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Genesys Hub Plug-in for Workspace Desktop Edition

9.1.018.04

12/24/2025

9.1.018.04

Genesys Hub Plug-in for Workspace Desktop Edition Release Notes

9.x Genesys Hub Plug-in for Workspace Desktop Edition is part of 9.x starting in **9.1.000.03**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/13/24	Update						X

What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2022. See the [Messaging Apps/Social Engagement](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (MSGA-5054)
- This release introduces display of reactions in inbound WhatsApp messages. Agents can now see the reactions to their messages from customers. (MSGA-4993)
- A new option, whatsappsession.use-separate-chat-session-check, is introduced to ensure that the plugin is in sync with the separate-chat-session option value of Genesys Driver for use with Genesys Hub. Now, WhatsApp outbound chat sessions can be created without any issue when separate-chat-session is set to true. (MSGA-4120)

Helpful Links

Releases Info

- [List of 9.1.x Releases](#)
- [9.1.x Known Issues](#)

Product Documentation

- [Messaging Applications](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.1.018.04.