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# Genesys Softphone VDI Adapter

Release Notes 9.0.x

10/16/2025

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# Genesys Softphone VDI Adapter 9.0.x Release Note

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

This Release Note applies to all 9.0.x releases of Genesys Softphone VDI Adapter. 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 9.0.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
<a href="#">9.0.104.01</a>	10/16/25	General				X		X	
<a href="#">9.0.103.00</a>	12/19/24	General						X	
<a href="#">9.0.102.02</a>	09/26/24	General						X	
<a href="#">9.0.101.03</a>	06/27/24	General						X	
<a href="#">9.0.100.06</a>	04/12/24	General						X	

#### Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">9.0.027.02</a>	12/21/23	General					X
<a href="#">9.0.026.03</a>	09/28/23	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.025.03	08/22/23	Update					X
9.0.024.06	06/29/23	General					X
9.0.023.06	05/17/23	Hot Fix					X
9.0.023.04	03/30/23	General					X
9.0.022.06	12/22/22	Hot Fix					X
9.0.021.08	11/03/22	Hot Fix					X
9.0.021.07	10/03/22	General					X
9.0.020.10	07/20/22	General					X
9.0.019.06	04/21/22	General					X
9.0.018.10	03/10/22	Hot Fix					X
9.0.018.09	02/10/22	Hot Fix					X
9.0.018.06	12/16/21	General					X
9.0.017.04	10/08/21	General					X
9.0.016.06	07/15/21	General					X
9.0.015.03	03/25/21	General					X
9.0.014.12	12/17/20	General					X
9.0.013.03	09/24/20	General					X
9.0.012.05	07/02/20	Hot Fix					X
9.0.012.04	06/25/20	General					X
9.0.011.03	04/30/20	General					X
9.0.010.08	02/27/20	General					X
9.0.009.03	11/14/19	General					X
9.0.008.05	08/30/19	General					X
9.0.007.09	06/27/19	General					X
9.0.006.02	05/10/19	General					X
9.0.005.10	04/05/19	Hot Fix					X
9.0.005.09	03/22/19	Hot Fix					X
9.0.005.06	02/28/19	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 Softphone](#) page in the *Genesys Supported Operating Environment Reference Guide*.

## 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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The following operating systems are no longer supported for Genesys Softphone VDI Adapter:

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows Server 2012
- Microsoft Windows Server 2016

<b>Discontinued as of</b>	Date: <b>July 20, 2022</b>	Release: <b>9.0.020.10</b>
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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 Softphone VDI Adapter, 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 Softphone VDI Adapter, see the following documentation:

For additional information about Genesys Softphone, see the following documentation:

- The documentation related to this software is available from the [Genesys Softphone](#) page.
- The *Genesys Softphone Deployment Guide* provides details about installing and configuring Genesys Softphone VDI Adapter.
- The [Genesys Softphone](#) 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 Genesys Softphone VDI Adapter components.

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

# Known Issues and Recommendations

## Genesys Softphone VDI Adapter

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Softphone VDI Adapter. 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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**Prerequisite:** To deploy **Genesys Softphone VDI Adapter for VMWare Horizon on Windows**, you must first install the 64-bit version of Visual Studio 2013 Redistributable package (**vc\_redist\_x64.exe** at <https://www.microsoft.com/en-us/download/details.aspx?id=40784>).

ID: <b>SOFTPHONE-1262</b>	Found In: <b>9.0.019.06</b>	Fixed In:
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The uninstall procedure of Softphone VDI Adapter versions 9.0.018.06 and 9.0.018.09 unexpectedly removes a Windows Registry key, which can break the Citrix Workspace App setup. If you need to properly uninstall Softphone VDI Adapter version 9.0.018.06 or 9.0.018.09, or if you want to upgrade to a new version from version 9.0.018.09, perform the following steps:

Workaround:

1. Create a temp folder. For example: c:\Temp
2. Start a Windows command window with admin rights.
3. Go to the temp folder you created. For example: cd c:\Temp
4. Backup the registry keys by entering the following:  
reg export "HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Citrix\ICA Client\Engine\ Configuration\Advanced\Modules\ICA 3.0" virtualdriverex.reg
5. Uninstall Softphone VDI Adapter 9.0.018.06 or 9.0.018.09.
6. Restore the registry keys by entering the following:  
reg import virtualdriverex.reg
7. (optional) Install the new version of Softphone VDI Adapter.

