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Voice Platform Reporting Server

Release Notes 9.0.x

9/12/2025

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Voice Platform Reporting Server 9.0.x Release Note

9.x

This Release Note applies to all 9.0.x releases of Voice Platform Reporting Server. 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 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.087.19	09/12/25	General			X		X
9.0.086.93	05/15/25	General			X		X
9.0.086.82	04/02/25	General			X		X
9.0.086.69	02/20/25	General			X		X
9.0.086.56	09/05/24	General			X		X
9.0.086.37	06/20/24	General			X		X
9.0.086.18	04/18/24	General			X		X
9.0.082.51	12/22/23	General			X		X
9.0.078.13	09/28/23	General			X		X
9.0.069.37	04/20/23	General			X		X
9.0.068.58	12/16/22	General			X		X
9.0.058.74	06/24/22	General			X		X
9.0.054.89	03/25/22	General			X		X
9.0.051.57	09/17/21	General			X		X
9.0.048.35	06/25/21	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.035.06	05/28/21	Hot Fix			X		X
9.0.031.62	03/26/20	General			X		X
9.0.028.54	12/16/19	General			X		X
9.0.025.55	09/24/19	General			X		X
9.0.019.63	03/29/19	General			X		X
9.0.016.76	12/28/18	General			X		X
9.0.013.36	10/11/18	General			X		X
9.0.010.62	06/26/18	General			X		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 [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

For information about 8.5.x releases of Voice Platform Reporting Server, see the [8.5 Release Note \(Cumulative\)](#).

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](#).

- Microsoft SQL Server 2008

Discontinued as of	Date: June 06, 2021	Release: 9.0.048.35
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- Windows Server 2008

Discontinued as of	Date: December 16, 2019	Release: 9.0.028.54
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- Red Hat Enterprise Linux 5

Discontinued as of	Date: October 11, 2018	Release: 9.0.013.36
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Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Voice Platform Reporting Server, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

Related Resources

For additional information about Voice Platform Reporting Server, see the following documentation:

- The documentation related to this software is available from the [Genesys Voice Platform](#) page.
- The [Voice Platform Reporting Server Deployment Guide](#) provides details about installing and configuring Voice Platform Reporting Server.
- The [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Voice Platform components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Voice Platform Reporting Server

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Voice Platform Reporting Server. 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](#).

During the deployment of VP Reporting Server, the installer prompts the user to choose the Database engine in step 8 of the section "Procedure: Using the Deployment Wizard to Install GVP" in the [GVP Deployment Guide](#). This section currently doesn't list all the supported Oracle & MS SQL server versions. To move forward with the deployment, you can use the software edition (i.e, Standard or Enterprise) in step 8. See the [Genesys Media Server](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.

ID: GVP-42102	Found In: 9.0.031.62	Fixed In:
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The execution of database initialization schema script throws the following error: **There is already an object named <object name> in the database**. This issue occurs in the latest version of the the RS database initialization script (9.0.058.74). Use the database initialization script of the previous version (9.0.054.89) for database initialization.

Note: This is applicable for both Enterprise and Standard versions of MySQL or Oracle.

ID: GVP-45797	Found In: 9.0.058.74	Fixed In:
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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 Voice Platform Reporting Server unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Voice Platform Reporting Server Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Voice Platform Reporting Server, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.087.19

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/12/25	General			X			X

What's New

This release includes the following new features and enhancements:

- Reporting Server (RS) now uses the upgraded version of the following libraries:
 - RS now requires OpenJDK 21. JDK 17 is no longer supported. (GVP-47422)
 - Spring version for RS is upgraded to 6.2.10. (GVP-47413)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Voice Platform](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.087.19.

9.0.086.93

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/15/25	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

The Reporting Server (RS) now correctly handles the response data for SNMP stats APIs. Previously, the responses were not formatted properly. We have fixed the issues to make sure all necessary information is included in the response. (GVP-47498)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.93.

Helpful Links

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9.0.086.82

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/02/25	General			X			X

What's New

This release contains the following new features and enhancements:

- Voice Platform Reporting Server (RS) now supports Windows Server 2022. See the [Genesys Media Server](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (GVP-46734)

Resolved Issues

This release contains no resolved issues.

Helpful Links

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.82.

9.0.086.69

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/20/25	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now supports Transport Layer Security (TLS) 1.3. (GVP-46725)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.69.

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9.0.086.56

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/05/24	General			X			X

What's New

This release includes the following new features and enhancements:

- Reporting Server (RS) now uses the upgraded version of the following libraries:
 - Spring version for RS is upgraded to 6.1.10. (GVP-47122)
 - Oracle JDBC driver 23.4.0.24.05. (GVP-46385)
 - RS now requires OpenJDK 17. JDK 8 and 11 are no longer supported. (GVP-46313)
- RS now supports Microsoft SQL 2022 database. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (GVP-47247)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.56.

