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# Genesys Softphone Deployment Guide

Single sign on with Workspace Web Edition

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# Single sign on with Workspace Web Edition

Genesys Softphone includes an HTTP/HTTPS connector to simplify using Genesys Softphone with Workspace Web Edition (WWE):

- Single sign-on—WWE controls the SIP settings for Softphone based on explicit WWE centralized options and agent login credentials (Place and DN).
- Simplified deployment—each agent workstation runs the same application and configuration files, avoiding workstation specific configuration.
- Password authentication—WWE passes the DN password as one of the parameters through the Genesys Softphone connector to allow the Softphone to securely login to SIP Server and avoid the need for MPLS.

## Configuring Softphone for Workspace Web Edition

1. Create a common **Softphone.config** configuration file for all workstations. Uncomment and configure the options in the **connector** section of the **policy** domain:

```
<Container name ="Genesys">
...
  <domain name="policy">
    ...
      <section name="connector">

        <!-- Activates HTTP or HTTPS communication.
        Requires a port defined in the port option. -->
        <setting name="protocol" value="http"/>

        <!-- Specifies the port used when communicating in HTTP or HTTPS -->
        <setting name="port" value="8000"/>

        <!-- Activates the SESSIONID in cookies -->
        <setting name="enable_sessionid" value="1"/>

        <!-- Gives a thumbprint string value Workspace
        uses to select a certificate if the 'protocol' option
        is set to HTTPS. -->
        <setting name="certificate_search_value" value="55 75 66 dd af 08 23 b6
18 80 fd 19 69 f8 4a 3d e5 c7 94 a5"/>

        <!-- Specifies if the Softphone application is auto started
        or started by the client application.-->
        <setting name="standalone" value="1"/>

      </section>
    ...
  </domain>
...
</Container>
```

You must synchronize the values of the **protocol** (HTTP or HTTPS) and **port** settings with the SIP Endpoint connectivity option configured on WWE side, see the **sipendpoint.uri** option in the [WWE SIP Endpoint configuration page](#).

When you specify HTTPS in the **protocol** setting you must configure the **certificate\_search\_value** setting so Genesys Softphone can open a secured port for WWE to send HTTPS requests. You must populate this setting with a thumbprint accessible from the Certificate Store of the agent workstation. To get the same thumbprint configured on all Softphone instances, Genesys recommends that you generate a wildcard certificate for the domain to which the agents belong and make the certificate available to all agents through regular Microsoft Windows GPO rules.

Configure **additional Softphone options** in your common configuration file.

2. Install Genesys Softphone and your common configuration file on each agent workstation. This is commonly done by using products like Microsoft SMS.

Once installed, agents can now login using WWE and use Softphone as the SIP endpoint.

## Overriding option values

You can override most Softphone options when you **provision Workspace Web Edition options**. You can override all options in the **proxies** and **system** domain and you can override the **endpoint**, **session**, and **device** sections of the **policy** domain.

Options in the **Connector** section of the **policy** domain must be specified in the configuration file; these cannot be overridden. WWE implicitly controls configuration for options in the **Basic container** to enable single sign-on with WWE.

## Overriding an Option

To override a Softphone option when provisioning WWE, convert the option to the following format:

`sipendpoint.<domain>.<section>.<setting>`

For example, to override the **ringing\_file** setting in the **session** section, configure **sipendpoint.policy.session.ringing\_file** in your WWE provisioning. See the **options reference** for a list of Softphone settings.

## Codec Priority

The **sipendpoint.codecs.<codec\_name>.priority** option is superseded for assigning priority to the ordering of Codecs. Use the **enabled** section of the **codecs** domain in the **Softphone.config** configuration file to specify the order in which audio codecs are given priority.

### Tip

For more details, refer to **Working with Codec Priorities** in the *SIP Endpoint SDK Developer's Guide 9.0.0NET*.

For example:

```
<domain name="codecs">
  <section name="enabled">
    <setting name="audio" value="opus,pcmu,pcma,G722,iSAC/16000,G729"/>
  </section>
  <section name="PCMU/8000"/>
```

```
<section name="PCMA/8000"/>
<section name="G722/16000"/>
```

### Important

In the above examples, the `"/<number>"` after the section name represents the clock rate of the codec.

### Warning

Any codec that is not explicitly included in the **enabled** section will not be used, even if the section for that codec is present in the configuration file or the Genesys Configuration Layer.

To specify the priority of enabled codecs, use the **sipendpoint.codecs.enabled.audio** option in the configuration layer.

For example:

```
sipendpoint.codecs.enabled.audio, "iLBC,G722"
```

To use the Genesys SIP Endpoint SDK 9.0 **enabled** section, follow these guidelines:

- Codec names are *case-insensitive*. You can omit the clock rate portion of the section name unless needed to discriminate between two sections with the same name. The clock rate portion must be provided for **ISAC**.
- Specify codec parameters as a comma-separated list in parenthesis after an equals sign. You can use abbreviations such as "pt" for "payload\_type".
- If there are codec conflicts, the value in the **enabled** section takes precedence over value in corresponding codec section, regardless of whether those values come from the configuration file or the Genesys Configuration Layer. For example:

```
<setting name="audio" value="g729=(fmp='annexb=no'),opus=(pt=125),pcmu,pcma"/>
<setting name="video" value="h264=(pt=120,fmp='profile-level-id=420028')"/>
```

- If codec parameters are specified in-line (or a particular codec does not require any parameters, such as the PCMU and PCMA codecs), then a separate codec section is not necessary. In any case, codecs specified in the "enabled" section do not require presence of corresponding section to take effect.
- If the **enabled** section is not present, or both "audio" and "video" settings have empty values, then the **8.5.400.11 and lower** method of setting priorities, based on the setting order, is applied.

## Signing on with WWE

Before starting WWE, agents need to have Softphone running. Administrators can specify that Softphone starts automatically when the Windows user logs in or agents can startup Softphone

## User interface and call controls

When using Softphone with WWE, Softphone disables its default user interface. Instead, agents can use the WWE user interface for call controls, mute, and volume control. For information on the WWE user interface, see the [WWE Help](#).