GENESYS™

Genesys Customer Experience Insights

100.0.033.0000

12/17/2025

100.0.033.0000

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 9.0.033.00, which is released as Genesys CX Insights 100.0.033.0000.
>
> - The temporary pre-activated license key provided with GCXI 100.0.033.0000 and older versions starting with 100.0.020.0000 is set to expire on March 18, 2023. You must request a replacement key from your Genesys representative and install the new key as part of the deployment process as described in the Genesys Customer Experience Insights Deployment Guide.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/23/23	General			X			

What's New

This release contains the following new features and enhancements:

- The VitaraCharts component is updated to version 5.1.3.032. See the VitaraCharts change log for more information on the new version. (GCXI-6826)

- A new container environment variable, **METRICS_NO_TS**, is introduced. Its default value is an empty string. In some environments, a problem with the GCXI TCP metrics endpoint may occur. Normally, GCXI supplies metrics in the Prometheus format with timestamps. But at times, Prometheus may fail to

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process them correctly, resulting in gaps in the GCXI metrics time series. If you observe such behavior, run the GCXI container with **METRICS_NO_TS** set to `true`. This will enable the GCXI container to provided metrics without timestamps. In this case, Prometheus is supposed to handle the timestamps on its own. (GCXI-6808)

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- MicroStrategy version is upgraded to 11.3.1060.00468. (GCXI-6694)

- PostgreSQL client tools have been upgraded to version 13 in the GCXI images. Now, GCXI supports meta databases in both PostgreSQL versions, 12 and 13. (GCXI-6678)

Resolved Issues

This release contains the following resolved issues:

A minor issue that resulted in the **gcxi_events** table in the meta database not being updated after an upgrade is addressed. (GCXI-6822)

When reading the formatting properties of dashboards, the GCXI generator raised errors if values of those properties did not correspond to their types. These errors are now flagged as warnings, as these discrepancies are not fatal. (GCXI-6821)

The GCXI updater does NOT patch DB Instances with embedded DB Connections, and it never has.

A more sophisticated shortcut processing is introduced to help to avoid errors.

- GCXI offers faster creation and updating of FFSQL reports.

- If the updater creates a shortcut with a name that is different from its target object's name, and if the destination folder already contains a shortcut with the same name, and if the target object of the existing shortcut is not the target object of the new one, then the existing shortcut is renamed so that its name is the same as its target object's name.

- If the renaming does not occur, an error message is displayed.

(GCXI-6814)

One of the Microstrategy JAR files, **foundry-sql-jdbc-driver.jar**, is now replaced with its patched copy. The updated file has the **Multi-Release** option set to `true` in its **META-INF/MANIFEST.MF** entry. Without this change the GXCI JDBC driver produces no log4j logs because the Microstrategy JVM fails to properly initialize log4j. (GCXI-6790)

When applying access restriction, the GCXI JDBC driver failed to work with metabases where MicroStrategy tables were in a non-default schema. This issue is now fixed. The ODBC system data source has an `InitializationString` property that is set to a statement that the the ODBC driver runs immediately after the connection is established. Now the GCXI JDBC driver, when connecting to that DB, reads the `InitializationString` property and, if the property is set, runs the corresponding statement as well. (GCXI-6786)

The number of exported metrics on the **/gcxi/monitor/metrics** metrics endpoint is now decreased. Some metrics were unneeded or excessive, thereby cluttering the output and increasing metrics processing costs. (GCXI-6776)

The update frequency for GCXI service metrics, produced by the **/gcxi/monitor/metrics** endpoint, is increased to 3 minutes from 6 minutes. (GCXI-6775)

GCXI uses Netcat (NC) to run the TCP metrics endpoint inside the container. A new container variable, **NC_RUN_SERVER**, is introduced to control this behaviour. If you do not want NC to run in the background, set **NC_RUN_SERVER** to *false*. However, note that this will also disable the TCP metrics endpoint. (GCXI-6746)

The default value for the JDBC statement timeout option for PostgreSQL was set too low in v032. This is now increased from *180000 (3 min)* to *1800000 (30 min)* in v033.

If you want to set a custom timeout, use the `JDBC_OPTS` clause of the `DSNDEF*` variables. The syntax is as follows:

```
DSNDEF1=DSN_NAME=GCXI_GIM_DB;DRV_TYPE=JDBC;JDBC_OPTS=options=-
cstatement_timeout=1740000;GCXI_QENGINE=ON...
```

Note: You can also set multiple JDBC parameters thru the JDBC_OPTS clause of the DSNDEF* variables. Individual parameters must be separated by a pipe, while options inside the option field must be separated by the url-encoded space, **%20**. For example:

```
DSNDEF1=DSN_NAME=GCXI_GIM_DB;DRV_TYPE=JDBC;JDBC_OPTS=sslmode=require|options=-
cstatement_timeout=1740000%20-csearch_path=custom;GCXI_QENGINE=ON...

sslmode=false
options=
    -cstatemnt_timeout=1740000
    -csearch_path=custom
```

For more information, refer to the PostgreSQL documentation for JDBC parameter reference. (GCXI-6744)

The Kubernetes descriptor example for the `ingress-nginx` daemonset is updated to v1.7.0. You can verify the k8s descriptors in the **nginx-daemon.yaml** file. (GCXI-6695)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.033.0000.