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## Genesys Engage cloud Release Note

[Co-browse](#)

5/10/2025

# Co-browse

 **Note:** Not all changes listed below may pertain to your deployment.

- [December 09, 2022 \(9.0.016.05\)](#)
- [June 06, 2022 \(9.0.015.02\)](#)
- [January 28, 2022 \(9.0.014.12\)](#)
- [January 19, 2022](#)
- [January 07, 2022 \(9.0.014.09\)](#)
- [July 14, 2021 \(9.0.013.00\)](#)
- [November 2, 2020 \(9.0.012.00\)](#)
- [September 29, 2020 \(9.0.011.00\)](#)
- [June 4, 2020 \(9.0.010.00\)](#)
- [February 3, 2020 \(9.0.009.01\)](#)
- [November 15, 2019 \(9.0.008.00\)](#)
- [September 5, 2019 \(9.0.007.00\)](#)
- [August 12, 2019 \(9.0.006.01\)](#)
- [May 15, 2019 \(9.0.004.00\)](#)
- [November 6, 2018 \(9.0.003.02\)](#)
- [March 2, 2018 \(9.0.000.07\)](#)
- [Known Issues](#)

## December 09, 2022 (9.0.016.05)

### What's New

- Slots and templates synchronization support is now available for the Web Components feature. (CB-7864)
- Starting with this release, Co-browse supports constructed CSS objects on web pages. (CB-7863)
- All vulnerable or outdated third-party libraries part of the Co-browse bundle are replaced with their updated stable versions. (CB-7839)

### Resolved Issues

- The Jetty application server is now updated to version 9.4.49, which is a stabler version without known vulnerabilities. (CB-7883)
- The Spring libraries set was updated to its most recent stable version, 5.3.20. (CB-7808)

June 06, 2022 (9.0.015.02)

### What's New

- Co-browse now supports Microsoft Edge Chromium browser. (CB-7806)
- Co-browse session synchronization now includes HTML web components browser feature support. It is now possible to synchronize various types of web components with few limitations. For more information on limitations, see [Limitations](#). (CB-7680)

January 28, 2022 (9.0.014.12)

### What's New

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44832). In particular, the Log4j version included with Genesys Co-browse has been upgraded to 2.17.1. (CB-7755)

### Resolved Issues

Static resources behind the authentication feature now handle more CSS internal resources to synchronize agents properly. It is recommended to perform CSS validation before using this feature. (CB-7648)

January 19, 2022

### Deprecations

- **Genesys Co-browse** — On January 31, 2024, Genesys will deprecate the product called Genesys Co-browse.

Genesys Co-browse allows an agent and a customer to navigate (browse) the same web page at

the same time. With Genesys Co-browse, the agent and the customer share the same instance of the web page (or browser window), unlike a conventional screen sharing application, where one of the parties sees the image of the other party's browser instance or the whole desktop.

Genesys recommends customers using Genesys Co-browse to migrate to one of the partners' offers before Genesys ends support on January 31, 2024, available via the Genesys AppFoundry and PS Expert Applications. For more information, see [Deprecation: Genesys Co-browse](#).

## January 07, 2022 (9.0.014.09)

### What's New

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228 and CVE-2021-45105). In particular, the Log4j version included with Genesys Co-browse has been upgraded to 2.17.0.

#### Important

Starting from 9.0.014.09, support for Internet Explorer 11 is deprecated and will be dropped in the future releases.

### Resolved Issues

- Static resources behind the authentication feature are now improved for working with CSS. (CB-7642)
- Potentially vulnerable eval() core JavaScript functions are now removed from the frontend code to improve Co-browse security. (CB-7713)

## July 14, 2021 (9.0.013.00)

### What's New

This release includes OpenJDK 11 support.

November 2, 2020 (9.0.012.00)

### What's New

This release includes security improvements.

September 29, 2020 (9.0.011.00)

### What's New

- A warning message now appears in the agent-side debug log if a web page in the co-browse session does not contain a correct `<!DOCTYPE html>` tag. (CB-7457)
- Co-browse no longer encounters an issue with the `cbUrl` parameter in the customer website instrumentation. Previously, extra URL parameters were being added after the question sign (?), causing a malformed URL. (CB-7449)
- Co-browse now correctly passes a co-browse session through pages with multiple redirects. Previously, the co-browse session could have been lost if the page redirected to another page within a very short period of time. (CB-7238)
- The modern static resource passing mechanism for the agent-side (called Static Resource Behind Authentication) is completed and enabled by default. With this mechanism, white-listing web domains is not needed. (CB-7400)

June 4, 2020 (9.0.010.00)

### What's New

JSON related libraries are now updated to address potential security vulnerabilities in the deserialization mechanism. (CB-6790)

February 03, 2020 (9.0.009.01)

### What's New

- Co-browse Server now sets the `SameSite=None` attribute for the `BAYEUX_BROWSER` cookie if long-polling

CometD transport is used. This enhancement addresses the new, stricter browser policies being implemented (starting 2/4/20 for Chrome, and starting at later dates for other browsers). Without this flag, the Co-browse session will not work due to Co-browse being on a different domain than the Co-browsed web page. (CB-7310)

### Important

We highly recommend using web sockets instead of long-polling to improve Co-browse session performance.

