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# Genesys Customer Experience Insights

9.0.015.04

12/19/2025

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## Genesys Customer Experience Insights Release Notes

**9.x Genesys Customer Experience Insights** is part of 9.x starting in **9.0.007.03**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/29/20	Update			X		

### What's New

This release contains the following new features and enhancements:

- **Deployment scheme improvement** — Genesys now recommends running the PostgreSQL container on a worker node using nodeSelectors, which is the default configuration. Earlier releases of Genesys CX Insights recommended running the PostgreSQL container on the control plane node. For more information, see the [Genesys Customer Experience Insights Deployment Guide](#). (GCXI-3141)
- **Operating environment updates** — This release includes updates to all included CentOS packages.
- **Support for Java 11.0.8** — See the Prerequisites section on the [Genesys Customer Experience Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (GCXI-3724)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Deployment Procedure

##### [9.0.0 Deployment Procedure](#)

#### Product Documentation

- [Genesys Customer Experience Insights](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

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Genesys CX Insights now creates a CMDMGR log file only at startup. Previously in some scenarios, a large number of log files were generated. (GCXI-3822)

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Japanese, Chinese, and Korean text now appears correctly when reports are exported to PDF or CSV files. (GCXI-3793, GCXI-3794)

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The Agent Details Activity report no longer fails with a timeout error in environments with a large number of records. Previously, a problem with SQL optimization caused delays when processing data, which resulted in a timeout error in some scenarios. (GCXI-3767)

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Genesys CX Insights now continues to operate correctly after updating a deployment that contains duplicated projects. Previously, in some scenarios where a project was duplicated and Genesys CX Insights was subsequently updated to a later release, Genesys CX Insights failed to run, and an error was logged about Cannot save, move or copy this ServerDef object ... because it has been changed in the Metadata. (GCXI-3757)

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When generating LOVs for prompts and searching in LOVs, Genesys CX Insights now waits 120 seconds before displaying a Request timeout error. This timeout period is controlled by the MicroStrategy server **Request timeout** property, which previously was set to 40 seconds, which could result in a timeout in scenarios where an LOV had a large number of rows. (GCXI-3612)

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## Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.