ID: <b>SOFTPHONE-1192</b>	Found In: <b>9.0.018.06</b>	Fixed In: <b>9.0.018.10</b>
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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.

ID: <b>SOFTPHONE-1192</b>	Found In: <b>9.0.018.06</b>	Fixed In: <b>9.0.018.10</b>
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In a Windows environment where Genesys Softphone VDI Adapter is installed and the Citrix client runtime (typically, Citrix Workspace App) is upgraded to a new version, the Citrix client and/or the Genesys Softphone VDI Adapter may not function correctly.

Workaround: After the Citrix client runtime is updated, re-install Genesys Softphone VDI Adapter.

ID: <b>SOFTPHONE-1107</b>	Found In: <b>9.0.005.06</b>	Fixed In:
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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 Softphone VDI Adapter unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 9.0.1

## Genesys Softphone VDI Adapter Release Notes

You can find links to Release Notes for particular 9.0.1 releases of Genesys Softphone VDI Adapter, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.103.00

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/19/24	General						X

### What's New

This release contains the following new features and enhancements:

- To make Genesys Softphone more flexible in its port binding in complex network environments, a new option **policy.endpoint.rtp\_port\_binding** has been introduced, and the existing option **policy.endpoint.public\_address** has been expanded:
  - rtp\_port\_binding** — specifies how Softphone binds RTP ports
  - public\_address** — can now include rules that specify how binding IP address must be selected

For more information on these options, see [Genesys Softphone configuration options](#).

(SOFTPHONE-1653)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone](#)

#### 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 9.0.103.00.

9.0.102.02

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/26/24	General						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

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Security updates to Genesys Softphone VDI Adapter.

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### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.102.02.

9.0.101.03

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/27/24	General						X

### What's New

This release contains the following new features and enhancements:

- Genesys Softphone now supports VMWare Horizon ESB 2312.1. (SOFTPHONE-1490)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.101.03.

9.0.100.06

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/12/24	General						X

### What's New

This release contains the following new features and enhancements:

- Genesys Softphone VDI Adapter running on Windows 11 now supports TLSv1.3. Previously, TLSv1.3 was only supported on **eLux** and **HP ThinPro OS**. (SOFTPHONE-1555)
- Genesys Softphone VDI Adapter is now supported on HP ThinPro OS 7 and 8 that uses Citrix Workspace App Client. (SOFTPHONE-1553)
- Beginning with this release, Genesys Softphone VDI Adapter for VMWare Horizon requires Microsoft Visual C++ Redistributable 64-bit 2019 or above to execute on Windows.
  - The Genesys Softphone VDI Adapter installation package installs this prerequisite on the target platform.
  - Download the 64-bit version of the Genesys Softphone VDI Adapter package to proceed with installation on Windows OS. For more details, see **Deployment guide**. (SOFTPHONE-1547)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### 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 9.0.100.06.

# Release 9.0.0

## Genesys Softphone VDI Adapter Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Genesys Softphone VDI Adapter, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.027.02

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/23	General						X

### What's New

This release contains the following new features and enhancements:

- The handling of local IP address changes has been improved to ensure that the old and no longer valid IP address is never sent in the Contact header of REGISTER requests. Previously, it was possible for a REGISTER request with an old IP address to be incorrectly retransmitted if the IP change happened when a SIP transaction was in progress. (SOFTPHONE-1542)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.027.02.

