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Genesys Pulse

Release Notes 9.0.x

9/9/2025

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Genesys Pulse 9.0.x Release Note

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

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

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

Available Releases

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.

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 Pulse](#) page in the [Genesys Supported Operating Environment Reference](#).

You can find Release Notes for particular releases of Genesys Pulse at the following links:

Release 9.0.0:

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|----------------------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 9.0.011.05 | 09/10/25 | Update | | | X | | X |
| 9.0.011.04 | 08/14/25 | Update | | | X | | X |
| 9.0.010.01 | 01/31/25 | General | | | X | | X |
| 9.0.009.04 | 09/27/24 | General | | | X | | X |
| 9.0.008.04 | 07/19/24 | Update | | | X | | X |
| 9.0.008.02 | 11/07/23 | General | | | X | | X |
| 9.0.007.13 | 02/21/23 | Update | | | X | | X |
| 9.0.007.08 | 07/11/22 | Update | | | X | | X |
| 9.0.007.05 | 02/22/22 | Update | | | X | | X |
| 9.0.007.02 | 12/21/21 | Update | | | X | | X |
| 9.0.007.00 | 12/13/21 | Update | | | X | | X |
| 9.0.006.04 | 07/30/21 | Update | | | X | | X |

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 9.0.006.03 | 05/31/21 | Update | | | X | | X |
| 9.0.006.02 | 03/03/21 | Update | | | X | | X |
| 9.0.006.00 | 08/24/20 | General | | | X | | X |
| 9.0.005.02 | 05/27/20 | General | | | X | | X |
| 9.0.004.04 | 03/06/20 | General | | | X | | X |
| 9.0.004.03 | 12/20/19 | Update | | | X | | X |
| 9.0.003.03 | 08/19/19 | Hot Fix | | | X | | X |
| 9.0.003.02 | 07/25/19 | General | | | X | | X |
| 9.0.003.01 | 06/28/19 | Update | | | X | | X |
| 9.0.002.01 | 02/19/19 | Update | | | X | | X |
| 9.0.002.00 | 12/21/18 | Update | | | X | | X |
| 9.0.001.01 | 11/14/18 | General | | | X | | X |
| 9.0.000.06 | 07/11/18 | Hot Fix | | | X | | X |
| 9.0.000.04 | 06/25/18 | General | | | X | | X |
| 9.0.000.02 | 05/29/18 | General | | | X | | X |

Discontinued Support

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 the [Discontinued Support](#) page in the *Genesys Supported Operating Environment Reference*.

- Only the two latest releases of Google Chrome and the latest release of Firefox ESR are supported. Support for earlier releases is discontinued.

- Internet Explorer 11

| | | |
|---------------------------|----------------------------|----------------------------|
| Discontinued as of | Date: July 11, 2022 | Release: 9.0.007.08 |
|---------------------------|----------------------------|----------------------------|

- Apple Safari version 12

| | | |
|---------------------------|----------------------------|----------------------------|
| Discontinued as of | Date: July 30, 2021 | Release: 9.0.006.04 |
|---------------------------|----------------------------|----------------------------|

- PostgreSQL 9.5

| | | |
|---------------------------|----------------------------|----------------------------|
| Discontinued as of | Date: March 3, 2021 | Release: 9.0.006.02 |
|---------------------------|----------------------------|----------------------------|

- Oracle 12.2 (Oracle 12c R2)
- Red Hat Enterprise Linux 6

| |
|---------------------------|
| Discontinued as of |
|---------------------------|

| |
|--------------------------------|
| Date: November 30, 2020 |
|--------------------------------|

| |
|----------|
| Release: |
|----------|

-
- Windows Server 2008
 - Microsoft SQL Server 2008

| |
|---------------------------|
| Discontinued as of |
|---------------------------|

| |
|----------------------------|
| Date: June 30, 2020 |
|----------------------------|

| |
|----------|
| Release: |
|----------|

-
- PostgreSQL 9.4
 - Oracle 11g

| |
|---------------------------|
| Discontinued as of |
|---------------------------|

| |
|---------------------------|
| Date: May 27, 2020 |
|---------------------------|

| |
|----------------------------|
| Release: 9.0.005.02 |
|----------------------------|

-
- Microsoft SQL Server 2014

| |
|---------------------------|
| Discontinued as of |
|---------------------------|

| |
|-------------------------|
| Date: July, 2019 |
|-------------------------|

| |
|----------|
| Release: |
|----------|

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Genesys Pulse, 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 Pulse, see the following documentation:

- The documentation related to this software is available from the [Genesys Pulse](#) page.
- The [Genesys Pulse Deployment Guide](#) provides details about installing and configuring Genesys Pulse.
- The [Genesys Pulse Help](#) provides details about using Genesys Pulse.
- The [Genesys Pulse](#) page in the [Genesys Supported Operating Environment Reference](#) provides detailed

information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Pulse components.

