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Genesys Customer Experience Insights

100.0.031.0000

12/19/2025

100.0.031.0000

Genesys Customer Experience Insights Release Notes

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

Important

This Release Note describes Genesys CX Insights 9.0.031.00, which is released as Genesys CX Insights 100.0.031.0000.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/19/23	General			X			

What's New

This release contains the following new features and enhancements:

- MicroStrategy version is upgraded to **11.3.0860.01123**. Also, due to multiple security issues being fixed in this version of MicroStrategy, CVE security scan results are expected to improve significantly. (GCXI-6524)
- Default values for report execution timeouts are increased from **1200** to **1800** seconds. These are implemented by adding container variables with the following default values:
 - MSTR_PRJ_MAXREPORTEXEETIME=1800
 - MSTR_PRJ_MAXSCHEDULEREPORTEXEETIME=1800
 - MSTR_PRJ_WAITTIMEFORPROMPTANSWERS=1800

Use the above variables to modify the timeouts. On modifying the values through MicroStrategy Developer, the GCXI container overwrites the old values on restart. (GCXI-6563)

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Customer Experience Insights](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Previously, some schedules created manually with Microstrategy Developer were not visible in Web without a restart. This is now fixed.(GCXI-6546)

GCXI Query Engine is optimized for improved performance. (GCXI-6569)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.031.0000.