Genesys Engage cloud Release Note

Genesys Softphone

5/1/2025

Genesys Softphone

For information about the latest releases of Genesys Softphone, see Genesys Softphone Release Notes.

Note: Not all changes listed below may pertain to your deployment.

April 23, 2021 (9.0.015.04)

What's New

Resolved Issues

- Genesys Softphone now plays local DTMF feedback tones correctly for calls established in Opus codecs.
  Note: When a stereo output device is used for playback, the feedback tones are played on the left channel only. This is by design, to differentiate them from the incoming audio stream. (SOFTPHONE-1057)

March 25, 2021 (9.0.015.03)

What's New

- Support for macOS 11 (Big Sur) operating system. The Apple M1 processor is supported through the macOS 11 Rosetta 2 compatibility feature. See the Genesys Softphone page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
- Genesys Softphone now ships with several ringing tones corresponding to the same sound but with different levels of loudness. These files can be used in the Softphone ringing tone configuration. Also, the legacy default **ringing.wav** file is now 10dB lower than previously.
- In a macOS environment, it is now possible to install Genesys Softphone so that it runs automatically when the agent is opening the OS session.
- Genesys Softphone using WebRTC now interacts with Agent Desktop (WWE) to transparently renew their connection when the WebRTC Gateway session has expired. Previously, after a long session, the DN changed to **Out of Service** and agents had to logout and login to re-establish the session.

Resolved Issues

- In macOS environments, the audio quality interactive alerts now show up as configured. (SOFTPHONE-1035)
- In a macOS environment, when configured in **connector** mode, Genesys Softphone now automatically recycles at the end of a Registration session to preserve long-term stability in cases of long-running OS sessions. This behavior is controlled in the configuration file by the option **policy.connector.auto_restart=1**. (SOFTPHONE-951)

December 21, 2020 (9.0.014.13)

Resolved Issues

- The Softphone Telemetry is now fully operational. Previously, starting with version 9.0.014.12, part of the Telemetry stream was no longer reported. (SOFTPHONE-998)

December 17, 2020 (9.0.014.12)

What's New

- Genesys Softphone now automatically re-tries SIP registration attempts if the DNS fails to resolve the SIP FQDN on startup.
- Genesys Softphone can now be installed on macOS version 10.15 Catalina.

Resolved Issues

- In Connector mode, the Agent Desktop client session clean-up is improved. (SOFTPHONE-992)
- The selection of Secure Real-Time Transport Protocol (SRTP) over non-secure RTP is improved. (SOFTPHONE-977)
- A call to the **API DELETE /softphone/v2/session** now sets the path attribute correctly to ensure that the session cookie is removed. (SOFTPHONE-956)
- When an API call to **/softphone/v2/audio** is populated with an invalid request body, Genesys Softphone now responds with a **400 Bad Request** error message. (SOFTPHONE-955)

September 24, 2020 (9.0.013.03)

What's New

- When Genesys Softphone is running in **Connector** mode and is used as the voice channel support for a user-facing Agent Desktop application, it does not prevent this user-facing application from claiming WCAG 2.1 levels A and AA when the application supports this format for its own UI.

Resolved Issues

- When the Administrator selects **Standalone** mode while executing the Genesys Softphone installation package (interactive or silent) to upgrade from a previous version, it is now possible to specify whether the new version will overwrite the existing **Softphone.config** file or preserve the former version of the configuration file. (SOFTPHONE-941)

- Genesys Softphone has improved recovery from audio device failures adding additional attempts to restart the audio stream in case of errors. (SOFTPHONE-931)
- In environments where SIP is configured over TCP or TLS, the resiliency to connection errors has been improved. Previously, in case of connectivity errors at SIP Registration time, there could be a long delay in the registration process. (SOFTPHONE-928)
- The HTTP REST API exposed to application developers now ignores letter case in HTTP Headers. (SOFTPHONE-899)

June 25, 2020 (9.0.012.04)

What's New

Localization support

- Genesys Softphone is now localized in the following languages: Arabic, German, Spanish, French, French (Canada), Italian, Japanese, Korean, Dutch, Polish, Portuguese (Brazil), Russian, Turkish, Chinese (Traditional), and Chinese (Simplified).