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

Translation Support

Genesys Pulse

This page summarizes translation support for 9.0.x releases of Genesys Pulse for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 9.0.x releases, see [Available Releases](#).

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the [Internationalization Issues](#) section in [Known Issues and Recommendations](#).

Release 9.0.0 Translation Support

The following table indicates translation support for particular 9.0.0 releases of Genesys Pulse.

| Language | English (US) Release | | | | |
|-------------------------------|----------------------|-------------------|-------------------|-------------------|---------------|
| 9.0.005.02 | 9.0.004.04 | 9.0.003.02 | 9.0.002.01 | 9.0.000.04 | |
| Arabic (Saudi Arabia) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Chinese (Simplified) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Czech | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Dutch (Netherlands) | 9.0.005.00 | 9.0.004.01 | Not Available | Not Available | Not Available |
| French (Canada) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| French (France) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| German (Germany) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Italian | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Japanese | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Korean | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Polish | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Portuguese (Brazilian) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |

| | | | | | |
|--|------------|------------|------------|------------|------------|
| Russian | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Spanish (Latin America/ Mexico) | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |
| Turkish | 9.0.005.00 | 9.0.004.01 | 9.0.003.00 | 9.0.002.01 | 9.0.000.05 |

Known Issues and Recommendations

Genesys Pulse

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Pulse. 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](#).

Single Sign-On (SSO) is not supported until GWS Auth services are available on premise.

Pulse does not work correctly when started as Windows Service. The service appears to have started but all the **PUT / POST** requests result in the 503 Server Error (as can be seen in the browser console).

Workaround: Use **pulse_startup.bat** to start Pulse.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-19054 | Found In: 9.0.010.01 | Fixed In: 9.0.011.04 |
|-----------------------|-----------------------------|-----------------------------|

When importing, the links between templates and widget are missing.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-18910 | Found In: 9.0.009.00 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Pulse does not load custom css and js files specified via **[pulse]\load_css_*** or **[pulse]\load_js_*** options.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-18441 | Found In: 9.0.008.02 | Fixed In: 9.0.009.00 |
|-----------------------|-----------------------------|-----------------------------|

Pulse ignores the **[general]\inactivity timeout** option value and the *Pulse View Dashboard* role privilege when determining the inactivity timeout for the current user. As a result, a 15-minute timeout of inactivity is applied to any Pulse user.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-18434 | Found In: 9.0.008.02 | Fixed In: 9.0.008.04 |
|-----------------------|-----------------------------|-----------------------------|

The User Preferences dialog does not allow Language or Time Zone settings to be changed.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-18321 | Found In: 9.0.008.02 | Fixed In: 9.0.009.00 |
|-----------------------|-----------------------------|-----------------------------|

Long-running operations with the database (for example, importing a large number of Dashboards, Wallboards or Widget Templates) can fail with a Could not connect to the database error in the UI and a The connection is closed exception in the Pulse log when the connect_timeout, login_timeout and socket_timeout option values for Pulse DAP are too small.

Workaround: Increase the connect_timeout, login_timeout and socket_timeout option values for Pulse DAP.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-18295 | Found In: 9.0.008.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Attempts to move shared Dashboard, Wallboard or Widget Templates that are saved to Genesys Configuration Server with Read Only permissions set on the related CfgScript object can fail with an Internal Server Error message instead of giving the expected Access Forbidden message.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-18288 | Found In: 9.0.008.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Changes made on the “Alerts” tab of the Widget Template Wizard are not propagated to Widgets on Wallboards.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-18069 | Found In: 9.0.007.13 | Fixed In: 9.0.008.02 |
|-----------------------|-----------------------------|-----------------------------|

After logging in to Genesys Pulse, clicking GAX does not load the GAX page, but instead reloads the Pulse page.

