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# Genesys Knowledge Center Server

Release Notes 9.0.x

3/8/2023

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# Genesys Knowledge Center Server 9.0.x Release Note

**9.x Genesys Knowledge Center Server** is part of 9.x starting in **9.0.000.15**.

This Release Note applies to all 9.0.x releases of Genesys Knowledge Center Server. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

### [+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">9.0.006.34</a>	03/08/23	Update			X		X
<a href="#">9.0.006.29</a>	01/27/22	Hot Fix			X		X
<a href="#">9.0.006.26</a>	12/16/21	Hot Fix			X		X
<a href="#">9.0.006.25</a>	11/22/21	Hot Fix			X		X
<a href="#">9.0.006.24</a>	07/23/21	Hot Fix			X		X
<a href="#">9.0.006.21</a>	04/28/21	General			X		X
<a href="#">9.0.006.19</a>	09/22/20	Hot Fix			X		X
<a href="#">9.0.006.18</a>	08/27/20	Hot Fix			X		X
<a href="#">9.0.006.17</a>	07/15/20	Hot Fix			X		X
<a href="#">9.0.006.16</a>	05/29/20	Hot Fix			X		X
<a href="#">9.0.006.09</a>	03/16/20	Hot Fix			X		X
<a href="#">9.0.006.07</a>	01/21/20	Hot Fix			X		X
<a href="#">9.0.006.05</a>	11/18/19	Hot Fix			X		X
<a href="#">9.0.006.03</a>	10/07/19	General			X		X
<a href="#">9.0.005.04</a>	07/09/19	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.005.02	04/21/19	General			X		X
9.0.004.08	01/31/19	General			X		X
9.0.003.06	11/02/18	General			X		X
9.0.002.09	08/31/18	General			X		X
9.0.001.04	06/26/18	General			X		X
9.0.000.15	05/29/18	General			X		X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Knowledge Center](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of Genesys Knowledge Center Server, see the [8.5 Release Note \(Cumulative\)](#).

## Discontinued Support

### [+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- 
- Microsoft Windows Server 2008

**Discontinued as of:** 9.0.000.14

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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Genesys Knowledge Center Server, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
  - [Internationalization Issues](#)
-

## Related Resources

For additional information about Genesys Knowledge Center Server, see the following documentation:

- The documentation related to this software is available from the [Genesys Knowledge Center](#) page.
- The [Genesys Knowledge Center Server Deployment Guide](#) provides details about installing and configuring Genesys Knowledge Center Server.
- The [Genesys Knowledge Center](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available [here](#).

# Known Issues and Recommendations

## Genesys Knowledge Center Server

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Knowledge Center Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

---

Reporting plugins are not available in the 9.0.000.15 version of the product. The plugins will be reintroduced in a subsequent release of the product and will incorporate the updated technology stack and new functionality. Please contact [customer care](#) for guidance.

---

In the Windows IP, the data structure in the **launcher.ini** file is formatted incorrectly. As a result, the Knowledge Server might not start correctly.

**Workaround:** Manually split the following line into two separate lines to ensure the server will start correctly.

Before:

```
-Dwcc.operationMode=CLUSTERED -Di18n.path=D:\GCTI\HC_KCS_01/server/resources
```

After:

```
-Dwcc.operationMode=CLUSTERED
```

```
-Di18n.path=D:\GCTI\HC_KCS_01/server/resources
```

ID: <b>GK-6770</b>	Found In: <b>9.0.000.15</b>	Fixed In: <b>9.0.001.04</b>
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## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Knowledge Center Server unless otherwise noted in the issue description.

---

There are no internationalization issues for this product.

---

# Release 9.0.0

## Genesys Knowledge Center Server Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Genesys Knowledge Center Server, if available, in the tree menu on the left or in the list of [Available Releases](#).



9.0.006.34

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/08/23	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The Category names and Tags now support ^ and & characters when filtering. The list of disallowed characters is updated from .> & < ^ = [ to . > < = [.(GK-8585)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.34.

9.0.006.29

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/27/22	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). In particular, the Log4j library included with Genesys Knowledge Center Server and Genesys Knowledge Center CMS has been upgraded to 2.17.0 (GKC-3022)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.29.

