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# Genesys Co-browse Plug-in for Workspace Desktop Edition

Release Notes 9.0.x

11/13/2023

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# Genesys Co-browse Plug-in for Workspace Desktop Edition 9.0.x Release Note

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

This Release Note applies to all 9.0.x releases of Genesys Co-browse Plug-in for Workspace Desktop Edition. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

### [+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">9.0.005.56</a>	11/08/23	Update					X
<a href="#">9.0.005.48</a>	03/19/21	General					X
<a href="#">9.0.005.47</a>	01/14/21	Hot Fix					X
<a href="#">9.0.005.44</a>	07/29/20	Hot Fix					X
<a href="#">9.0.005.38</a>	05/06/20	Hot Fix					X
<a href="#">9.0.005.33</a>	04/07/20	Hot Fix					X
<a href="#">9.0.005.27</a>	02/26/20	Hot Fix					X
<a href="#">9.0.005.13</a>	06/25/19	General					X
<a href="#">9.0.002.40</a>	03/27/19	Hot Fix					X
<a href="#">9.0.000.06</a>	03/02/18	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Co-browse](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

For information about 8.5.x releases of Co-browse Plug-in for Workspace Desktop Edition, see the [8.5](#)

## Release Note (Cumulative).

## Discontinued Support

### [+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the “[Genesys Supported Operating Environment Reference Guide](#)”.

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- Internet Explorer 11
- Microsoft Edge

**Discontinued as of:** 9.0.002.40

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- Internet Explorer 9
- Internet Explorer 10

**Discontinued as of:** 9.0.000.06

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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Genesys Co-browse Plug-in for Workspace Desktop Edition, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Related Resources

For additional information about Genesys Co-browse Plug-in for Workspace Desktop Edition, see the following documentation:

- The documentation related to this software is available from the [Genesys Co-browse](#) page.
  - The [Genesys Co-browse Deployment Guide](#) provides details about installing and configuring Genesys
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Co-browse Plug-in for Workspace Desktop Edition.

- The [Genesys Co-browse](#) page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for eServices components.

Release Notes for other Genesys components are available [here](#).

# Known Issues and Recommendations

## Genesys Co-browse Plug-in for Workspace Desktop Edition

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Co-browse Plug-in for Workspace Desktop Edition. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

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A double count of Co-browse sessions occurs during the interaction in interaction data.

ID: <b>CB-7542</b>	Found In: <b>9.0.005.44</b>	Fixed In: <b>9.0.005.47</b>
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Genesys Co-browse WDE Plug-in does not support 64-bit Binary type when deploying the Workspace ClickOnce Application to your web server using Workspace Desktop Edition-Deployment Manager.

ID: <b>CB-7337</b>	Found In: <b>9.0.002.40</b>	Fixed In:
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With Co-browse WDE plug-in, drop-down lists disappear when using the mouse wheel to scroll down the list. This is due to an embedded Chromium restriction. To workaround this issue, use the keyboard arrows or the scrollbar.

ID: <b>CB-7253</b>	Found In: <b>9.0.002.40</b>	Fixed In:
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The Co-browse WDE plug-in now uses an embedded Chromium browser instead of Internet Explorer to render the co-browsed page. This improves performance and security of the WDE plug-in.

ID: <b>CB-5917</b>	Found In: <b>9.0.000.06</b>	Fixed In: <b>9.0.002.40</b>
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## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In**

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and **Fixed In** fields refer to the English (US) release of Genesys Co-browse Plug-in for Workspace Desktop Edition unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 9.0.0

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

You can find links to Release Notes for particular 9.0.0 releases of Genesys Co-browse Plug-in for Workspace Desktop Edition, if available, in the tree menu on the left or in the list of [Available Releases](#).



9.0.005.56

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/09/23	Update						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Chromium Embedded Framework for CSharp (CEFSsharp) is now updated to 117.2.40 version to address known vulnerabilities of older versions. (CB-7958)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Co-browse Plug-in for Workspace Desktop Edition](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.56.

9.0.005.48

**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
03/19/21	General						X

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2019. See the [Genesys Co-browse](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (CB-7591)
- Support for proxy with authentication. To configure, use the following new configuration options: **[cobrowse] proxyLogin** and **[cobrowse] proxyPassword**. Other proxy settings were not changed and can be set using the Windows proxy setting. (CB-7529)
- Support for Genesys Customer Experience Insights (GCXI) to extract a custom InteractionId in the user attached data. To configure, use the new configuration option **[cobrowse] customInteractionId**. (CB-7575)

### 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](#)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.48.

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](#)

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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.

# 9.0.005.44

**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	Solaris	Windows
07/29/20	Hot Fix					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Genesys Co-browse Plug-in for Workspace Desktop Edition now sends the correct V0ICE interaction ID to Genesys Co-browse Server for historical reporting. (CB-7438)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.44.