Workaround: To work around this issue, reload the browser page immediately after logging in.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-17122 | Found In: 9.0.007.08 | Fixed In: 9.0.007.13 |
|-----------------------|-----------------------------|-----------------------------|

After logging in to Genesys Pulse, when creating a widget, the **Advanced Alerts** section on the **Alerts** tab is not available.

Workaround: To work around this issue, reload the browser page immediately after logging in.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-16809 | Found In: 9.0.007.08 | Fixed In: 9.0.007.13 |
|-----------------------|-----------------------------|-----------------------------|

Changes made in Refresh Rate field on the “Display Options” tab of the Widget Template Wizard are not propagated to Widgets.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-17804 | Found In: 9.0.007.05 | Fixed In: 9.0.008.02 |
|-----------------------|-----------------------------|-----------------------------|

Pulse installation fails on Windows platforms where a release of OpenJDK 11 having a 4-digit release number is installed (for example, OpenJDK 11.0.14.1).

Workaround: Use a 3-digit JDK release version, such as OpenJDK 11.0.13, during the Pulse installation. After you have finished installing Pulse, the 4-digit release (for example, OpenJDK 11.0.14.1) version can be used. Please change the JAVA_HOME system environment variable to whichever JDK you need.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-16845 | Found In: 9.0.007.05 | Fixed In: |
|-----------------------|-----------------------------|-----------|

In the save dialog that appears when users save dashboards or templates, subfolders in the Scripts folder are not visible unless the user has read access to the Scripts folder, regardless of access settings configured for the subfolder. To work around this issue, grant the user read access to Scripts folder.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-16519 | Found In: 9.0.007.00 | Fixed In: |
|-----------------------|-----------------------------|-----------|

In scenarios where a widget is edited after one or more selected objects have been renamed, the ordering of objects in the widget sometimes changes.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-16518 | Found In: 9.0.007.00 | Fixed In: |
|-----------------------|-----------------------------|-----------|

In scenarios where the connection fails between Pulse and the Configuration Server, the Save Dashboard dialog closes immediately after opening, without any error message.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-16497 | Found In: 9.0.007.00 | Fixed In: 9.0.007.13 |
|-----------------------|-----------------------------|-----------------------------|

Users can move dashboards, wallboards, and templates to another folder even when the user has read-only access to the source folder. The file then inherits the user's access permissions of the target folder, which potentially gives them full access to the copied file, including to edit or delete the file. To work around this issue, disable folder-based access by setting **pulse/folder_based_access=false** in Pulse application options.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-16489 | Found In: 9.0.007.00 | Fixed In: 9.0.008.02 |
|-----------------------|-----------------------------|-----------------------------|

Genesys Pulse might not automatically restore connection to Microsoft SQL or Oracle databases if the existing connection was not properly closed by DBMS.

Workaround: Restart Genesys Pulse

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-15626 | Found In: 9.0.006.03 | Fixed In: 9.0.008.02 |
|-----------------------|-----------------------------|-----------------------------|

The Grid Widget changes its size after the browser's window size is changed, but it does not go back to the original size when the browser's window size is restored.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-15075 | Found In: 9.0.006.02 | Fixed In: 9.0.006.03 |
|-----------------------|-----------------------------|-----------------------------|

The **Download Widget** menu item does not download data for _GBK_ (Group By Key) statistics configured for the Widget, into a CSV file. Instead, it downloads only regular statistics values.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-17174 | Found In: 9.0.006.00 | Fixed In: 9.0.007.13 |
|-----------------------|-----------------------------|-----------------------------|

Genesys Pulse User Interface continuously reloads when different installations of Genesys Pulse use the same hostname.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-15184 | Found In: 9.0.006.00 | Fixed In: 9.0.006.03 |
|-----------------------|-----------------------------|-----------------------------|

The Select All checkbox in Dashboard, Wallboard, and Widget Template Management interfaces does not work when the Search by Column function is enabled.

Workaround: Disable the Search by Column function.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-14405 | Found In: 9.0.005.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

The Widget Count column of the Widget Management screen does not show the actual values after remove operations are performed from the same screen.

