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Web Services and Applications

8.6.000.03

12/20/2025

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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).

Helpful Links

Releases Info

- [List of 8.6.x Releases](#)
- [8.6.x Known Issues](#)

Product Documentation

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Genesys Products

- [List of Release Notes](#)

- 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.