- Co-browse now has a new mechanism for scrolling synchronization. To enable, set `cobrowse.useByElementScrolling` to `true` in the instrumentation. For example:

```
let _genesys = {  
  cobrowse: {  
    useByElementScrolling: true  
  }  
}
```

This feature is considered experimental. See [Known Issues](#) for additional information. (CB-7230)

- Co-browse now uses an additional layer of security for agents, Content Security Policy (CSP), in browsers that support it. To benefit from this, we recommend that your agents use modern browsers to run Agent Desktop and not use Internet Explorer 11. (CB-7036)

## November 15, 2019 (9.0.008.00)

### What's New

Co-browse can now proxy files that have a space symbol in their names. (CB-6915)

### Resolved Issues

Co-browse now works properly with `<iframe>` tags that are added to the page during a co-browse session. (CB-7034, CB-6984)

## September 5, 2019 (9.0.007.00)

### What's New

### Resolved Issues

- This release includes behavior and stability improvements. (CB-6906, CB-6811)

- Improvements have been made to the German and French localizations. (CB-6808)
- Co-browse now better supports pages that use "fr" CSS units. (CB-6737)
- The following improvements have been made to the **DOM Restrictions Editor**:
  - The Back and Forward buttons now work correctly. (CB-6395)
  - The URL of the previewed page is now updated if the user navigates from one page to another by using links. (CB-6868)
  - Intermittent issues no longer occur with certain types of restrictions that contain attribute selectors, for example; [class="a\_class"]. (CB-6900)
  - Restrictions no longer intermittently display improperly when a regular expression is used to configure on which pages the restrictions should be applied ("Apply to all regexp matches" setting). **Note:** This issue only affected the representation of the restrictions in the DOM Restrictions Editor UI; it did not affect the actual Co-browse sessions. (CB-6850)
  - The DOM Restrictions Editor now works properly if Write Mode for Co-browse is disabled in the tenant configuration. Previously in this scenario, some features didn't work correctly. (CB-6202)

August 12, 2019 (9.0.006.01)

### What's New

- Co-browse can now be **localized** in German and French. (CB-6437)

### Resolved Issues

- This release includes behavior and stability improvements. (CB-6726, CB-6789, CB-6787, CB-6733, CB-6656, CB-5874)

May 15, 2019 (9.0.004.00)

### What's New

- Co-browse is now available with the new Genesys Agent Desktop.

### Resolved Issues

- Co-browse no longer occasionally hides all of the page content from the agent if the style attribute of <body> was dynamically changed during a co-browse session. (CB-6017)
- Co-browse no longer synchronizes most of the <meta> tags. Previously, their synchronization could negatively affect the experience in certain scenarios. (CB-5847)

- Co-browse now sends the correct notification when signaling the end of a session. Previously, Co-browse was not sending the proper reason, which affected the JavaScript APIs (onSessionEnded callback), and the agent UI where a wrong notification was shown when the session ended. (CB-5638)
- Co-browse now correctly synchronizes pages that use <link rel="import"> tags. (CB-5671)
- Co-browse now loads without browser console warnings on pages containing iframes. (CB-5709)
- The Co-browse JavaScript API events onSessionStarted and onSessionEnded are now available from both the main page context and from nested iframes contexts. Handlers for these signals will be executed in all existing contexts where handlers are present. To call handlers only in top context, as in earlier Co-browse releases, use the isTopContext JavaScript API method to distinguish top and child co-browse contexts. (CB-5709)
- The customer-facing tooltip indicating masked content from the agent is now removed from inside the iframe when the co-browse session ends. (CB-5709)
- Co-browse now correctly synchronizes the display of body elements. Previously, Co-browse always set a value of display: block in document.body in the agent's browser, even if the co-browsed page contained a different value, for example flex. This sometimes led to problems with the synchronization of layout and scrolling. (CB-5951)
- Co-browse now better synchronizes the agent's typing in Write Mode, in cases outside of normal operating parameters. (CB-5674)

November 6, 2018 (9.0.003.02)

## What's New

### Configure DOM restrictions

- Co-browse now has a new, intuitive UI for easily configuring DOM restrictions in a WYSIWYG fashion, requiring little to no technical knowledge. You can configure the elements that you need to mask from your agents and the elements that should be visible to agents, but non-interactive. You don't need to modify your website to set up the restrictions, and you no longer need Genesys Professional Services to assist.