Workaround: Use the Refresh button.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-14037 | Found In: 9.0.005.02 | Fixed In: 9.0.006.00 |
|-----------------------|-----------------------------|-----------------------------|

Widgets' locations on the tab are changed after switching between tabs or after refreshing the page.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-14173 | Found In: 9.0.004.03 | Fixed In: 9.0.006.02 |
|-----------------------|-----------------------------|-----------------------------|

Alert Widget cannot be edited by users without Pulse Manage Users privilege.

Workaround: Create new Alert Widget to select another set of dashboards to monitor.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-14033 | Found In: 9.0.004.03 | Fixed In: 9.0.005.02 |
|-----------------------|-----------------------------|-----------------------------|

Some operations with Genesys Pulse in the Internet Explorer browser might fail with the "Could not connect to the server" message due to an **issue** with the embedded Jetty server.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-13462 | Found In: 9.0.004.03 | Fixed In: 9.0.004.04 |
|-----------------------|-----------------------------|-----------------------------|

There is no clear indication that User Preferences could not be saved when Genesys Pulse is in Read-Only mode.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-13407 | Found In: 9.0.004.03 | Fixed In: 9.0.005.02 |
|-----------------------|-----------------------------|-----------------------------|

The database upgrade script for Oracle pulse_upgrade_09.0.004.00_oracle.sql does not work.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-13264 | Found In: 9.0.004.03 | Fixed In: 9.0.004.04 |
|-----------------------|-----------------------------|-----------------------------|

Users on the Widget Management screen might not be deleted nor expanded in some cases.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-13241 | Found In: 9.0.004.03 | Fixed In: 9.0.004.04 |
|-----------------------|-----------------------------|-----------------------------|

If the Language specified via GAX User preferences and the browser's interface language is not available among installed Language Packs, Genesys Pulse interface does not fall back to English, instead untranslated resources are shown.

Workaround: Adjust the browser interface language or change the language specified via GAX User

preferences.

ID: **WBRT-13088**

Found In: **9.0.004.03**

Fixed In: **9.0.005.02**

The Use System Settings option selected for Language or Time Zone in GAX User preferences is not picked up by the Genesys Pulse User preferences.

ID: **WBRT-13055**

Found In: **9.0.004.03**

Fixed In:

Genesys Pulse interface uses an invalid Time Zone if the Time Zone, specified via GAX User preferences, is removed.

Workaround: Change the Time Zone to the available one using Genesys Pulse User preferences menu.

ID: **WBRT-13024**

Found In: **9.0.004.03**

Fixed In:

Genesys Pulse ignores the **[general]/session_timeout option** and uses the default 1800 sec (30 min) timeout instead.

ID: **WBRT-13477**

Found In: **9.0.003.02**

Fixed In: **9.0.005.02**

It is possible to choose the Configuration Unit or Site folder when saving Dashboard, Wallboard, or Widget Template (related CfgScript object can be saved only in the appropriate sub-folder). As a result, such saved Dashboard, Wallboard, or Widget Template is displayed under the "Unknown Folder".

ID: **WBRT-13973**

Found In: **9.0.003.01**

Fixed In: **9.0.005.02**

Because of a long index name (more than 30 characters), the database initialization script fails in Oracle deployments using Oracle 12c R1 and below. Starting with Oracle 12c R2, the maximum length of most identifiers is 128 characters, so the index name does not cause script execution errors in Oracle 12c R2 and higher deployments.

Workaround for Oracle 12c R1 and below: Use the database initialization script (**pulse_init_oracle.sql**) from the previous 9.0.002.xx release family.

ID: **WBRT-12654**

Found In: **9.0.003.01**

Fixed In: **9.0.003.03**

Management screens might become not accessible by keyboard navigation after Move operations on the folder, which is not expanded.

ID: **WBRT-12388**

Found In: **9.0.003.01**

Fixed In: **9.0.004.04**

Management screens might become not accessible by keyboard navigation after Search operations with no results.

ID: **WBRT-12384**

Found In: **9.0.003.01**

Fixed In:

Widget Management screen displays the total number of widgets instead of filtered widgets when the user performs filtering.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12341 | Found In: 9.0.003.01 | Fixed In: 9.0.004.03 |
|-----------------------|-----------------------------|-----------------------------|

The Stacked Bar Chart values are not accessible by keyboard navigation.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-12175 | Found In: 9.0.003.01 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Widgets on the Wallboard launched to full screen might overlap each other in rare conditions.

