GENESYS™

Genesys Customer Experience Insights

Insights

100.0.034.0001

12/22/2025

100.0.034.0001

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 9.0.034.01, which is released as Genesys CX Insights 100.0.034.0001.
>
> - The temporary pre-activated license key provided with GCXI 100.0.034.0001 and older versions starting with 100.0.020.000 is not set to expire any time in the near future. However, 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
11/22/23	General			X			

What's New

This release contains the following new features and enhancements:

- The VitaraCharts component is updated to version 5.2.4.090. See the VitaraCharts change log for more information on the new version. (GCXI-7049)

- MicroStrategy version is upgraded to 11.3.11. (GCXI-7036)

- Two new metrics have been included to the GCXI metrics endpoint. The new metrics are more convenient to be employed in PromQL formulas. Both the metrics are based on the

Helpful Links

Releases Info

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Product Documentation

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gcxi__projects__status metric, and can have a value of either *0* or *1*. The metrics are mutually exclusive, when one metric = *0*, the other metric = *1*, and vice versa.

- gcxi__projects__status_fail (values: *1,* when gcxi__projects__status != 0 (that is, GCXI is not healthy), else *0).*

- gcxi__projects__status_ok (values: *1,* when gcxi__projects__status == 0 (that is, GCXI is OK), else *0).*

(GCXI-6844)

- Node.js version is upgraded to 18.18.2. (GCXI-7111)

- A timeout is now added to the GCXI built-in health check. The timeout is governed by the **CURL_MAX_TIME_SEC** variable and its default value is *120* seconds. (GCXI-7089)

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Resolved Issues

This release contains the following resolved issues:

The gcxi_gauth_redirect metric was counted incorrectly (excessive increments) and is now fixed. (GCXI-6921)

The name of the rapped signal has been added to the graceful_exit() function output in the container log. Now, it shows the exact exit signal that was sent to the container. (GCXI-6910)

At times, the value for the _gcxi_cluster_info_ metric was counted incorrectly (this value represents the current number of nodes in the MSTR cluster). The incorrect node count calculation is now fixed. (GCXI-6904)

Multiple improvements and bug fixes have been implemented in the SSO auth module. (GCXI-6924, GCXI-7011)

Multiple improvements and bug fixes have been implemented in relation to the processing of MicroStrategy objects. (GCXI-6854, GCXI-6915, GCXI-6917, GCXI-6927, GCXI-6928, GCXI-6929, GCXI-6930, GCXI-6931, GCXI-6932, GCXI-6933, GCXI-6935, GCXI-6937, GCXI-6940, GCXI-6942, GCXI-6943, GCXI-6982, GCXI-7037)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.034.01.