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Genesys Softphone

9.0.006.02

12/22/2025

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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
05/10/19	General					X

What's New

This release includes the following new feature and enhancement:

- Genesys Softphone can now be installed on all supported Windows 32-bit operating systems. See the [Genesys Softphone](#) page in the [Genesys Supported Operating Environment Reference Guide](#). (SOFTPHONE-657)
- Support for Windows Server 2016 in Citrix VDI environments. See the [Genesys Softphone](#) page in the [Genesys Supported Operating Environment Reference Guide](#). (SOFTPHONE-626)

Resolved Issues

This release contains the following resolved issues:

The security of the Genesys Softphone HTTP Connector has been improved by limiting the maximum size of the HTTP Request body. (SOFTPHONE-665)

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

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 9.0.006.02.