### Image masking

- Co-browse now masks images when Data Masking is used for them. Previously, only textual content was masked, leaving images intact. Note: only <img/> tags are masked. If an image is rendered using CSS (for example, as a background-image) it won't be masked. The <picture> and <source> elements are not yet supported. If your web page uses them for an image, this image may not be masked for the agents.

### Size control

- Agents now have a zoom-to-fit/actual size control allowing them to avoid unnecessary scrolling and to get a better overall picture of the co-browsed content. Previously, the Co-browse area of Agent Desktop had a fixed zoom level that was tied to the size of the customer's browser. In some situations, this forced the agent to use the scroll bars (including horizontal) to see different areas of the shared web

page.

### Historical reports

- Co-browse now has two historical reports available in Genesys CX Insights: The Details report, which enables you to see details on any co-browse session, such as when it started and finished, the related interaction, pages visited, and so on. The Summary report, which enables you to find answers to questions such as *"What percent of interactions had Co-browse sessions?"* or *"How long did a Co-browse session last on average?"* More reports will be available in future releases.

### Resolved Issues

- The Agent Desktop inactivity timeout now resets for different types of an agent's activity in the web page during co-browsing, such as keyboard typing, scrolling, navigation, and so. Previously, the timeout reset only when the agent moved his or her mouse. (CB-4750)
- The co-browse session now ends when the customer ends a voice call with the agent. Previously, the co-browse session did not end until the agent clicked Mark Done in Agent Desktop. (CB-4677)
- The co-browse run-time voice statistics are now updated when the co-browse session ends. (CB-4710)
- The customer-facing tooltip indicating masked content from the agent is now removed when the co-browse session ends. (CB-5419)
- The agent can no longer join a co-browse session after the chat or voice call has ended. (CB-4571)
- A mousedown or mouseup event no longer replays on restricted elements. (CB-5816)

March 2, 2018 (9.0.000.07)

## What's New

### Initial release

- End-users can now request a Co-browsing session, associated with either a Voice or a Chat interaction. The Co-browsing session can be requested from either the Channel selector Widget (Voice interaction) or from the Chat Widget (Chat interaction).
- Supported browsers:
  - End-user: Internet Explorer 11, Edge, Firefox ESR, Chrome (Desktop and Android)
  - Agent, as part of Agent Desktop: Internet Explorer 11, Edge, Firefox ESR, Chrome (Desktop only)
- This first Cloud version inherits from almost all Premise version features: data masking and DOM control, domains whitelisting, Read/Pointer mode and Write mode.

## Known Issues

### Revealed DOM-restriction elements in the Agent UI

- Restricted DOM element frames might be visible in the Agent UI even when the base element is covered by another layer or element if the `display="none"` attribute is not set. Genesys recommends setting the `display="none"` attribute for these elements. (CB-7630)

### Possible suppressed cookie tracking in browsers

- A Co-browse session cannot be established when all the following conditions are true:
  - The Co-browse URL domain differs from the client's website domain.
  - Third-party cookie-tracking privacy settings is suppressed in the client browser.
  - Headers `Access-Control-Expose-Headers` and `Access-Control-Allow-Headers` are not set in the website response.

To fix this issue, set the headers `Access-Control-Expose-Headers` and `Access-Control-Allow-Headers` with the same domain as the Co-browse URL domain. (CB-7629)

### Scrolling issue

- The following are known issues for the scrolling synchronization mechanism (`cobrowse.useByElementScrolling = true`):
  - Only vertical scrolling is supported (horizontal scrolling is not supported).
  - The scrolling synchronization might not behave properly on multi-column layouts or layouts that have sticky (fixed position) menus. (CB-7230)

## Limitations

- Web components with `shadowDom` can be synchronized with an agent only if `shadowDom` was created as `{mode:open}`. For components `{mode:closed}`, it is only possible to fill a component space with the same size mock.
- Input synchronization inside web components works only from the master page to an agent. Input will not be synchronized from an agent's component reflection to the master page.
- Though DOM-restrictions with jQuery syntax work for web components, it could be an issue that a component is restricted on master or agent side. A restricted image space might have a different background color or frame inside the web component on agent side.