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# Genesys Customer Experience Insights

100.0.026.0000

12/19/2025

100.0.026.0000

## Genesys Customer Experience Insights Release Notes

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

### Important

Release numbers 9.0.026.00 and 100.0.026.0000 refer to the same version of Genesys Customer Experience Insights software. The 9.0.026.00 release package contains the Genesys Customer Experience Insights 100.0.026.0000 software.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/28/22	General			X			

## What's New

This release includes the following new features:

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). (CVE-2021-44832). In particular, the Log4j library included with Genesys CX Insights has been upgraded to 2.17.1. (GCXI-5832)
- Support for MicroStrategy 2021 Update 4.1 - 11.3.0460.00602 (GCXI-5820)

## Resolved Issues

This release contains the following resolved issues:

## 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](#)

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If the Weekly Self Service Containment Dashboard is hidden and the option enable-sdr is disabled, the underlying dataset Dashboards > Datasets > Weekly Self-Service Statistics Report is now hidden. (GCXI-5802)

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Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

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