Workaround: Visit the Wallboard tab, containing overlapped widgets, and relaunch to full screen afterward.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-12089 | Found In: 9.0.003.01 | Fixed In: |
|-----------------------|-----------------------------|-----------|

There is no intermediate (partially selected) state on "Select All" check boxes in Management Screens.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12042 | Found In: 9.0.003.01 | Fixed In: 9.0.005.02 |
|-----------------------|-----------------------------|-----------------------------|

The scrollable content of the Text Widget, List Widget, and Donut Widget is not accessible by keyboard navigation.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-11838 | Found In: 9.0.003.01 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Languages which are set in Internet Explorer 11 via the "Settings / Internet Options / Languages" dialog could not be detected by Genesys Pulse. The language of the browser interface is used instead.

Workaround: Change the browser interface language by setting an appropriate language pack for Internet Explorer 11 or use newer Microsoft Edge browser.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11713 | Found In: 9.0.003.01 | Fixed In: 9.0.006.00 |
|-----------------------|-----------------------------|-----------------------------|

Quick filter on Data view might reset filtering after switching between tabs.

Workaround: Update the quick filter value to restore filtering.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-13006 | Found In: 9.0.002.01 | Fixed In: 9.0.004.04 |
|-----------------------|-----------------------------|-----------------------------|

The historical chart on the List widget might show the same data for 15 minutes and day intervals in rare conditions.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12240 | Found In: 9.0.002.01 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Thresholds with the 0 (zero) value are not displayed on the Line and Time Tracking Charts.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11856 | Found In: 9.0.002.01 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

The Grid Widget or Data View may show "No Rows To Show" when the Agent Group is selected for the widget and all objects have been removed from the group and added back to the group.

Workaround: Switch between dashboard tabs.

ID: **WBRT-11550**

Found In: **9.0.002.00**

Fixed In: **9.0.002.01**

In rare cases, Genesys Pulse cannot start Aeron Media Driver on Windows with the AeronError in the log.

Workaround: Restart Genesys Pulse.

ID: **WBRT-13561**

Found In: **9.0.001.01**

Fixed In:

It is possible to inject JavaScript code to the Text Widget content using API.

ID: **WBRT-13061**

Found In: **9.0.001.01**

Fixed In: **9.0.004.03**

The Grid Widget and Data View that contain statistics with Group By columns might reset the vertical scroll position within the next data update.

ID: **WBRT-12275, WBRT-11792**

Found In: **9.0.001.01**

Fixed In:

Day and Month on the Wallboard footer are never translated to the language of the Genesys Pulse interface.

ID: **WBRT-11766**

Found In: **9.0.001.01**

Fixed In: **9.0.003.01**

The Reset Column Width option on the Data View might work in an unexpected way.

ID: **WBRT-11728**

Found In: **9.0.001.01**

Fixed In: **9.0.003.01**

Genesys Pulse installation procedure requires OpenJDK installed from the **MSI distribution package** on Windows.

ID: **WBRT-11572**

Found In: **9.0.001.01**

Fixed In: **9.0.002.01**

Extra spaces between letters might be shown in the pinned version of the Text Widget.

ID: **WBRT-11422**

Found In: **9.0.001.01**

Fixed In: **9.0.002.00**

Names of statistics or objects, which are using some special symbols, might be shown incorrectly on the Line and Grid Widgets.

ID: **WBRT-11397**

Found In: **9.0.001.01**

Fixed In: **9.0.002.00**

Extra scrollbars might be shown in the Grid Widget after expanding the GroupBy statistic.

ID: **WBRT-11349**

Found In: **9.0.001.01**

Fixed In: **9.0.002.00**

Text format settings in the Text Widget and Text Widget template cannot be saved without a text. Text style, color, and size settings reset to default once the text is deleted.

ID: **WBRT-11328**

Found In: **9.0.000.04**

Fixed In:

The dashboard configuration is not saved for a new Genesys Pulse user if Dashboards or Widgets were configured right after the first login.

Workaround: Refresh the page after the first login and before changing the Dashboard or Widget configuration.