9.0.086.37

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/20/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses the upgraded versions of the following third-party libraries:
 - jetty version 12.0.8
 - restlet version 2.4.4(GVP-46984)

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Resolved Issues

This release contains the following resolved issues:

RS now handles the partitioning failures automatically. To enable this feature, set the `rs.partitioning.handleFailure` parameter in the **persistence** section to `true` in the RS object. Previously, if any partitioning failure occurred in the RS database, it led to continuous partitioning failures that required manual effort to fix the database.

Important

This fix is applicable only for MS SQL Enterprise DB and not for Oracle DB.

(GVP-46901)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.37.

9.0.086.18

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/18/24	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses the upgraded versions of the following third-party libraries:
 - dom4j version 2.1.4
 - commons-io version 2.15.0
 - spring Framework version 5.3.32
 - org.json : json : version 20230618 (GVP-46864)

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Resolved Issues

This release contains the following resolved issues:

The **DIDs** filter now works correctly when generating the **Component Call Arrival** report through Genesys Administrator (GA/GAX). Previously, the **DIDs** filter was not applied when generating the report. (GVP-46228)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.18.

9.0.082.51

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/23	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses the upgraded versions of the following third-party libraries:
 - Jetty version 9.4.53.v20231009 (GVP-46597)
 - Json version 20230618 (GVP-46367)
 - Platform SDK version 900.10.6 (GVP-46609)
 - snappy-java version 1.1.10.4 (GVP-46596)
 - ActiveMQ version 5.16.7
 - commons-net version 3.10.0
 - commons-pool2 version 2.12.0
 - jackson-core version 2.15.3
 - jackson-annotation version 2.15.3
 - jackson-databind version 2.15.3 (GVP-46579)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.082.51.

9.0.078.13

Voice Platform Reporting Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/28/23	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Reporting Server (RS) now uses upgraded versions of the following third-party libraries:

- Spring version 5.2.25 (GVP-46321)
- Jackson version 2.15.2 (GVP-46401)
- Jetty version 9.4.51.v20230217 (GVP-46325)
- Jibx-run version 1.4.2 (GVP-46402)
- Json version 20190722 (GVP-46402) (GVP-46321)

Reporting Server now supports OpenJDK 17. (GVP-46313)

Reporting Server now supports Red Hat Enterprise Linux 9. (GVP-46290)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.078.13.

9.0.069.37

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/20/23	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses the upgraded versions of the following third-party libraries:
 - **Jackson-databind 2.14.0**
 - **Commons-net 3.9.0**(GVP-46060)

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Resolved Issues

This release contains the following resolved issues:

Users can now view the **Call Events** details in the real-time reports in VP Reporting Plugin for GAX. Previously, the **Call Events** details were displayed as null in the real-time reports. (GVP-46008)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.069.37.

9.0.068.58

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses upgraded versions of the following third-party libraries:
 - Hibernate version 5.6.12.Final
 - Jboss Logging 3.4.3.Final (GVP-45543)

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Resolved Issues

This release contains the following resolved issues:

RS now initializes the database without any error. Previously, the script for database schema failed to run during database initialization. (GVP-45877)

RS is no longer unresponsive when shutdown. Previously, RS was unresponsive in certain occasions when it was shut down. (GVP-38809)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.068.58.

9.0.058.74

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/24/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server now uses upgraded versions of the following third-party libraries:
 - Hibernate version 5.2.6 (GVP-45053)
 - Spring version 5.2.20 (GVP-44875)
 - dom4j version 2.0.3 (GVP-45223)
 - Jackson 2.12.6.1 (GVP-45059)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

With RS upgrade, **persistence->hibernate.remote.dialect** parameter should be updated with `org.hibernate.dialect.SQLServer2008Dialect` while using SQL Server.

9.0.054.89

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/25/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now supports Red Hat Enterprise Linux 8. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.

Important

RHEL 8.x OS now comes with the `libnsl2` library preinstalled. However, RS has a dependency on the `libnsl` library. Hence, `libnsl` must be preinstalled using the yum or rpm methods.

(GVP-44522)

- RS now uses upgraded versions of the following third-party libraries:
 - Platform SDK 9.0.008.28. (GVP-44591)

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- Jetty 9.4.44.v20210927. (GVP-44543)
- Jackson 2.12.6. (GVP-44463)
- dom4j version 1.6.1-osgi. (GVP-44279)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.054.89.

9.0.051.57

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/17/21	General			X			X

What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2019 operating system (Standard edition). See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (GVP-43852)
- From December 14, 2021, support for MS SQL Server 2019 database. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (GVP-44228)

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Resolved Issues

This release contains the following resolved issues:

Remote connections to RS JMX port 1099 from jconsole now works if **[messaging]activemq.useJmx** is set to true. This was broken in the previous RS release 9.0.048.35 and 1099 port would not listen

even if **[messaging]activemq.useJmx** was set to true. (GVP-43789)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.051.57.

