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Genesys Engage cloud Release Note

Genesys Softphone VDI Adapter

4/14/2025

Genesys Softphone VDI Adapter

For information about the latest releases of Genesys Softphone VDI Adapter, see [Genesys Softphone Release Notes](#).

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

- [March 25, 2021 \(9.0.015.03\)](#)
- [December 17, 2020 \(9.0.014.12\)](#)
- [September 24, 2020 \(9.0.013.03\)](#)
- [July 2, 2020 \(9.0.012.05\)](#)
- [June 25, 2020 \(9.0.012.04\)](#)
- [April 30, 2020 \(9.0.011.03\)](#)
- [February 27, 2020 \(9.0.010.08\)](#)
- [November 14, 2019 \(9.0.009.03\)](#)
- [August 30, 2019 \(9.0.008.05\)](#)
- [June 27, 2019 \(9.0.007.09\)](#)
- [May 10, 2019 \(9.0.006.02\)](#)
- [March 22, 2019 \(9.0.005.09\)](#)
- [March 8, 2019 \(9.0.005.08\)](#)
- [Known Issues](#)

March 25, 2021 (9.0.015.03)

What's New

- Genesys Softphone using WebRTC now interacts with Agent Desktop (WWE) to transparently renew their connection when the WebRTC Gateway session has expired. Previously, after a long session, the DN changed to **Out of Service** and agents had to logout and login to re-establish the session.

December 17, 2020 (9.0.014.12)

What's New

- Genesys Softphone now automatically re-tries SIP registration attempts if the DNS fails to resolve the SIP FQDN on startup.

Resolved Issues

- The selection of Secure Real-Time Transport Protocol (SRTP) over non-secure RTP is improved. (SOFTPHONE-977)

September 24, 2020 (9.0.013.03)

What's New

Resolved Issues

- Genesys Softphone has improved recovery from audio device failures adding additional attempts to restart the audio stream in case of errors. (SOFTPHONE-931)
- In environments where SIP is configured over TCP or TLS, the resiliency to connection errors has been improved. Previously, in case of connectivity errors at SIP Registration time, there could be a long delay in the registration process. (SOFTPHONE-928)

July 2, 2020 (9.0.012.05)

What's New

Resolved Issues

- In an eLux RP6 environment, Genesys Softphone VDI Adapter no longer exits unexpectedly when Citrix ICA is established over a VPN. (SOFTPHONE-906)

June 25, 2020 (9.0.012.04)

What's New

Resolved Issues

- Genesys Softphone now correctly accepts "best-effort SRTP" offers (RFC 5939). (SOFTPHONE-856)

April 30, 2020 (9.0.011.03)

What's New

Resolved Issues

- DNS resolution resiliency has been improved to reduce the impact of system delays on the endpoint. (SOFTPHONE-853)
- VS2013 Redistributable Update 5 is included in the Genesys Softphone Installation Package. (SOFTPHONE-845)

February 27, 2020 (9.0.010.08)

What's New

eLux RP6 64-bit support

- Genesys Softphone VDI Adapter can now be installed on the 64-bit version of eLux RP 6.
Limitation: The 32-bit version of eLux RP 5 is no longer supported.

Resolved Issues

- In environments where Genesys Softphone connects to the WebRTC Service through an HTTP Proxy, the resilience of the connections has been improved. (SOFTPHONE-810)

November 14, 2019 (9.0.009.03)

What's New

Resolved Issues

- In multi-region deployments, switch-over is now limited to situations where all the resources of the primary region are unavailable. (SOFTPHONE-741)

August 30, 2019 (9.0.008.05)

What's New

Quality of Service improvement

- The determination of the quality of service of the Voice channel has been improved.

Ringtones for auto-answered calls

- Genesys Softphone can now be **configured** to play the specified ringtone once for its full duration, even if the call is answered while the tone is playing. This capability is most applicable to environments where Genesys Softphone or the agent application is set up to answer calls automatically.

June 27, 2019 (9.0.007.09)

What's New

FIPS 140-2 compliancy

- Genesys Softphone secured communication channels, such as Secured RTP, are now compliant with FIPS 140-2.

Operating systems

- Genesys Softphone VDI Adapter can now be installed on eLux RP 5 Operating Systems to support Genesys Softphone running in Citrix XenApp or XenDesktop environments.

Resolved Issues

- Genesys Softphone improved audio processing during hold/retrieve operations when interoperating with other SIP clients, such as Microsoft Skype for Business. (SOFTPHONE-704)

May 10, 2019 (9.0.006.02)

What's New

Resolved Issues

- The robustness of the connectivity between Genesys Softphone and the WebRTC Gateway has been improved to reduce the number of session disconnections. (SOFTPHONE-662)
- Genesys Softphone has been improved to prevent distortion at the beginning of calls on certain headsets. (SOFTPHONE-649)

March 22, 2019 (9.0.005.09)

What's New

Resolved Issues

- The analysis of voice call quality has now been improved so that agents no longer receive misleading voice call quality alerts immediately after a call has been established or retrieved. (SOFTPHONE-631)

March 8, 2019 (9.0.005.08)

What's New

VDI Adaptor plugin

- Genesys Softphone VDI Adapter is installed as a plugin to the Citrix Workspace App (formerly known as Citrix Receiver) on client workstations to enable Genesys Softphone to be deployed in the Citrix XenApp 7 and XenDesktop 7 virtual desktop infrastructures. Consult the Supported OS and Supported Virtualization system guides for details about the supported versions.

Known Issues

- In eLux RP 6.x (64-bit) thin client environments, when using Pulse Audio as the default audio layer, audio device selection made in the application takes no effect; audio always comes to/from the audio

device selected in the eLux control panel. (SOFTPHONE-819)