Resolved Issues

- In **Connector** mode, Genesys Softphone now better supports situations where the client (for example, WWE) did not fully initialize the connector session. Previously, in that situation, Genesys Softphone required a restart to be able to accept a new client session. (SOFTPHONE-878)
- In Standalone mode, Genesys Softphone no longer exits unexpectedly when a new call is received in environments where the setting **gui_tabs** does not contain the value **calls**.(SOFTPHONE-864)
- Genesys Softphone now correctly accepts "best-effort SRTP" offers (RFC 5939). (SOFTPHONE-856)
- In **Connector** mode, the resiliency of the session management by Genesys Softphone was improved under conditions where the request sequence from the connector client around the end of the session is not reliable. Previously, under those conditions which could happen when the client browser encounters performance issues, a manual Genesys Softphone restart might have been required. (SOFTPHONE-854)

April 30, 2020 (9.0.011.03)

What's New

Resolved Issues

- DNS resolution resiliency has been improved to reduce the impact of system delays on the endpoint. (SOFTPHONE-853)
- VS2013 Redistributable Update 5 is included in the Genesys Softphone Installation Package.

(SOFTPHONE-845)

- Developers can now use the `/softphone/v2/register` API endpoint in deployments where Genesys Softphone is configured to run in **WebRTC** mode. (SOFTPHONE-842)
- When Genesys Softphone is configured to run in Connector mode, it is no longer possible to manually start a second instance of the process. Previously, when Genesys Softphone restarted automatically at the end of a first agent session, agents could start a second instance manually. (SOFTPHONE-825)

February 27, 2020 (9.0.010.08)

What's New

Resolved Issues

- Agent Desktop now correctly connects to Genesys Softphone when Softphone is installed on a non-English Windows Operating System in Connector mode with a self-signed certificate. (SOFTPHONE-821)
- In environments where Genesys Softphone connects to the WebRTC Service through an HTTP Proxy, the resilience of the connections has been improved. (SOFTPHONE-810)

December 10, 2019 (9.0.009.05)

What's New

Browser connectivity support

- When running in Connector mode with HTTPS enabled, Genesys Softphone now sets cookies with the following attributes:
  - **SameSite=None**
  - **Secure**

    This enables connectivity support for the forthcoming versions of Chrome (v80 in February 2020) and Firefox that will reject insecure **SameSite=None** cookies for security reasons.

November 14, 2019 (9.0.009.03)

What's New

Windows Server 2019 support

- Support for Microsoft Windows Server 2019 operating system for Genesys Softphone.
- Support for Microsoft Hyper-V Server 2019 for VDI deployments.

HTTP REST API support

- You can now deploy Genesys Softphone in **Connector Mode** and control it from a custom agent desktop by using an HTTP REST API, similar to how Genesys Softphone integrates with Workspace Web Edition and Workspace Desktop Edition for configuration, registration, and volume control.

Resolved Issues

- In multi-region deployments, switch-over is now limited to situations where all the resources of the primary region are unavailable. (SOFTPHONE-741)

August 30, 2019 (9.0.008.05)

What's New

Quality of Service improvement

- The determination of the quality of service of the Voice channel has been improved.

Ringtones for auto-answered calls

- Genesys Softphone can now be configured to play the specified ringtone once for its full duration, even if the call is answered while the tone is playing. This capability is most applicable to environments where Genesys Softphone or the agent application is set up to answer calls automatically.

June 27, 2019 (9.0.007.09)

What's New

FIPS 140-2 compliancy

- Genesys Softphone secured communication channels, such as Secured RTP, are now compliant with FIPS 140-2.

TLS 1.2 support

- You can now force the communication between Agent Desktop and Genesys Softphone to use TLS 1.2 by setting the "sec_protocol" option in the "connector" section of the softphone.config file to the value "TLSv12".