9.0.006.26

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/21	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the log4j vulnerability (CVE-2021-44228). In particular, the log4j version included with Genesys Knowledge Center Server has been upgraded to 2.16.0. (GKC-2994)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.26.

9.0.006.25

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/22/21	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The information in the **Top 10 Authors** report no longer includes approvers as part of the metric count. Previously, the information in the report included both authors and approvers as part of the metric count. (GK-8590)

#### Important

To execute this hotfix you must perform a reprovisioning procedure against the Genesys Knowledge Center Server.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.25.



9.0.006.24

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/23/21	Hot Fix			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

9.0.006.24 fixes the jackson-databind Polymorphic Typing vulnerability CVE-2019-12814. (GK-8234)

---

It is now possible to select Genesys Knowledge Center customer comments from the Kibana history. (GK-8576)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.24.

9.0.006.21

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/02/21	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

NLP processing can now be disabled for indexing and search. (GK-8575)

---

History is now retrieved from a separate Agent UI endpoint. Also, you can now disable returning history. (GK-8570)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.21.

9.0.006.19

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/22/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The Knowledge Server no longer creates too many threads and as a result it no longer exceeds its system limit. (GK-8528)

The Agent only view is now visible and operates as expected. The Public view no longer appears instead of the Agent only view. (GK-8524)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.19.

9.0.006.18

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/27/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

A Script Error no longer occurs when opening WDE articles. Previously, script errors occasionally occurred when a WDE article was opened. (GK-8520)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.18.



9.0.006.17

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/15/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The scripts hosted by Genesys Knowledge Center Server for the Knowledge Center Plug-in for Workspace Desktop Edition are updated such that\_ when working in the **Knowledge** tab, information in the **Ask** and **Browse** tabs no longer overlaps. For example, when a document is opened in the **Ask** tab and another document is opened in the **Browse** tab, the two documents are no longer merged into a single document in the **Ask** tab. (GK-8509)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.17.

9.0.006.16

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Items added to the Favorites are now saved in the Favorites list until they are manually removed. Previously, items added to the Favorites list were not saved for more than one day. (GK-8505)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

It is recommended that you upgrade your system to Genesys Knowledge Center Server 9.0.006.16. For details, refer to the [Upgrade Genesys Knowledge Center Server](#) page in the Genesys Knowledge Center Deployment Guide.

9.0.006.09

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Elasticsearch returns documents as expected during the TOC removal process. Previously, documents containing the html symbol for non-breaking space were not returned by Elasticsearch. (GK-8467)

You can now publish 2K documents from the Genesys Knowledge Center CMS to the Genesys Knowledge Center Server. (GK-8458)

Semi-NLP Analysis was introduced to improve the search quality when NLP produces "no-tokens" against some text and search queries. The search is now equipped to find non-dictionary words such as acronyms, titles and abbreviations. (GK-8453, GK-8433)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

---

You can now select to work with an external Kibana instead of an embedded Kibana.

**Note:** To run the Genesys Knowledge Center solution the same external Kibana and external Elasticsearch version should be used. (GK-8253)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.09.

9.0.006.07

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/21/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

A No Answer event will be no longer be automatically generated if a Search request without a result is invoked by Proactive Knowledge. Previously, when there were no results for a Search request the Genesys Knowledge Center automatically created a No Answer event. (GK-8286)

Genesys Knowledge Center (GKC) Server now provides the Interaction ID associated with documents that were obtained during an interaction. This occurs when the Search, Visit document or Feedback options are performed in an Active Media environment that includes the Knowledge Center plugin for WDE. Note: The GKC API responds by storing the interactionId property. Also, InteractionId Historical records can now be filtered according to interactionId. (GK-8426)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.07.



9.0.006.05

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/18/19	Hot Fix			X		X

### What's New

This release synchronizes the Genesys Knowledge Center Server libraries with updates to [Genesys Knowledge Center CMS](#) and [Genesys Knowledge Center Plugin for Workspace Desktop Edition](#).