9.0.026.03

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/28/23	General						X

### What's New

This release contains the following new features and enhancements:

- Genesys Softphone is now supported on Citrix Virtual Applications and Desktops LTSR 2203. (SOFTPHONE-1420)
- Genesys Softphone can now be configured for a call waiting tone when a new call arrives while another call is on hold using the new option **policy.session.ringing\_while\_call\_held**. (SOFTPHONE-1445)
- This release contains third-party dependency updates to maintain security and reliability. (SOFTPHONE-1446)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

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Improved the processing of TLS exceptions for SIP connections to ensure that the previous SIP dialog

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is properly deleted. Previously, that dialog remained active and when re-submitted the registration renewal later, it was updated with the wrong contact information. (SOFTPHONE-1468)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.026.03.

9.0.024.06

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/29/23	General						X

### What's New

This release contains the following new features and enhancements:

- Genesys Softphone now supports 4-channel microphone array with the default Windows Core Audio system. Previously, such devices could only be used with the legacy Wave Audio (which truncated device names for all audio devices in the system). (SOFTPHONE-1413)
- Genesys Softphone VDI Adapter is now supported on HP ThinPro OS 8 using VMware Horizon Client version 2212 and above. (SOFTPHONE-1398)
- Genesys Softphone now conditionally auto-answers a call based on the presence of the SIP Header **Alert-Info** containing the value info=alert-auto-answer in the **SIP INVITE**. (SOFTPHONE-1442)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### 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 9.0.024.06.



9.0.023.06

## Genesys Softphone VDI Adapter Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/17/23	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

In a VMWare Horizon VDI environment, on a Windows client workstation, the Genesys Softphone VDI Adapter is now installed at the machine level so that any user logging in to the workstation can run a Genesys Softphone process hosted in the VDI session. Previously, the Genesys Softphone VDI Adapter was installed only for the Administrator performing the installation. (SOFTPHONE-1405)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.023.06.

9.0.023.04

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/30/23	General						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The processing of Secure RTP by Genesys Softphone is now improved for calls that are long enough for RTP sequential numbers to roll over to zero. Previously, Softphone would discard the undecoded packets in certain scenarios after re-INVITE and report an SRTP error (13). (SOFTPHONE-1399)

The detection of headsets has been enhanced for Linux-based VDI clients (eLux and HP ThinPro OS) working with the Pulse Audio layer. Previously, some headsets were not identified as such and instead were recognized as two separate audio input and output devices. (SOFTPHONE-1370)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.023.04.

9.0.022.06

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/22	Hot Fix						X

### What's New

This release contains the following new features and enhancements:

- The handling of transport exceptions for SIP over TLS is improved. Now, Genesys Softphone tries reconnecting to the same SIP proxy or SBC immediately after receiving such a transport exception. Previously, those transport exceptions were ignored, and Genesys Softphone would switch over to the next configured SIP proxy or SBC after a SIP transaction timeout. (SOFTPHONE-1348)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.06.

9.0.021.08

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/03/22	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

In SIP environments where Genesys Softphone sends a SIP registration based on a DNS SRV record, Genesys Softphone no longer adds the primary SIP address specified in the DNS SRV record to the deny list. Previously, such unexpected deny-listing of the primary SIP Address could occur during Genesys Softphone initialization and resulted in an unexpected registration against the secondary SIP address. (SOFTPHONE-1339)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.08.

9.0.021.07

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/03/22	General						X

### What's New

This release of Genesys Softphone VDI Adapter is compatible with Genesys Softphone release 9.0.021.07.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.07.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)



9.0.020.10

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/20/22	General						X

### What's New

This release contains the following new features and enhancements:

- You can now configure Genesys Softphone to play an audio alert when a new call is distributed to an agent who is currently handling another call. The following options are added to enable this feature:
  - callwait\_tone\_enabled** in the **session** section of the **policy** domain.
  - callwait\_tone\_file** in the **session** section of the **policy** domain.

