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## Genesys Softphone

9.0.019.06

12/20/2025

9.0.019.06

## 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	Mac	Solaris	Windows
04/21/22	General				X		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)

### 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 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

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automatically unmuted when retrieved from hold. (SOFTPHONE-1200)

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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)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.06.