Genesys Co-browse Plug-in for Workspace Desktop Edition

9.0.005.47

12/20/2025

9.0.005.47

9.x **Genesys Co-browse Plug-in for Workspace Desktop Edition** is part of 9.x starting in 9.0.000.06.

Genesys Co-browse Plug-in for Workspace Desktop Edition Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/14/21	Hot Fix						X

What's New

This release contains the following new features and enhancements:

- CefSharp (Chromium Embedded Framework) is now updated to the newest stable version 86.0.241.0.

Resolved Issues

This release contains the following resolved issues:

Co-browse sessions are no longer counted twice in interaction data. (CB-7542)

An issue no longer occurs with getting the reporting data from a transferred voice interaction. Previously, base voice interaction data was not compatible with transferred interaction data. (CB-7532)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Co-browse

Genesys Products

- List of Release Notes

9.0.005.47

Genesys Co-browse Plug-in for Workspace Desktop Edition is now compatible to generate GCXI Co-browse reports against multi-site voice interactions. (CB-7433)

Upgrade Notes

Uninstalling Co-browse Plug-in for Workspace Desktop Edition (WDE) 9.0.005.44 inappropriately removes **Genesyslab.Platform.Voice.Protocols.dll** from Workspace Desktop Edition. To resolve this issue, you must back up **Genesyslab.Platform.Voice.Protocols.dll** before uninstalling Co-browse Plug-in for WDE 9.0.005.44.

1. Save a copy of **Genesyslab.Platform.Voice.Protocols.dll** from Workspace Desktop Edition.

2. Uninstall Co-browse Plug-in for WDE 9.0.005.44.

3. Copy the saved **Genesyslab.Platform.Voice.Protocols.dll** back to the Workspace Desktop Edition location.

4. Install Co-browse Plug-in for WDE 9.0.005.47.