



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Center Server

Known Issues and Recommendations

12/23/2025

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: GK-6770	Found In: 9.0.000.15	Fixed In: 9.0.001.04
--------------------	-----------------------------	-----------------------------

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.

Known Issues and Recommendations

There are no internationalization issues for this product.
