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Genesys Softphone VDI Adapter

Known Issues and Recommendations

12/17/2025

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Softphone VDI Adapter. 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](#).

Prerequisite: To deploy **Genesys Softphone VDI Adapter for VMWare Horizon on Windows**, you must first install the 64-bit version of Visual Studio 2013 Redistributable package (**vc_redist_x64.exe** at <https://www.microsoft.com/en-us/download/details.aspx?id=40784>).

ID: SOFTPHONE-1262	Found In: 9.0.019.06	Fixed In:
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The uninstall procedure of Softphone VDI Adapter versions 9.0.018.06 and 9.0.018.09 unexpectedly removes a Windows Registry key, which can break the Citrix Workspace App setup. If you need to properly uninstall Softphone VDI Adapter version 9.0.018.06 or 9.0.018.09, or if you want to upgrade to a new version from version 9.0.018.09, perform the following steps:

Workaround:

1. Create a temp folder. For example: c:\Temp
2. Start a Windows command window with admin rights.
3. Go to the temp folder you created. For example: cd c:\Temp
4. Backup the registry keys by entering the following:
reg export "HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0" virtualdriverex.reg
5. Uninstall Softphone VDI Adapter 9.0.018.06 or 9.0.018.09.
6. Restore the registry keys by entering the following:
reg import virtualdriverex.reg
7. (optional) Install the new version of Softphone VDI Adapter.

ID: SOFTPHONE-1192	Found In: 9.0.018.06	Fixed In: 9.0.018.10
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In eLux RP 6.x (64-bit) thin client environments, when using Pulse Audio as the default audio layer, audio device selection made in the application takes no effect; audio always comes to/from the audio device selected in the eLux control panel.

ID: SOFTPHONE-1192	Found In: 9.0.018.06	Fixed In: 9.0.018.10
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In a Windows environment where Genesys Softphone VDI Adapter is installed and the Citrix client runtime (typically, Citrix Workspace App) is upgraded to a new version, the Citrix client and/or the Genesys Softphone VDI Adapter may not function correctly.

Workaround: After the Citrix client runtime is updated, re-install Genesys Softphone VDI Adapter.

ID: SOFTPHONE-1107	Found In: 9.0.005.06	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 Genesys Softphone VDI Adapter unless otherwise noted in the issue description.

There are no internationalization issues for this product.