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issue:

---

The **User \*\*id\*\* not found at tenant 1** message no longer appears in the GKC Server logs. Previously, this message was included in the logs even though the user was not associated with tenant 1. (GK-8406)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.05.

9.0.006.03

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/07/19	General			X		X

### What's New

This release synchronizes the Genesys Knowledge Center Server libraries with updates to [Genesys Knowledge Center CMS](#) and [Genesys Knowledge Center Plugin for Workspace Desktop Edition](#).

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

Improved the search capability. Previously, in some cases, a search via Named Entities Dictionaries provided unpredictable results. (GK-8220)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.03.

9.0.005.04

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/19	General			X		X

### What's New

This release synchronizes the Genesys Knowledge Center Server libraries with updates to [Genesys Knowledge Center CMS](#) and [Genesys Knowledge Center Plugin for Workspace Desktop Edition](#).

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.04.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.005.02

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/21/19	General			X		X

### What's New

This release synchronizes the Genesys Knowledge Center Server libraries with updates to [Genesys Knowledge Center CMS](#) and [Genesys Knowledge Center Plugin for Workspace Desktop Edition](#).

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.02.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.004.08

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/19	General			X		X

### What's New

This release contains the following new features and enhancements:

- **New Entity Management Capability:**
  - Knowledge managers can use entities to improve search behavior and results. By defining entities, values within an entity, and synonyms for each value on one or more languages in CMS, you can improve Natural Language Understanding (NLU) and search accuracy to better match the intent of a knowledge query. (GK-7826)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

When a secured load balancer is used on top of Genesys Knowledge Cluster and its host and port are correctly configured in the Cluster application, the Pulse widget now uses a secured connection to open the Kibana dashboards. Previously, a non-secured connection was used to open the Kibana reporting dashboard from the Pulse widgets. (GK-7723)

---

Published documents now display document sections in the correct order. Previously, section ordering in published documents were different from how they were ordered in their CMS template. (GK-7689)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.08.



9.0.003.06

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/18	General			X		X

### What's New

This release contains the following new features and enhancements:

- **Language support:**
  - Improved natural language processing tools for better precision of queries in Romanian.
  - Added natural language processing tools in Croatian.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

Users can now restrict direct access to Kibana within Pulse widgets through the configuration options. Previously, Kibana with Reporting Dashboards was publicly accessible from the "kibana" port. (GK-7619)

---

---

Knowledge Center Server can now deploy Reporting Widgets correctly into Pulse. Previously there was a problem with deploying reporting metrics through Red Hat Enterprise Linux. (GK-7603)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.06.

9.0.002.09

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/31/18	General			X		X

### What's New

This release contains the following new features and enhancements:

- Natural Language Support (NLP): Improved natural language processing algorithm for better precision for queries in Finnish.
- Security improvement: The product code is now scanned regularly (typically, daily) using industry best practices and tools in order to mitigate and prevent high-level security vulnerabilities.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.09.

9.0.001.04

## Genesys Knowledge Center Server Release Notes

**9.x** Genesys Knowledge Center Server is part of 9.x starting in 9.0.000.15.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/18	General			X		X

### What's New

This release contains the following new features and enhancements:

- New reporting capabilities:
  - **Pulse native widgets support:** Knowledge Center Server now exposes data endpoints for Genesys Pulse, which enables Pulse to display Knowledge center-related widgets within Pulse dashboards.
  - **Redesigned discovery dashboard:** A Kibana node is now embedded into the Knowledge Center Server deployment that provides reporting dashboards.
- Security:
  - An improved Cross-Site Resource Sharing (CORS) filter is now included. This filter enables you to prevent undesired access via the Knowledge Center to your product APIs.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.04.

9.0.000.15

## Genesys Knowledge Center Server Release Notes

**9.x** This is the first 9.x release of **Genesys Knowledge Center Server**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/18	General			X		X

### What's New

This release contains the following new features and enhancements:

- For every knowledge entity (such as an Article or FAQ), the estimated reading time is now provided.
- For every knowledge entity, the word count is now provided.
- Support for Windows Server 2016 operating system. See the [Genesys Knowledge Center](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Knowledge Center](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.15.