ID: **WBRT-10760**

Found In: **9.0.000.04**

Fixed In: **9.0.000.06**

Java Virtual Machine might terminate unexpectedly with EXCEPTION_ACCESS_VIOLATION while executing AlertProcessor on a Windows host that has a low amount of system resources.

ID: **WBRT-10746**

Found In: **9.0.000.04**

Fixed In:

The Summary panel in the Widget Management screen displays incorrect object list for the selected widget when the widget has objects with By Group selected.

ID: **WBRT-10745**

Found In: **9.0.000.04**

Fixed In: **9.0.000.06**

The custom visualization using historical data cannot be displayed.

ID: **WBRT-10706**

Found In: **9.0.000.04**

Fixed In: **9.0.000.06**

When Advanced Alerts is configured, Pulse does not produce the expected alert notifications for GroupBy statistics.

ID: **WBRT-15358**

Found In: **9.0.000.02**

Fixed In:

Current user sessions do not work after switchover between HA pair of Configuration Server or Configuration Server Proxies if the host and backup_host properties specified in the pulse.properties file are not exactly the same (IP address vs fully qualified domain name vs hostname) as the Name property of host configuration objects where Configuration Server or Configuration Server Proxies are running or the IP Address field is set for host configuration objects.

Workaround: The current session work is restored once the user re-logins.

ID: **WBRT-13072**

Found In: **9.0.000.02**

Fixed In:

Switchover between HA pair of Configuration Server Proxies does not work.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-13018 | Found In: 9.0.000.02 | Fixed In: 9.0.004.03 |
|-----------------------|-----------------------------|-----------------------------|

Widget Template changes cannot be propagated to deactivated widgets.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-12344 | Found In: 9.0.000.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

Genesys Pulse is not installing Out-Of-Box templates after restart (if templates were removed), even when the **install_templates** option is set to true.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12108 | Found In: 9.0.000.02 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Having multiple Genesys Pulse instances on the same database schema might lead to duplicated Advanced Alert records displayed on the Alerts panel of the Widget Wizard.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11853 | Found In: 9.0.000.02 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

When GAX application is not installed on the host, Genesys Pulse cannot be installed via GAX IP Deployment wizard. Follow the [Install Genesys Pulse from the Installation Package](#) instead.

Workaround for users with GAX versions prior to 9.0.100.56: Follow the same procedure and execute the following additional steps:

- From the Genesys Pulse installation folder, within the dbtool folder create the dbtool.cfg configuration file with the following entries:
 - gax.url=http://<GAX server host>:<GAX server port>/gax
 - gax.username=<username for login to GAX server>
 - gax.password=<password for login to GAX server>
- From the command line, run: dbtool -up <path to Pulse.xml file from the Templates Installation Package directory>.

| | | |
|-----------------------|-----------------------------|-------------------------------|
| ID: WBRT-11429 | Found In: 9.0.000.02 | Fixed In: Will Not Fix |
|-----------------------|-----------------------------|-------------------------------|

Statistics might be not grouped by type on the Time Tracking view. This leads to an ability to select statistics of more than two different types.

Workaround: Switch between Genesys Pulse tabs.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-10609 | Found In: 9.0.000.02 | Fixed In: 9.0.000.04 |
|-----------------------|-----------------------------|-----------------------------|

The value for statistics with the Status display format might disappear for some time in case of configured Quick updates for this widget.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-10599 | Found In: 9.0.000.02 | Fixed In: 9.0.000.04 |
|-----------------------|-----------------------------|-----------------------------|

Axis for one of the selected statistic types on the Time Tracking view might not be visible.

Workaround: Do not select the Status statistic together with the Time statistic.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-10568 | Found In: 9.0.000.02 | Fixed In: 9.0.000.04 |
|-----------------------|-----------------------------|-----------------------------|

After migration from the 8.5.108 version, all widgets that were deactivated by Widget Management will be activated. To keep them inactive, do any of the following:

- Remove all inactive widgets by Widget Management before the migration.
- Deactivate widgets by Widget Management after the migration.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-10432 | Found In: 9.0.000.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

The AlertProcessor might permanently leave an information about triggered alerts in its local database, if the widget for a triggered alert is deleted while the AlertProcessor is stopped and not restarted long after.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-10332 | Found In: 9.0.000.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

If you start or stop Genesys Pulse from GA or SCI using the `pulse_startup.bat` file, then Genesys Pulse status appears incorrect in Windows Services. To view the synchronized status in Windows Services, GA, and SCI, you must manually edit the Genesys Pulse application in Configuration Server and update the Command Line to `pulse_service.exe` and specify the Command Line Arguments (for example, `-service Genesys Pulse -immediate -app Genesys Pulse application name`).