9.0.048.35

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/25/21	General			X			X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses upgraded versions of the following third-party libraries:
 - Jackson 2.12.3
 - ActiveMQ 5.16.1
 - Apache Commons BeansUtils 1.9.4
 - Quartz Scheduler 2.3.2
 - Jetty Server 9.4.36(GVP-43453)
- RS now supports Red Hat OpenJDK 11. (GVP-43195)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.048.35.

9.0.035.06

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/28/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Reporting Server (RS) now correctly stores UTF-8 format characters in the database. Previously, it stored these characters in an incorrect UTF-8 format. Setting the **[persistence]store.in.utf8.format** option to true ensures that RS stores characters correctly in the UTF8 format. The default value for the **[persistence]store.in.utf8.format** option is false. (GVP-43280)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.035.06.

9.0.031.62

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/20	General			X		X

What's New

This release contains the following new features and enhancements:

- As of 09/30/20 , Oracle 19c and 19c RAC are supported. To achieve the best performance with Oracle 19c or 19c RAC, Genesys recommends configuring settings as described in the [Upgrade Notes](#) section. See the [Genesys Media Server](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.
(GVP-41285)

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Resolved Issues

This release contains the following resolved issues:

Reporting Server (RS) re-introduces support for basic HTTP authentication which was non-functional since RS version 9.0.016.76. (GVP-40802)

Upgrade Notes

If you are connecting Reporting Server to Oracle 19c or 19c RAC, Genesys recommends you to do the following configuration settings:

Recommended settings for Linux platform

- `persistence/rs.partitioning.partitions-per-day = 8`
- `messaging/activemq.useJmx = true`
- `cdr-storage-batch-size = 2500`
- `activemq.memoryUsageLimit = 4096mb`
- `JavaServerStarted.ini`
- `[JavaArgs] -Xms4096m -Xmx8192m`

Recommended settings for Windows platform

- `persistence/rs.partitioning.partitions-per-day = 8`
- `messaging/activemq.useJmx = true`
- `cdr-storage-batch-size = 2500`
- `activemq.memoryUsageLimit = 4096mb`
- `JavaServerStarted.ini`
- `[JavaArgs] -Xmx8192m`

9.0.028.54

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/19	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Reporting Server now uses the algorithm PBESWithHmacSHA512AndAES_256 for encrypting the locally cached configuration files. (GVP-40185)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.028.54.

9.0.025.55

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/24/19	General			X		X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now supports OpenJDK 11. (GVP-39681)
- RS now uses the upgraded Netty version 4.1.33.Final. (GVP-39521)
- RS now uses upgraded versions of the following third-party utility and libraries:
 - libplexus-utils version 2.0.6. (GVP-39520)
 - c3p0 library version 0.9.5.4. (GVP-39513)
 - Jackson-databind version 2.9.9. (GVP-39457)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.025.55.

9.0.019.63

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/19	General			X		X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now uses hibernate 4.3.8.Final. (GVP-37983)
- The following parameters are removed from the **messaging** section and moved to new sections:
 - **activemq.tlsKeyStore**
 - **activemq.tlsKeyStorePassword**
 - **activemq.tlsTrustStore**
 - **activemq.tlsTrustStorePassword**

The following are the respective new sections and parameters:

- **activemq.tlsKeyStore.activemq.tlsKeyStore**
- **activemq.tlsKeyStore.password**
- **activemq.tlsTrustStore.activemq.tlsTrustStore**
- **activemq.tlsTrustStore.password**

(GVP-38437)

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.63.

9.0.016.76

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Reporting Server now uses upgraded versions of the following third-party libraries:
 - Spring Framework 4.3.18.RELEASE
 - Commons Collections 4.2
 - Quartz Scheduler 2.2.3
 - Java Servlet API 3.1.0
 - Jetty Server 9.2.14.v20151106
 - Restlet 2.3.9
 - ActiveMQ 5.14.5
 - Jackson 2.9.5

Helpful Links

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.76.

9.0.013.36

Voice Platform Reporting Server Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/11/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now supports Windows Server 2016 Standard edition. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.36.

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9.0.010.62

Voice Platform Reporting Server Release Notes

9.x This is the first 9.x release of **Voice Platform Reporting Server**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Reporting Server (RS) now supports TLS 1.2 for connection with:
 - Configuration Server
 - Message Server
 - Databases:
 - SQL Server
 - Oracle
- 32-bit versions of RS are no longer provided.
- RS supports an updated Oracle driver ojdbc8 version 12.2.0.1.0 to connect to the RS Oracle database. Customers should use JRE 1.8 for enabling TLS 1.2 by default.
In order to prevent RS from using earlier TLS versions, and therefore, further increase security levels, customers should update the Java property `jdk.tls.disabledAlgorithms` located in the **`jre/lib/security/java.security`** file on the VM server, where RS is running, with the values `SSLv2Hello, SSLv3, TLSv1, TLSv1.1`.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Voice Platform](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.62.