Resolved Issues

- Genesys Softphone improved audio processing during hold/retrieve operations when interoperating with other SIP clients, such as Microsoft Skype for Business. (SOFTPHONE-704)
- Genesys Softphone HTTP connector security has been improved. (SOFTPHONE-634)

May 10, 2019 (9.0.006.02)

What's New

Virtual Environments

- Genesys Softphone can now be installed on all supported Windows 32-bit operating systems. (SOFTPHONE-657)
- Support for Windows 2016 in Citrix VDI environments. (SOFTPHONE-626)

WebRTC support for disaster recovery

- When integrated with Agent Desktop 9 in a WebRTC environment, Genesys Softphone automatically follows Agent Desktop fail-over from primary to backup. (SOFTPHONE-623)

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)
- The robustness of the connectivity between Genesys Softphone and the WebRTC Gateway has been improved to reduce the number of session disconnections. (SOFTPHONE-662)
- Genesys Softphone has been improved to prevent distortion at the beginning of calls on certain headsets. (SOFTPHONE-649)

April 5, 2019 (9.0.005.10)

What's New

Resolved Issues

- Genesys Softphone no longer fails to establish a second WebRTC request through an HTTP Proxy when the second request immediately follows the first. Previously, a 3pcc SingleStepConference initiated from Agent Desktop could fail in a deployment where an HTTP Proxy was configured. (SOFTPHONE-638)

March 22, 2019 (9.0.005.09)

What's New

Resolved Issues

- The analysis of voice call quality has now been improved so that agents no longer receive misleading voice call quality alerts immediately after a call has been established or retrieved. (SOFTPHONE-631)
- You can now deploy Genesys Softphone in connector mode set up with a Self Signed Certificate so that it can be configured and activated from Agent Desktop running in Firefox. Previously, starting with Firefox version 57, it was not possible to use the self-signed certificate of the HTTPS connector from a web application running in Firefox. (SOFTPHONE-545)

March 8, 2019 (9.0.005.08)

What's New

HTTP Proxy support

- Genesys Softphone running with WebRTC signaling now supports HTTP Proxy with no authentication enabled.

Virtual desktops

- Genesys Softphone can now be deployed in the Citrix XenApp 7 and XenDesktop 7 virtual desktop infrastructures. Deployment requires Genesys Softphone VDI Adapter to be installed on the client workstations. Refer to the Supported OS and the Supported Virtualization system guides for details about the supported versions.

Resolved Issues

- When Genesys Softphone is set up to communicate with Genesys Engage cloud through WebRTC protocol, the HTTPS certificate verification now behaves as expected. Previously, under some network conditions, the certificate could be incorrectly refused. (SOFTPHONE-622)
- Genesys Softphone now correctly initializes when it is using HTTP Connector and Agent Desktop is specifying a different log setting than the Softphone configuration file. (SOFTPHONE-608)

December 21, 2018 (9.0.004.10)

What's New

Resolved Issues

- Genesys Softphone is now able to maintain a sticky registration session with one data center when the connectivity is significantly delayed. (SOFTPHONE-568)
- 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)
- Genesys Softphone no longer insecurely stores connectivity credentials. (SOFTPHONE-564)
- You can now use Environment Variables and both forward slash and backslash characters when you specify the path to the Genesys Softphone log file using the **sipendpoint.system.diagnostics.log_file** option in Agent Desktop. (SOFTPHONE-561)
- Calls no longer get dropped if it takes extra time to establish the audio portion for a particular call. (SOFTPHONE-529)

July 2, 2018 (9.0.003.04)

What's New

WebRTC Media Service

- Genesys Softphone can now handle both inbound and outbound voice calls by communicating with the Genesys Engage cloud platform through the WebRTC Media Service. Signaling and media encryption capabilities of WebRTC Media Service ensure appropriate security for voice communications over the public network. This communication supports G.711 and Opus codecs.

Resolved Issues

- The change of IP Address detection has been improved when, for example, the workstation switches from a wired network connection to a WiFi connection. (SOFTPHONE-485)

May 31, 2018 (9.0.002.06)

What's New

Local IP address

- The local IP address selection mechanism of Genesys Softphone has been improved to better support environments where the network to be used for SIP Communication, typically a VPN, is enabled after Genesys Softphone has started SIP registration. Edit the configuration file that is included with your Genesys Softphone package to set the value of the 'public_address' option to the network subnet addresses: "$net:<subnet>". For example: "$net:192.168.0.0/16".

Automatic Gain Control

- Genesys Softphone now supports Automatic Gain Control for the customer audio stream. This allows agents to hear their customers with a normalized volume level, meaning that they will not have to constantly manually adjust the volume controls. Edit the configuration file that is included with your Genesys Softphone package to set the value of the 'rx_agc_mode' option to '1'.

Resolved Issues

- If the HTTP Connector does not allow proper operations of Genesys Softphone in Agent Desktop, agents are now informed by a message in the System Tray. (SOFTPHONE-447)
- When Genesys Softphone is installed with a Secured HTTP connector based on a self-signed certificate by an Administrator, agent can now run Genesys Softphone with a non-Admin Windows account. (SOFTPHONE-472)

March 29, 2018 (9.0.001.01)

What's New

Real-time voice quality indicator

- The Genesys Softphone icon in the system taskbar now notifies agents of possible voice quality problems.

Resolved Issues

- Genesys Softphone now better handles the sending of dialing tones in different connection scenarios. (SOFTPHONE-398)
- The Disaster Recovery mechanism that switches from one Session Border Controller to another has been improved. (SOFTPHONE-408)

January 23, 2018 (8.5.401.05)

What's New

Resolved Issues

- Genesys Softphone now continues to leverage a particular SIP Proxy location after it handles an incomplete or timed-out SIP Communication from SIP Proxy. (SOFTPHONE-359)
- Genesys Softphone no longer drops outgoing calls when it has an issue initiating a connection with SIP Server. (SOFTPHONE-366)
- Genesys Softphone now uses the Default Communication Device specified in Windows Audio Settings when no audio device is specified in provisioning or the specified device is not found. (SOFTPHONE-362)
- Genesys Softphone now uses the audio-in and audio-out devices that you specify when you edit the application configuration file. Previously, if the entire name of the device was specified, the device was not found. (SOFTPHONE-360)

December 20, 2017 (8.5.401.03)

What's New

- For improved security, the local IP address is no longer included in the Call-ID header of SIP messages sent by Genesys Softphone.
- You can now specify the value *for the 'headset_name' option when the value of the 'use_headset' option is set to '1' (indicating that Genesys Softphone selects the device specified as the default in the Windows Audio Settings). Previously, the value* was not supported as a valid value.

July 13, 2017 (8.5.400.04)

What's New

- You can now specify the TCP port range used for client-originated connections when SIP communication is configured to be transported over TCP or TLS protocol by using the tcp_port_min and tcp_port_max options.
- The resilience of Genesys Softphone during network events, such as an IP address change, caused by workstation Sleep/Wake, VPN Connect/Disconnect, and so on, has been improved. This new behavior is permanent.
- You can now configure Genesys Softphone to include the MAC address of the host in the SIP message headers. This capability is enabled by using the include_mac_address option.

- Genesys Softphone installation package now upgrades the application when it detects that an older version is already installed on the workstation. It is no longer possible to install multiple instances of Genesys Softphone on a single workstation.
- Genesys Softphone is rebranded to reflect the new Genesys logo.

May 5, 2017 (8.5.300.07)

What's New

- Genesys Softphone now supports DNS SRV resolution for the URI specified in the server parameter of the Connectivity tag. You do not need additional configuration to enable this feature, but as described in RFC 3263, you should not include the port number in the server URI.

March 23, 2017 (8.5.300.04)

What's New

- Genesys Softphone now uses the pjNAT library for improved ICE, STUN & TURN support.
- The payload type for the telephone-event is now set correctly in the SDP Answer. Previously, Genesys Softphone put in the SDP Answer the payload type selected from a previous offer instead of using the payload type delivered in last SDP Offer, causing problems with some equipment that does not support asymmetric RTP payloads.
- You can now configure the Domain to be specified in the SIP REGISTER request separately from the address when this request is sent by using the domain option of the proxies sections.

December 10, 2015 (8.5.200.10)

What's New

- Basic first party call control, including answer, hold, retrieve, and hang up.
- Support of multiple DNS A-records for multisite deployments.
- Windows 10 support.
- Removal of the Microsoft .NET framework as a dependency.

Known Issues

- A Chromium-based browser with the policy **RequireOnlineRevocationChecksForLocalAnchors** enabled cannot open an HTTPS connection to the Genesys Softphone Connector. (SOFTPHONE-1064)
  Workaround:

  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 for Google Chrome 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.