(SOFTPHONE-1196)

- Genesys Softphone now supports VMware Horizon 8 for workstations running on the HP ThinPro OS. To support this new environment, a new Genesys Softphone VDI Adapter dedicated to VMware Horizon on ThinPro OS is available. The VMware Horizon on ThinPro component is deployed as a plugin to the VMware Horizon Client installed on the Agent workstation. For more detailed information and a list of all supported operating systems, refer to the [Genesys Softphone page](#) in the *Genesys Supported Operating Environment Reference Guide*. (SOFTPHONE-1194)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

#### Genesys Products

- [List of Release Notes](#)

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## Resolved Issues

This release contains the following resolved issues:

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The Genesys Softphone VDI Adapter installation package no longer requires the following directory to be present on the target machine when **VMware Horizon support for Windows** is selected:  
C:\Program Files (x86)\Citrix\ICA Client

(SOFTPHONE-1268)

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When Genesys Softphone **Transport** is configured to use **TCP** or **TLS** to transport SIP messages, it now detects the connectivity error as soon as the connection establishment fails. Previously, Genesys Softphone was required to wait until the SIP Register Timeout occurred, typically after 4 to 32 seconds, to detect the connection error and retry the connection. (SOFTPHONE-1258)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.10.

9.0.019.06

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/21/22	General						X

### What's New

This release includes the following new features or functionality:

- Genesys Softphone now supports VMware Horizon 8 for workstations running on Windows Operating Systems. The Genesys Softphone executable dedicated to VDI is now expanded to support this new environment and a new Genesys Softphone VDI Adapter dedicated to VMware Horizon has been developed. This new component is designed to be deployed as a plugin to the VMware Horizon Client installed on the end-user workstation. For more detailed information and a list of all supported operating systems, see the [Genesys Softphone page](#) in the [Genesys Supported Operating Environment Reference Guide](#). (SOFTPHONE-1135)
- Genesys Softphone VDI Adapter for eLux RP 6 is now compatible with Citrix Workspace App version 2111 and above. (SOFTPHONE-1185)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone](#)

#### Genesys Products

- [List of Release Notes](#)

### Important

This is a breaking change in the compatibility of Citrix Workspace App versions on eLux RP:

- Up to version 1908 of Citrix Workspace App on eLux RP 6, Genesys Softphone VDI

Adapter 9.0.018.10 (or below) is required.

- Starting from version 2111 of Citrix Workspace App on eLux RP 6, Genesys Softphone VDI Adapter 9.0.019.06 (or below) is required.
- If you are running a Citrix Workspace App version between 1908 and 2111, Genesys recommends upgrading to a Citrix Workspace App version greater or equal to 2111.

## Resolved Issues

This release contains the following resolved issues:

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A call that is muted and then put on hold, explicitly or indirectly by creating a consultation call, now remains muted when it is retrieved from hold. Previously, in such scenarios, the call was automatically unmuted when retrieved from hold. (SOFTPHONE-1200)

---

The implementation of DNS SRV resolution has been reworked in Genesys Softphone running on Windows Operating Systems. This new implementation now relies on the native DNS SRV capabilities of the operating system and resolves issues with dynamic updates of DNS servers, such as when a VPN is connected after Genesys Softphone was started. This implementation also provides support for Name Resolution Policy Tables (NRPT). (SOFTPHONE-1069)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.06.

9.0.018.10

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/10/22	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

In Citrix environments where there is high latency between the physical workstation and the data center running the Citrix sessions, the Softphone VDI Adapter no longer exits unexpectedly (causing a Citrix Workspace App disconnection). Previously, in this type of deployment, the Softphone VDI Adapter could exit unexpectedly when specific call scenarios were executed. (SOFTPHONE-1174)

The uninstall procedure of Softphone VDI Connector no longer removes the following registry key: **HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0\VirtualDriverEx**. Previously, in Softphone VDI Connector versions 9.0.018.06 and 9.0.018.09, this key was removed, which resulted in other Citrix plugins being deactivated and further installation of the Softphone VDI Connector not operating successfully. (SOFTPHONE-1192)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.10.

9.0.018.09

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/10/22	Hot Fix						X

### What's New

This release of Genesys Softphone VDI Adapter is compatible with Genesys Softphone release 9.0.018.09.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.09.

