Genesys Softphone

Known Issues and Recommendations

12/19/2025

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The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Softphone. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

In **Setup.exe**, VMware Horizon is listed as a target deployment for the Genesys Softphone VDI version although it is not yet supported.

ID: **SOFTPHONE-1180**	Found In: **9.0.018.09**	Fixed In:

On macOS Big Sur running on Apple M1 Silicon, the Genesys Softphone icon does not appear in the LaunchPad immediately after the software installation. It will appear in this area only after a machine restart.

ID: **SOFTPHONE-1130**	Found In: **9.0.017.04**	Fixed In:

A Chromium-based browser with the policy **RequireOnlineRevocationChecksForLocalAnchors** enabled cannot open an HTTPS connection to the Genesys Softphone Connector.

To avoid this issue, ensure that this policy is not enabled in your browser. For example, to do this for Google Chrome, go to the Windows registry and add or modify the **HKEY_LOCAL_MACHINE\ SOFTWARE\Policies\Google\Chrome** key as follows:

Name: RequireOnlineRevocationChecksForLocalAnchors Type: REG_DWORD Value data: 0

Further information can be found in the Chrome Enterprise policy list.

For Microsoft Edge, you can find more information about this policy on the Microsoft Edge - Policies page.

ID: **SOFTPHONE-1064**	Found In: **9.0.015.04**	Fixed In:

When Genesys Softphone is installed in HTTPS connector mode with the "Self Signed Certificate" option, Workspace running in Firefox version 57 or higher cannot properly connect to Genesys Softphone to configure and activate it. Workaround: Execute the script `Certificates\Self-Signed\`

`Firefox\add_certificates.bat` from the installation directory after the standard installation is complete.

ID: **SOFTPHONE-545**	Found In: **9.0.005.06**	Fixed In: **9.0.005.09**

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Softphone unless otherwise noted in the issue description.

There are no internationalization issues for this product.