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Genesys Softphone VDI Adapter

9.0.020.10

12/19/2025

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](#)

Resolved Issues

This release contains the following resolved issues:

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)

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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.10.