### Helpful Links

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9.0.018.06

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/21	General						X

### What's New

This release contains the following new features and enhancements:

- Support for Windows 11 operating system. See the [Genesys Softphone page](#) in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (SOFTPHONE-1120)
- You can now specify whether audio feedback is to be played locally when a DTMF signal is sent. A new option called **dtmf\_feedback** is added to the **session** section of the **policy** domain to control the playing of feedback for all types of DTMF methods. Previously, DTMF feedback was played locally only for **rfc2833** and **inband** DTMF methods. (SOFTPHONE-1134)

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### Resolved Issues

This release contains the following resolved issues:

A new option called **exclude\_headset** is added to the **device** section of the **policy** domain. This option can be used in environments where options **use\_headset=1** and **headset\_name=\*** to



---

mitigate possible automatic device selection ambiguities when the built-in audio devices of the agent workstation are named according to headset naming policies (e.g. "Microphone (Realtek(R) Audio)" and "Speakers (Realtek(R) Audio)"). Previously, in this type of configuration, the built-in device could be selected by default instead of the headset. (This option is applicable to Windows OS deployments.) (SOFTPHONE-1132)

---

The default value of the **sip\_transaction\_timeout** option is now 32000 instead of 4000. With this new value, Genesys Softphone connectivity to the SIP Server is more resilient in deployments where multiple SIP Proxies are configured in the SIP DNS SRV record specified in Softphone configuration for Disaster Recovery considerations. (SOFTPHONE-1144)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.06.

9.0.017.04

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/08/21	General						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Genesys Softphone now correctly initializes Windows Core Audio system when a non-supported microphone device (for example, 4-channel microphone array) is present in the system. Previously, in this situation, Genesys Softphone fell back to legacy Wave Audio (even if the device in question was not actually used), resulting in truncated device names for all audio devices in the system. (SOFTPHONE-1116)

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.04.

9.0.016.06

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/21	General						X

### What's New

This release contains the following new features and enhancements:

- The handling of codec changes during an active call is improved:
    - Changes to the G.729 **annexb** parameter are now applied to the existing stream (instead of creating a new one).
    - Non-compatible codec changes no longer result in a 20-second delay when communicating with the Microsoft RTC stack (used in Microsoft Teams, for example).
- (SOFTPHONE-1091)

### Helpful Links

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.06.

9.0.015.03

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/21	General					X

### What's New

This release of Genesys Softphone VDI Adapter is compatible with Genesys Softphone release 9.0.015.03.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.03.

### Helpful Links

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9.0.014.12

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/20	General					X

### What's New

This release contains the following new features and enhancements:

- Genesys Softphone now automatically re-tries SIP registration attempts if the DNS fails to resolve the SIP FQDN on startup. (SOFTPHONE-982)

### Helpful Links

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

This release contains the following resolved issues:

---

Genesys Softphone now properly applies Secure Real-Time Transport Protocol (SRTP) or non-secure RTP in environments where SRTP is configured in **elective** mode. (SOFTPHONE-977)

---

Genesys Softphone now supports the use of the **a=ptime** parameter for outgoing Session Description Protocol (SDP). To enable this, you must configure the option **codecs.enabled.audio** with the extra key-value pair **ptime**.

---

For example:

```
"g729,pcmu,ptime=40"
```

Valid values for the **ptime** parameter are dependent on the codecs that are enabled:

- **ptime=20** (default) and **ptime=40** are permitted for all currently supported audio codecs.
- **ptime=60** is permitted for G.711, G.722, G.729 and Opus (but not iLBC and iSAC).

(SOFTPHONE-976)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.12.



9.0.013.03

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/24/20	General					X

### What's New

This release contains the following new features and enhancements:

- Genesys Softphone now correctly handles G.729 codecs with a packet size of 60 msec (SDP parameter **ptime=60**). Previously, such packets were processed incorrectly, only taking the first 40 msec of audio, resulting in poor audio quality.

