Voice Platform CTI Connector

Release Notes 9.0.x

3/18/2024

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Voice Platform CTI Connector 9.0.x Release Note

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

This Release Note applies to all 9.0.x releases of Voice Platform CTI Connector. 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
9.0.065.20	03/18/24	Hot Fix			X		X
9.0.065.19	02/02/24	Hot Fix			X		X
9.0.065.15	10/14/22	Hot Fix			X		X
9.0.065.11	09/28/22	General			X		X
9.0.044.03	12/14/21	General			X		X
9.0.041.07	12/16/20	General			X		X
9.0.013.14	10/11/18	General			X		X
9.0.010.07	06/01/18	General			X		X

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the Genesys Voice Platform page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of Voice Platform CTI Connector, see the 8.5.x 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*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Voice Platform CTI Connector, 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 CTI Connector, see the following documentation:

- The documentation related to this software is available from the Genesys Voice Platform page.

- The *Genesys Voice Platform Deployment Guide* provides details about installing and configuring Voice Platform CTI Connector.

- 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 CTI Connector

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Voice Platform CTI Connector. 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.

There are no known issues or recommendations for this product.

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 CTI Connector unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Voice Platform CTI Connector Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Voice Platform CTI Connector, if available, in the tree menu on the left or in the list of Available Releases.

9.0.065.20

Voice Platform CTI Connector Release Notes

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/18/24	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

CTI Connector now delays *CallInforequest* for a duration (in milliseconds) configured in the WaitTimeforCallCreationInNetworkMode option in the **IVRSC** section, before sending it to IVR Server. Previously, IVR server could not send the call information in *CallInforequest* since the request was sent immediately after *NewCallrequest* in the Network mode.

By default, the value of the **WaitTimeforCallCreationInNetworkMode** option is set to 0. (GVP-46055)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Voice Platform CTI Connector

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.065.20.

9.0.065.15

Voice Platform CTI Connector Release Notes

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/14/22	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

CTI Connector no longer terminates unexpectedly on a race condition, when the originating leg receives BYE at the same time the Treatment leg gets rejected by Resource Manager. (GVP-45695)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Voice Platform

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.065.15.

9.0.065.11

Voice Platform CTI Connector Release Notes

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/28/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Voice Platform CTI Connector now supports Red Hat Enterprise Linux (RHEL) 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. (GVP-45320)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.065.11.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Voice Platform

Genesys Products

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9.0.044.03

Voice Platform CTI Connector Release Notes

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/21	General			X			X

What's New

This release contains 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-44233)

Resolved Issues

This release contains the following resolved issues:

CTI Connector (CTIC) no longer terminates while processing the unknown media codec in the INVITE message. It now sends the 4xx response to that INVITE message. (GVP-38460)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Voice Platform

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.044.03.

9.0.041.07

Voice Platform CTI Connector Release Notes

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/20	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for Red Hat Enterprise Linux 7 operation system. 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-42310)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.041.07.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Voice Platform

Genesys Products

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9.0.013.14

Voice Platform CTI Connector Release Notes

9.x **Voice Platform CTI Connector** is part of 9.x starting in 9.0.010.07.

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:

- CTI Connector (CTIC) 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.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Voice Platform

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.14.

9.0.010.07

Voice Platform CTI Connector Release Notes

9.x This is the first 9.x release of **Voice Platform CTI Connector**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/01/18	General			X		X

What's New

This release contains the following new features and enhancements:

- TLS 1.2 support has been added for the following interfaces:
    - Resource Manager
    - Message Server
    - Configuration Server
    - IVR Server
- CTI Connector no longer supports the 32-bit software version.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Voice Platform

Genesys Products

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Resolved Issues

This release contains the following resolved issue:

The generic x509 certificates have been replaced with updated certificates. Customers are reminded that the certificates included with Genesys software are samples. Customers should work with their IT/Security teams to create their own unique certificates. (GVP-36260)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.07.