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-10057 | Found In: 9.0.000.02 | Fixed In: |
|-----------------------|-----------------------------|-----------|

A removed widget can appear in the Widget Management for the current user if the user has not visited the Dashboard or Wallboard containing the removed widget.

Workaround: Navigate to the Dashboard or Wallboard containing the removed widget.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11580 | Found In: 8.5.108.02 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Cannot move Dashboard, Wallboard, or Widget Template object between folders in Configuration Server even when the **[pulse]\folder_based_access** option is enabled.

Workaround: Move the object to the Genesys Pulse folder first and then move to the desired folder in Configuration Server.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-15352 | Found In: 8.5.108.01 | Fixed In: 9.0.006.03 |
|-----------------------|-----------------------------|-----------------------------|

Sensitive usernames information is used in API requests from Genesys Pulse User Interface.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12371 | Found In: 8.5.108.01 | Fixed In: 9.0.006.02 |
|-----------------------|-----------------------------|-----------------------------|

It is not possible to edit the template or create a new widget from the imported from another environment template in case when Genesys Pulse Collector(s) were assigned manually to that template and the Manual Collector Binding feature is disabled in the targeted environment.

Workaround: Enable the Manual Collector Binding feature by setting the value of the Genesys Pulse option **enable_manual_collector_binding** to true. After the template editing or widget creation is finished, the feature can be disabled.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-10639 | Found In: 8.5.108.01 | Fixed In: 9.0.000.04 |
|-----------------------|-----------------------------|-----------------------------|

An object selected in the legend of Line Chart Widget that has statistic as a headline mode is not preserved between page reloads and data updates.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11840 | Found In: 8.5.107.03 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Genesys Pulse uses configuration of Aeron only from Genesys Pulse Collector, configured on the same host.

| | | |
|-----------------------|-----------------------------|-----------|
| ID: WBRT-10961 | Found In: 8.5.107.03 | Fixed In: |
|-----------------------|-----------------------------|-----------|

It is not possible to store Dashboards, Wallboards, and Templates in folders inside Configuration Unit or Site folders of Configuration Server.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12092 | Found In: 8.5.106.02 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

The Abandoned formula in the Out-Of-Box Chat Queue Activity template mistakenly includes the current number of waiting chats.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12010 | Found In: 8.5.105.01 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Grid widgets that contain statistics with Group By columns show drill-down rows when no Group By columns selected.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12302 | Found In: 8.5.105.00 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

The excessive number of unnecessary database transactions that are opened for data requests might lead to low Genesys Pulse performance under high load when many frequent data requests are received.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12157 | Found In: 8.5.105.00 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

After Quick Updates, widgets with GroupBy statistics and agents selected By Group might show rows for the agent, removed from the selected Agent Group, for a short period of time.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11798 | Found In: 8.5.105.00 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Different values of the **[pulse]database_max_active_connections** option has no effect when Genesys Pulse is connected to Oracle database, the default value of 8 is always used.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-12158 | Found In: 8.5.104.04 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

Genesys Pulse might show a continuous spinner during login attempt when Configuration Server is unavailable.

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-8626 | Found In: 8.5.104.01 | Fixed In: |
|----------------------|-----------------------------|-----------|

Genesys Pulse becomes unresponsive while switching between dashboards.

Workaround: Reduce the number of widgets per dashboard (especially grid and line widgets).

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-7020 | Found In: 8.5.104.01 | Fixed In: |
|----------------------|-----------------------------|-----------|

The Genesys Pulse User menu does not provide the ability to set a user's home page or change the user or system preferences.

| | | |
|----------------------|-----------------------------|-----------------------------|
| ID: WBRT-6785 | Found In: 8.5.104.01 | Fixed In: 9.0.004.03 |
|----------------------|-----------------------------|-----------------------------|

Lists in Wizards might display partial data after switching between tabs and returning to previous steps.

