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Genesys Customer Experience Insights Deployment Guide

New In This Release

5/2/2025

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New In This Release

This section describes the changes that have been incorporated within this guide since the 9.0.0 release of Genesys CX Insights.

Genesys CX Insights 9.0.019

- Added a procedure describing how to [upgrade the meta and history database](#).

Genesys CX Insights 9.0.016

- New deployment options are now supported:
 - [OpenShift deployment](#)
 - [Helm Deployment](#)

Genesys CX Insights 9.0.015

- Various deployment procedures are updated to use NGINX 0.30.0.
- Older procedures and steps that are no longer required in this release are removed, throughout the document.
- Renamed several pages and headings for added clarity.

Genesys CX Insights 9.0.014

- Minor updated to [Installing Genesys CX Insights](#) instructions for clarity, and removed UTF_OPTION.
- Updated the [Deploying Kubernetes clusters](#) procedures to reflect new sysctl / IPC requirements.
- Updated the [Configure these RAA options to automatically enable GCXI features](#) table.
- Extensive updates to deployment steps and other information in this document.

Genesys CX Insights 9.0.013

- Updates on [After Installing Genesys CX Insights](#):

- The default user accounts (Developer, Editor, Viewer), are now disabled by default. A new container management variable can re-enable the default accounts. See [Users and Groups](#).
- Added information about hiding unsupported or unwanted reports.
- Added information about base URL redirect.
- Added information about [HA Architecture](#) including a figure.
- Updated [NGIX procedure](#) to remove **nginx-configmap.yaml** and **nginx-daemon.yaml**.

Genesys CX Insights 9.0.012

- Removed information about default passwords.
- Removed information about the Genesys Docker Repository.

Genesys CX Insights 9.0.011

- Updated the [Installation procedure](#) to use a later Ingress controller.

Genesys CX Insights 9.0.010

This release includes several corrections and enhancements to deployment information and procedures, including:

- A new deployment procedure is provided for environments without online access: [Installing Kubernetes and Docker in offline scenarios](#). This change also includes a new page, [Before you install GCXI](#) and updates, including renaming, to the existing page [Installing Kubernetes and Docker in online scenarios](#).
- Added information about configuring [Custom Data Access Restrictions](#)
- Changes relating to multiple-project support:
 - Changes to the [gcxi.properties](#)
 - Changes to user groups, described in [View the project](#)
- Added information about automatic configuration — Some Genesys CX Insights reporting features and the associated objects (including certain folders and reports) are not needed in all deployments, or may require additional configuration steps. The Genesys CX Insights deployment routine now automatically enables these reporting features based on the features you enable in RAA. For more information, see [Pre-installation configuration](#).
- Miscellaneous updates and corrections:
 - Updates to [IP file names](#)
 - Added additional information about [License keys](#)

Genesys CX Insights 9.0.009

This release includes minor corrections and enhancements to deployment procedures, including changes or corrections to file names, paths, and passwords.

Genesys CX Insights 9.0.007

This is the initial release of Genesys Customer Experience Insights (CX Insights).

Other Changes

For information about other changes since the initial release, refer to the *New in 9.0.0* and *9.0 Product Alerts* links on the [Genesys CX Insights](#) page.