### Resolved Issues

This release contains the following 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)

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### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.03.

9.0.012.05

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/02/20	Hot Fix					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following 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)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
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#### Product Documentation

- [Genesys Softphone](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.05.

9.0.012.04

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/20	General					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

---

Genesys Softphone configured with **system.security.use\_srtp = "force"** now correctly accepts a "best-effort SRTP" offer (RFC 5939). (SOFTPHONE-856)

---

### Helpful Links

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#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.04.

9.0.011.03

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/30/20	General					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

DNS resolution for A-records has been improved so that calls are not blocked when the system DNS resolver is slow to provide a DNS due to the temporary failure of the DNS server or other back end issues. (SOFTPHONE-853)

---

VS2013 Redistributable Update 5 is included in the Genesys Softphone Installation Package. (SOFTPHONE-845)

---

### Helpful Links

#### Releases Info

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#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.03.

9.0.010.08

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/27/20	General					X

### What's New

This release contains the following new features and enhancements:

- 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

This release contains the following resolved issues:

For 1pcc calls, it is now possible to specify an alternative DTMF payload type by using the **payload\_type** option applied to the **telephony-event** codec. (SOFTPHONE-792)

### Helpful Links

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#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.08.

9.0.009.03

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/14/19	General					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

- In deployments where the SIP registration address is defined as SRV records pointing at different deployment regions ("SRV targets"), the DNS resolution has been improved to avoid the switch of regions ("SRV Targets") when only a subset of the SIP nodes of the current region fail. (SOFTPHONE-741)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.03.

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9.0.008.05

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/30/19	General					X

### What's New

This release contains the following new features and enhancements:

- The determination of the quality of service of the Voice channel has been improved. (SOFTPHONE-732)
- Genesys Softphone can now be configured to play the specified ringtone once for its full duration by setting the value of the **ringing\_file** option to **6** (play ringtone once for the full duration through the communication device) or **7** (play ringtone once for the full duration through both the system default device and the communication device). The tone is played in full 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. (SOFTPHONE-711)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

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### Resolved Issues

This release contains no resolved issues.



## Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.05.

9.0.007.09

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/19	General					X

### What's New

This release contains the following new features and enhancements:

- 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. (SOFTPHONE-669)
- Genesys Softphone secured communication channels, such as Secured RTP, are now compliant with FIPS 140-2. (SOFTPHONE-630)

### Resolved Issues

This release contains the following resolved issues:

Genesys Softphone now changes the Synchronization Source (SSRC) of the outgoing RTP stream after **Hold/Retrieve** operations, to improve interoperability with other SIP clients, such as Microsoft Skype for Business. (SOFTPHONE-704)

### Helpful Links

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- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Softphone VDI Adapter](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.09.

9.0.006.02

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/10/19	General					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Genesys Softphone now better handles the end of a call. This improvement prevents distortion at the beginning of subsequent calls when certain headsets are used. The `policy.endpoint.defer_device_release` option has been added to control the delay period for releasing audio devices after the audio stream has stopped. (SOFTPHONE-649)

### Helpful Links

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- [9.0.x Known Issues](#)

#### Product Documentation

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.02.

9.0.005.10

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/05/19	Hot Fix					X

### What's New

This release contains modifications to support Genesys Engage cloud implementations only.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.10.

### Helpful Links

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9.0.005.09

## Genesys Softphone VDI Adapter Release Notes

**9.x Genesys Softphone VDI Adapter** is part of 9.x starting in **9.0.005.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/22/19	Hot Fix					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following 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)

### Helpful Links

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#### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.09.

9.0.005.06

## Genesys Softphone VDI Adapter Release Notes

**9.x** This is the first 9.x release of **Genesys Softphone VDI Adapter**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/19	General					X

### What's New

This release contains the following new features and enhancements:

- 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. (SOFTPHONE-532)

### Helpful Links

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#### Product Documentation

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### Resolved Issues

This release contains no resolved issues.



## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.06.