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Genesys Customer Experience Insights

9.0.018.00

12/17/2025

9.0.018.00

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	Mac	Solaris	Windows
03/05/21	General			X			

What's New

This release contains the following new features and enhancements:

- **Error message enhancement** — When a user attempts to log in with an invalid user name, Genesys CX Insights now displays a detailed error message. (GCXI-2567)
- **TLS enhancements:**
 - Support for TLS 1.2 for ODBC drivers, including PostgreSQL.
 - Improved DSNDEF processing for TLS connections setup. (GCXI-4218)
- **Operating environment updates:**
 - Support for MicroStrategy 2021 (Intelligence Server version 11.3.0000.16816). (GCXI-4335)
 - Updates to all included CentOS packages.

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:

Genesys CX Insights now correctly sorts attributes and metrics on dashboards. Previously, in deployments where localization was enabled, attributes and metrics on some dashboards were displayed in an unexpected order. (GCXI-4487)

Genesys CX Insights now enables users to successfully copy the Async Dashboard. Previously in such scenarios, the copy action failed with an error about missing dependency. (GCXI-4468)

Upgrades from Genesys CX Insights release 9.0.016 to a later release now complete successfully. Previously in scenarios where threshold values had been changed in localized reports, upgrades failed. (GCXI-4464)

Upgrade Notes

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