Genesys Softphone

9.0.004.10

12/19/2025

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Genesys Softphone Release Notes

9.x **Genesys Softphone** is part of 9.x starting in 9.0.001.01.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/18	General					X

What's New

This release contains the following new feature and enhancement:

- Support for TLS, up to version 1.2. (SOFTPHONE-534)

Resolved Issues

This release contains the following resolved issues:

During SIP Registration with FQDN, Genesys Softphone now correctly maintains a sticky registration session with one data center if the DNS resolution for SRV contact is significantly delayed. (SOFTPHONE-568)

Genesys Softphone no longer insecurely stores connectivity credentials. (SOFTPHONE-564)

You can now specify the path to the Genesys Softphone log file through the Connector interface by specifying the path in the 'sipendpoint.system.diagnostics.log_file' option in the Workspace application object. Previously, environment variables were not correctly interpreted if the path was

Helpful Links

Releases Info

- List of 9.0.x Releases
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Product Documentation

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specified with backslashes instead of forward slashes. (SOFTPHONE-561)

Genesys Softphone now correctly displays audio device names that are defined with 2-byte characters (for example, Japanese characters) in the 'devices' view of the user interface. Previously, these audio device names were not displayed in the Softphone user interface. (SOFTPHONE-547)

TLS transport now works correctly when the SIP Register address is specified by an SRV record. (SOFTPHONE-533)

The processing of SIP events is no longer delayed if it takes extra time to establish the audio layer for a particular call. Previously, in this scenario, a call could be dropped by the peer due to a lack of response to a later event. (SOFTPHONE-529)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.10.