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Genesys Co-browse Plug-in for Workspace Desktop Edition

Known Issues and Recommendations

6/11/2026

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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](#).

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

ID: CB-7542	Found In: 9.0.005.44	Fixed In: 9.0.005.47
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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: CB-7337	Found In: 9.0.002.40	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: CB-7253	Found In: 9.0.002.40	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: CB-5917	Found In: 9.0.000.06	Fixed In: 9.0.002.40
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Internationalization Issues

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

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.

There are no internationalization issues for this product.
