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Genesys Softphone VDI Adapter

9.0.018.10

10/25/2025

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

- [List of Release Notes](#)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.10.