioning information now updates correctly. • Update to the Tenant Service Helm chart. 	100.0.100.0060

Available	Genesys CX on		Private edition	Highlights	Release
February 7, 2022				<ul style="list-style-type: none"> • Important security improvements. • Support for deploying all private edition services in a single namespace. 	100.0.100.0041
October 21, 2021				<p>100.0.100.0017:</p> <ul style="list-style-type: none"> • Support for log forwarding to standard output (stdout). • Support for Persistent Volume (PV)/Persistent Volume Claim (PVC) with RWO storage. 	100.0.100.0017
September 16, 2021				<p>100.0.100.0015:</p> <ul style="list-style-type: none"> • Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. • Support for arbitrary UUIDs in private edition deployments on OpenShift. 	100.0.100.0015

Available	Genesys CX on		Private edition	Highlights	Release
August 5, 2021				100.0.100.0004: Security improvements.	100.0.100.0004
June 30, 2021				Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.35

September 12, 2022  

-  100.0.100.0076 available September 12, 2022
- Helm charts and containers


Resolved Issues

- After deployment, the value specified for the **datacenters** parameter in the **values.yaml** file is processed correctly; the -dev suffix is no longer appended to the value. Previously, the -dev suffix was added internally after deployment. For example, instead of dc1, which was the value entered, the value propagated to the system was dc1-dev. This has been fixed. (VOICEMCS-4667)

For private edition

- If you are currently running a version of Tenant Service that is older than version 100.0.100.0068 and you plan to upgrade the service to the latest version, upgrade to version 100.0.100.0068 first, and then to version 100.0.100.0076. (VOICEMCS-4957)

July 08, 2022  

-  100.0.100.0068 available July 08, 2022
- Helm charts and containers

What's New

- Default logging sidecars for Tenant Service now run Fluent Bit version 1.8.2. You can also override that value and use the latest Fluent Bit version (1.9.5). (VOICEMCS-4299)
- The Helm chart has been updated and allows the Tenant deployment to work with Persistent Volume Claim (PVC) enabled.

Genesys recommends that you specify `location` in your Helm deployment overrides file to deploy the Tenant Service. Specify the location based on your infrastructure.

```
1  general:
2    location: "USW1"
```

(VOICEMCS-4131)

For private edition

- As of July 13, 2022, Voice Tenant Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

May 20, 2022 



- 100.0.100.0060 available May 20, 2022
- Helm charts and containers

Resolved Issues

- When you attempt to upgrade from Tenant Service version 100.0.100.0017 to version 100.0.100.0041, the Tenant provisioning information isn't updated properly for some of the required application options. You must complete an upgrade to Tenant Service version 100.0.100.0060 to restore the missing options. You can now upgrade directly from version 100.0.100.0017 or version 100.0.100.0041 to version 100.0.100.0060 to restore missing options. (VOICEMCS-3862)

Known Issues

- A new deployment or upgrade of Tenant Service might fail if you have enabled file logging from Tenant pods to persistent volumes, among other parameters.
Workaround: While Tenant Service supports logging to an RWO volume, Genesys recommends that you use Fluent Bit. Tenant Service supports the Fluent Bit logging framework that redirects the logs of legacy components to standard output (stdout) or mounting a log volume shared among all Tenant pods, including one that can be set up through tenant-monitor. (VOICEMCS-4131)

For private edition

- To avoid environment variable conflicts in single namespace deployments, `enableServiceLinks=false` has been added to the Tenant Service Helm chart. (VOICEMCS-3786)
- Voice Tenant Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3610)

February 07, 2022 



- 100.0.100.0041 available February 07, 2022
- Helm charts and containers

Security Fixes

- This release includes important security upgrades made to third-party software. (GLOUD-18712)

For private edition

- Support for deploying the Tenant service in a single namespace with other private edition services has been implemented. No configuration changes are required to enable this alternative deployment scenario. For more information, see . (VOICEMCS-2912)

October 21, 2021 



- 100.0.100.0017 available October 21, 2021
- Helm charts and containers

For private edition

- Tenant Service now supports optional forwarding of logs to standard output (stdout) using a Fluent Bit sidecar and an ephemeral volume (emptyDir). (VOICEMCS-2661)
- Tenant Service now supports Persistent Volume (PV)/Persistent Volume Claim (PVC) with RWO storage for logging from individual Tenant pods. (VOICEMCS-2675)

September 16, 2021 



- 100.0.100.0015 available September 16, 2021
- Helm charts and containers

For private edition

- Voice Tenant 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 Tenant 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 Tenant Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice Tenant Service so that you use arbitrary UIDs. (VOICEMCS-2614)

More info:

- As of October 29, 2021, Voice Tenant Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1978)


August 05, 2021 

-  100.0.100.0004 available August 05, 2021
- Helm charts and containers

Security Fixes

- This release improves storage of security keys. (VOICEMCS-2463)

June 30, 2021 

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

For private edition

- Starting with this release, Voice Tenant 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: