Web Services and Applications

Release Notes 8.6.x

11/27/2025

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Web Services and Applications 8.6.x Release Note

This Release Note applies to all 8.6.x releases of Web Services and Applications. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.6.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
8.6.000.15	11/27/25	General			X			
8.6.000.14	09/23/25	Hot Fix			X			
8.6.000.13	08/27/25	General			X			
8.6.000.12	06/04/25	General			X			
8.6.000.11	05/20/25	General			X			
8.6.000.10	04/11/25	General			X			
8.6.000.09	02/21/25	General			X			
8.6.000.08	11/08/24	General			X			
8.6.000.06	06/27/24	General			X			
8.6.000.05	04/01/24	General			X			
8.6.000.04	03/29/24	General			X			
8.6.000.03	02/15/24	Restricted			X			

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Web Services and Applications page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.6.x releases of Web Services and Applications, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

> **Important**
> Content coming soon.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Web Services and Applications

The Known Issues and Recommendations section is a cumulative list for all 8.6.x releases of Web Services and Applications. 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 .

The multi-data center deployments are partially documented. Additional documentation will be added following future optimization efforts for specific resiliency scenarios.

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 Web Services and Applications unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 8.6.0

Web Services and Applications Release Notes

You can find links to Release Notes for particular 8.6.0 releases of Web Services and Applications, if available, in the tree menu on the left or in the list of Available Releases.

8.6.000.14

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Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/23/25	Hot Fix			X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues.

When more than 1,000 objects are added or updated between two polling intervals, the gws-service-platform can now successfully update the cache by processing objects in batches. Previously, the gws-service-platform was unable to update the cache in the same scenario.(GWS86-1332)

The Genesys Web Services (GWS) 8.6 service no longer returns "defaultGroup": false for disposition groups in the /api/v2/groups endpoint. The response now correctly returns "defaultGroup": true, ensuring consistent behavior with earlier versions.(GWS86-1334)

When the incremental cache update fails due to a database error, the gws-service-platform will retry the update attempt three times before initiating a full cache update. This approach prevents indefinite waiting and helps the platform service to recover more quickly. Previously, in the same scenario, the gws-platform-service was retrying to update the incremental cache indefinitely.(GWS86-1341)

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Known Issues

- GWS installer (gws-api-v2-8.6.000.14.1003-1.noarch.rpm) requires java-17-openjdk even though JDK 21 is supported. Installation fails if only JDK 21 is present.

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.14.

8.6.000.13

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/27/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) 8.6 now supports Elastic Search 9.x.

- Genesys Web Services (GWS) 8.6 now supports PostgreSQL 16.

- **JDK 21 and Framework Dependency Updates**

    - Beginning with GWS-8.6.000.13, Genesys Web Services (GWS) 8.6 requires Java Development Kit (JDK) 21. **Starting from this version JDK 17 is incompatible**.

    - This release also updates core framework dependencies:

        - Spring Boot 3.4.3

        - Spring Framework 6.2.3

        - Spring Security 6.4.2

- Genesys Web Services (GWS) 8.6 introduces a new configuration setting to control the TTL value for Redis keys associated with AGENT_TMP_PLACE (AgentsTemporaryPlaces). To configure this, set the following option in the **application.yaml** file:

    - When specified, this value determines how long the keys remain active in Redis.

    - The default value is 86386 in seconds (approx 24 hours).

        ```
        redis:
          ttl:
            userDevicesTTL: 86386
        ```

- Genesys Web Services (GWS) 8.6 supports API requests with cookies containing special characters in the header.

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- This requires enabling allowAllHeaderValues as true in the application.yaml serverSettings.

```
serverSettings:
   allowAllHeaderValues: true
```

Resolved Issues

This release contains the following resolved issue.

The gws-service-platform no longer fails when the place_dbid column in the cfg_dn table is NULL. Previously, the service expected all integer fields to be initialized, leading to errors. With the fix, setting GWS_FEATURES_DB_USE_ZERO_FOR_NULL=true allows the platform to treat NULL as zero and handle such cases gracefully.(GWS86-1275)

The Genesys Web Services (GWS) 8.6 service no longer returns a 404 Not Found error for /ui/ad/v1/giraffe.js. The request now returns 200 OK, and custom extension supporting files load correctly without errors.(GWS86-1298)

Known Issues

- GWS installer (gws-api-v2-8.6.000.13.986-1.noarch.rpm) requires java-17-openjdk even though JDK 21 is supported. Installation fails if only JDK 21 is present.

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.13.

8.6.000.12

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/04/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) 8.6 now supports Mutual TLS (MTLS) for the gws-service-platform connection. For more information about configuration, see HTTPS for Platform Service.

- Genesys Web Services (GWS) 8.6 introduces a new configuration setting to filter meta headers from SAML requests. To enable this, set the following option in the **application.yaml** file:

  - When set to `true`, this setting filters meta headers from the SAML request for compatibility with SAML 1.0 responses.

  - The default value is `false`.

    ```
    serverSettings:
      filterMetaHeaderFromSamlRequest: true
    ```

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Resolved Issues

This release contains the following resolved issue.

The gws-service-platform no longer fails when the CfgHistoryRecord lacks an action type in the object_data column of a legacy Configuration Server database. This issue occurred when an older Configuration Server version stored records without an associated action type. The platform now processes those records without errors.(GWS86-1274)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.12.

8.6.000.11

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/20/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) now adds support for Microsoft SQL Server 2022 with cluster support

- Genesys Web Services (GWS) now introduces a new environment variable to enable or disable telemetry service traces:
  - **gws-service-platform setting**:
    - When set to `false`, this variable disables the export of trace data.
    - The default value is `true`.
    - For more information about this setting, refer to the GWS Platform Service Configuration.

      ```
      Environment Variable:
         GWS_EXPORTER_OTLP_TRACES_ENABLED=true|false
      ```

- Genesys Web Services (GWS) now restricts cross-region agent state changes by supervisors.
  - This restriction is enforced through a new Workspace Web Edition configuration option:
  - **Configuration Option**:
    - When enabled, supervisors can only change agent states within their assigned region.

      ```
      teamlead.cross-site-state-change.disallow=true
      ```

  - For more information about this setting, refer to the TeamLead Configuration Documentation.

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Resolved Issues

This release contains the following resolved issue.

The Contacts API no longer returns an internal server error when a SIP cluster is configured with multiple SIP Servers from the same region and connected to a single SIP switch. Previously, this configuration caused the API to fail during request processing.(GWS86-1273)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.11.

8.6.000.10

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/11/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) 8.6 now supports Mutual TLS (MTLS) for Elasticsearch and Redis Connection. For more information about configuration, see HTTPS for Elasticsearch and HTTPS for Redis.

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Resolved Issues

This release contains the following resolved issues.

The SAML log in and log out endpoints can now be configured in GWS 8.6 through SAML 2.0 APIs that are equivalent to the SAML APIs in GWS 8.5. Previously, the log in and log out endpoints for SAML could not be configured properly. For configuring SAML 2.0 APIs, refer the SAML mapping table. (GWS86-1212)

Agents in chat-only environments can now accept the inbound chats though they do not have access to the phone number attribute. Previously, in such environments, the agent was unable to accept inbound chats. (GWS86-1225)

The **logback.xml** file is now compatible with the latest version of Spring Boot. (GWS86-1236)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.10.

8.6.000.09

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/21/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) now supports Transport Layer Security (TLS) on all its interfaces. You can enable TLS by configuring the following options:

    - **ElasticSearch setting**:

        - `verifyPeer` - This setting ensures that the SSL/TLS connections to ElasticSearch verify the peer's certificate for enhanced security. By default, this option is set to `true`.
            If you want to set the value to `false`, in the **application.yaml** file of the GWS 8.6 application, add the `verifyPeer` parameter in the **elasticSearchSettings** section. For example,

        ```
        elasticSearchSettings:
            verifyPeer: true/false
        ```

    - **TLS settings for GWS Platform Service**
        To establish a HTTPS connection with GWS Platform Service, configure the platform service URL in the **application.yaml** file as shown in the following settings:

        ```
        serverSettings:
          platformSettings:
            platformServiceUrl: https://<ip>:<port>
        ```

        Also, make sure that configured CA (Certification Authority) certificates are added to the JKS (Java KeyStore) file.

        ```
        serverSettings:
          caCertificate: /opt/ca_cert.jks #location of the file
          jksPassword: pa$$word #password for the keystore
        ```

    - **Valkey Support**
        GWS now supports both **Valkey Redis 7.2** and **Redis 7.2**, providing greater flexibility in

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database options.

- **TLS Support in GWS Platform Service**
  GWS Platform Service now supports TLS and the following new Environment variables support configuring TLS.

Name	Mandatory	Default Value	Description
GWS_SERVER_TLS_REQUIRED	No	false	Determines if TLS is required. Change to `true` if a certificate is also provided.
GWS_SERVER_TLS_PROVIDER	No	rustls	Specifies the TLS provider. Possible values: `rustls`, `native`.
GWS_SERVER_TLS_HANDSHAKE_TIMEOUT	Yes (if TLS is enabled)	10000 (ms)	Specifies the timeout (in milliseconds) for TLS handshake. Default is 10000 ms (10 seconds).
GWS_SERVER_TLS_CERT_PATH	Yes (if TLS is enabled)	-	Specifies the path to the TLS certificate.
GWS_SERVER_TLS_KEY_PATH	Yes (if TLS is enabled)	-	Specifies the path to the TLS key.
GWS_AUTH_TOKEN_IDLE_TIME	No	-	Specifies the idle time (in seconds) before an auth token is considered inactive. If absent, all tokens remain active until expiration.
GWS_SERVER_TLS_CERT_PASSWORD	No	""	Specifies the password for the TLS certificate, if applicable.

Resolved Issues

This release contains the following resolved issues.

Agents can now store the draft/inbound emails in the appropriate workbins even though non-target workbins that cannot be viewed existed in an environment. Previously, in such scenarios, agents were not able to store the draft/inbound emails in the workbin. (GWS86-1210)

Certificate validation now correctly bypasses the Subject Alternative Name (SAN) validations when `verifyPeer:false` is set for Redis in the **application.yaml** file. Previously, in such scenarios, SAN validation was not fully disabled that resulted in displaying warning messages about mismatched SANs for Redis. (GWS86-1137)

An empty device list is no longer displayed for users logging in without a default place assigned to them, and the **/me/devices** API no longer returns 'no devices error' for such users. An error in the dynamic hot-place assignment functionality has been fixed. (GWS86-1203)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.09.

8.6.000.08

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/08/24	General			X			

What's New

This release contains the following new features and enhancements:

- The Permission Control features in Genesys Web Services (GWS) 8.6 has been enhanced such that the Supervisor operations are allowed only for Supervisor's direct Agents. Previously, Supervisors were able to monitor Agents outside of their Agent Groups. (GWS86-73)
- GWS 8.6 now supports Single Tenant Configuration Server's deployment type. (GWS86-1140)
- GWS 8.6 now supports standalone Redis for development purposes. (GWS86-1170)

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Resolved Issues

This release contains the following resolved issues:

Genesys Knowledge Center (GKC) no longer displays articles incorrectly in Workspace Web Edition (WWE) when the Agent handles two or more interactions simultaneously. (WWE-4911)

GWS now supports configurations in which multiple Agents were assigned to the same default Place. (GWS86-1157)

The Agent states selected from the drop-down list in WWE are no longer lost if the Agent re-logs in or manually refreshes the browser. (GWS86-1156)

GWS Platform Service now supports Oracle SIDs from the **tnsnames.ora** file. Previously, the service supported Oracle database only through the **host**, **port**, and **database** parameters from the **environment.yaml** file. (GAPI-39213)

GWS Platform Service now supports encryption for password fields in the **environment.yaml** file. (GAPI-39065)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.08.

8.6.000.06

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/27/24	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Web Services (GWS) now supports the following components:
    - Oracle 19c database. (GAPI-37744)
    - PostGreSQL 14. (GWS86-894)
    - Redis 7.2 is now required (releases prior to GWS 8.6 releases required Redis 6.x). (GWS86-773)
- Updated third-party components:
    - Jetty: 12.0.10 (bundled within GWS) (GWS86-990)
    - Spring Framework: 6.1 (GWS86-1068)
    - Spring Boot : 3.3 (GWS86-1068)
- Comet-D: 8 (GAPI-37877)
- Enhanced permissions control at the API level for supervision operations (available only for supervisors). (GWS86-963)

Resolved Issues

This release contains the following resolved issues:

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Updated the software libraries to resolve CVEs. (GWS86-1065)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.06.

8.6.000.05

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/01/24	General			X			

What's New

This release includes the following new features and enhancements.

- Third-party software libraries are updated to resolve vulnerabilities. (GWS86-1005)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.05.

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8.6.000.04

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03/29/24	General			X			

What's New

This is the first Generally Available (GA) release of Genesys Web Services and Applications (GWS) v8.6. This release includes the following new features and enhancements:

- **Platform Service** - replaces the **Configuration Service**. The Platform Service provides:

  - All Configuration APIs from the Configuration Service.

  - Enhanced caching capabilities.

  - APIs to support management of Outbound capabilities.

- **Performance optimizations** for large deployments.

- **Deployment optimization** – the SQL database required for GWS 8.6 in previous restricted release is now made optional. A SQL database is needed only for deployments which use Custom Contacts or Custom Settings as persistent data.

- Changes in the default timer now refreshes the complete cache in shorter intervals offering more resiliency against conditions that could result in a stale cache.

- **Documentation enhancements**

  - Included reference Deployment models and Sizing for different contact center sizes based on the number of agents/clients.

  - Updated configuration option descriptions for options introduced in GWS v8.6.

  - A detailed article on how Caching works in GWS 8.6.

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Resolved Issues

This release contains includes the following resolved issues.

- Multiple documentation corrections for configuration options. (GWS86-948)
- Updated software libraries to resolve vulnerabilities. (GWS86-946)

Upgrade Notes

No special procedure is required to upgrade to release 8.6.000.04.

8.6.000.03

Web Services and Applications Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/15/24	Restricted			X			

What's New

The following new features and API changes were introduced in this Genesys Web Services (GWS) release:

- **Updated architecture features**:
  - New Configuration API Service component, with direct read access to the Configuration database (typically a read-only copy) and in-memory caching.
  - High availability for Index node(s) which populate data into Elasticsearch (replacing previous "Sync node").
  - Storage of transient data in Redis (for example, information about current interactions, and so on).
  - Storage of persistent data in a SQL database (for example, custom contacts, select group settings, and so on).
  - Performance and resilience enhancements.
  - Removed dependency on the Cassandra database.

- **Updated external dependencies**:
  - SQL Database: PostgreSQL 13.x, MS SQL 2019 (applicable to the Configuration database and for GWS persistent storage).
  - Redis 6.x
  - Elasticsearch 8.x
  - Java 17
  - Red Hat Enterprise Linux (RHEL) 8.x and 9.x
  - Jetty 11 (packaged in the GWS installation package).

- **Updated third-party software libraries** (these are used internally by GWS).

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- Enhanced security by addressing multiple known CVEs.

- Updated SAML SSO session handling, that is, Identity Provider's suggested session timer is no longer used. Instead, configure Workspace Web Edition (WWE) application-level timeout as an alternative.

- Enhanced GWS logs with well defined structure that facilitates automated analysis and processing.

- **API changes**

  - The GWS v2 API deprecates add, update, delete operations (via HTTP POST or DELETE) for most endpoints related to provisioning, and deprecates the `/api/v2/settings/reporting` endpoint. For a detailed list on deprecated APIs, see API change list.

- **Other changes**

  - The login.voice.prompt-dn-less-phone-number option is no longer available, instead the login.voice.prompt-dn-less-phone-number.enable-dynamic-dn option should be used in conjunction with SIP Server (8.1.102.89 or higher).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

Genesys Web Services 8.6.000.03 is the first 8.6 release. For customers currently using GWS 8.5, it is recommended to follow steps in the migration guide as part of upgrading to 8.6.