### 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](#)

9.0.005.38

**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	Solaris	Windows
05/06/20	Hot Fix					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Genesys Co-browse Plug-in for Workspace Desktop Edition no longer encounters an issue when applying the system proxy settings. (CB-7382)

---

Genesys Co-browse Plug-in for Workspace Desktop Edition no longer encounters an issue with the **[cobrowse] url** configuration option in the customer's URL for Co-browse Server. Previously, extra URL parameters were being added after the question mark (?), causing a malformed URL. (CB-7374)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.38.



9.0.005.33

**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	Solaris	Windows
04/07/20	Hot Fix					X

### What's New

This release contains the following new features and enhancements:

Genesys Co-browse Plug-in for Workspace Desktop Edition (WDE) now has a stricter policy for working with origins against the agent's localization. To allow working with the localization resource via HTTPS, you must place the resource in the same origin that the Co-browse Plug-in for WDE uses to work with Co-browse.

If load balancing is used for the Co-browse Plug-in for WDE to access Co-browse, place the JSON localization file in the static folder of the Co-browse nodes, and add the following snippet in your NGINX configuration file. (CB-7360)

```
location /static {
    proxy_pass https://<cobrowsecluster>$uri?$args;
}
```

### 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](#)

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## Resolved Issues

This release contains the following resolved issues:

---

The CefSharp WPF libraries, Chromium Embedded Framework, and Chromium are now updated to version 79 due to security requirements. (CB-7347)

---

Synchronization with system language settings is now added to the internal browser for Genesys Co-browse Plug-in for Workspace Desktop Edition in order to support the same language for native HTML components. Previously, some elements could appear in different languages for the agent and customer during a co-browse session. (CB-7346)

---

The **CO-BROWSE** tab activation process is now updated to define the correct browser size when the tab is activated by a new session event. Previously, the horizontal scroll bar was not displaying during a co-browse session when the **CO-BROWSE** tab was not selected prior to the session. (CB-7344)

---

The embedded browser resize handling and browser version are now updated for a better user experience when the Workspace Desktop Edition (WDE) window is resized. Previously, when the WDE window with an active co-browse session was resized or the size of the Co-browse panel changed, a gray panel appeared and the browser did not show new data. (CB-7212)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.33.

9.0.005.27

**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	Solaris	Windows
02/26/20	Hot Fix					X

### What's New

This release contains the following new features and enhancements:

- Genesys Co-browse Plug-in for Workspace Desktop Edition now has updated dependencies, and requires Workspace Desktop Edition release 8.5.138.04 and higher. (CB-7327)

### Resolved Issues

This release contains the following resolved issues:

---

A co-browse session no longer hangs when an agent frequently changes the size of the embedded browser in Workspace Desktop Edition. (CB-7212)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.27.

# 9.0.005.13

**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	Solaris	Windows
06/25/19	General					X

### What's New

This release contains the following new features and enhancements:

- Co-browse now provides **Historical Reporting** via Genesys Customer Experience Insights (GCXI). (CB-6054)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.13.

### 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](#)

9.0.002.40

**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	Solaris	Windows
03/27/19	Hot Fix					X

### What's New

This release contains the following new features and enhancements:

- The Co-browse Workspace Desktop Edition (WDE) plug-in now uses an embedded Chromium browser instead of Internet Explorer to render the co-browsed page. This improves performance and security of the WDE plug-in. (CB-5917)
- The Co-browse WDE plug-in can now handle more than two parallel Co-browse sessions. (CB-5998)

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

If an agent manually enters the Co-browse Session ID and then rapidly clicks the **Join** button twice, the Co-browse WDE plug-in will now join the Co-browse session. Previously, the session would not join, and the error **Session is invalid or expired** would display. (CB-6021)

---

Workspace Desktop Edition (WDE) no longer terminates an ongoing Co-browse session in the following scenario:

- The **[cobrowse] agentSessionsLimit** option is set to **1**.
- The agent has more than one active chat interaction.
- One of the chat interactions has an ongoing Co-browse session.
- The customer starts a Co-browse session in another chat interaction.

(CB-5961)

---

The Co-browse WDE plug-in no longer causes WDE to occasionally shut down unexpectedly if Co-browse load balancing is misconfigured. (CB-5943)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.40.

9.0.000.06

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

**9.x** This is the first 9.x release of **Genesys Co-browse Plug-in for Workspace Desktop Edition**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/02/18	General					X

### What's New

This release contains the following new features and enhancements:

- Co-browse now supports Windows Server 2016.
- Co-browse now supports Citrix XenDesktop v7.6 and Citrix XenApp v7.8.

### 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](#)

### Resolved Issues

This release contains the following resolved issues:

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The CORS functionality in Co-browse Plug-in for Workspace Desktop Edition now works better with allowed origins. (CB-4974)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.06.