Workaround: Scroll the list up or down until the data appears.

| | | |
|----------------------------------|-----------------------------|-----------|
| ID: WBRT-12177, WBRT-6966 | Found In: 8.5.104.01 | Fixed In: |
|----------------------------------|-----------------------------|-----------|

Genesys Pulse does not immediately update Agents added to an Agent Group (including Virtual Agent Groups that use scripts) in widgets with Quick updates enabled. Genesys Pulse updates the agents when you receive a full snapshot.

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-4900 | Found In: 8.5.103.03 | Fixed In: |
|----------------------|-----------------------------|-----------|

If a shared Dashboard or Wallboard without any title was published using API, it might cause the "Unknown Error" error message on Dashboard/ Wallboard management screens, Create/Open Dashboard/ Wallboard, and Publish Dashboard/ Wallboard modal dialogs.

Workaround: Remove shared Dashboard or Wallboard without a title using API.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11468 | Found In: 8.5.103.01 | Fixed In: 9.0.002.00 |
|-----------------------|-----------------------------|-----------------------------|

Currently, daylight saving time (DST) works only if the user preferences are set to anything other than system settings in GAX. When the user preferences are set to system settings, the system preferences show DST time correctly if use local is selected. Selecting a specific timezone in system preferences with a certain offset will hard code the offset to be literally what is shown, without adjusting for DST.

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-8275 | Found In: 8.5.103.01 | Fixed In: |
|----------------------|-----------------------------|-----------|

When users are removed from the configuration, Genesys Pulse continues to write snapshots for widgets that belong to those users.

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-6735 | Found In: 8.5.102.03 | Fixed In: |
|----------------------|-----------------------------|-----------|

If downloads for Dashboards, Wallboards, Templates, and Widgets do not start automatically in Safari browser, you have to save files manually.

| | | |
|----------------------|-----------------------------|-----------------------------|
| ID: WBRT-8075 | Found In: 8.5.102.02 | Fixed In: 9.0.000.04 |
|----------------------|-----------------------------|-----------------------------|

The Line Widget not available in the widget wizard when objects are selected By Group.

| | | |
|----------------------|-----------------------------|-------------------------------|
| ID: WBRT-5282 | Found In: 8.5.101.02 | Fixed In: Will Not Fix |
|----------------------|-----------------------------|-------------------------------|

The login screen does not respect user's preferred language specified in browser settings even when the appropriate language pack is installed.

| | | |
|-----------------------|-----------------------------|-----------------------------|
| ID: WBRT-11085 | Found In: 8.5.000.14 | Fixed In: 9.0.003.01 |
|-----------------------|-----------------------------|-----------------------------|

You cannot use compatibility mode in Internet Explorer, even if you are using a supported version.

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-6857 | Found In: 8.5.000.14 | Fixed In: |
|----------------------|-----------------------------|-----------|

The object display name format, configured in Genesys Pulse Collector option object-name-format may not correspond to the object display format in the Object picker of Wizard. It works for Widget display only, but not for the Object selector.

| | | |
|----------------------|-----------------------------|-----------|
| ID: WBRT-3186 | Found In: 8.1.401.03 | Fixed In: |
|----------------------|-----------------------------|-----------|

The Display Options tab of the Widget Wizard is not working correctly for the Line Chart Widget when the selected headline statistic is removed from the widget by the propagated Widget Template change with the unchecked "Overwrite Display Options for selected widgets" option.

| | | |
|-----------------------|----------------------------|-----------------------------|
| ID: WBRT-12410 | Found In: 8.5.107.0 | Fixed In: 9.0.003.01 |
|-----------------------|----------------------------|-----------------------------|

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 Pulse unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Genesys Pulse Release Notes

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

Genesys Pulse 9.0.0 Deployment Procedure

Genesys Pulse 9.0.0 does not work as a GAX Plugin and should be installed as a separate Application. See [Genesys Pulse Deployment Guide](#) for details.

9.0.011.04

Genesys Pulse Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 08/14/25 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- Pulse now supports OpenJDK 21. (WBRT-19456)
- Several security vulnerabilities fixed: CWE-547 Hardcoded Secret, CWE-327 DES to AES encryption, CWE-470 Unsafe reflection, CWE-306 Missing Authentication. (WBRT-19645)
- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices (WBRT-19525, WBRT-19645, WBRT-19469, WBRT-19598, WBRT-19410):
 - Aeron 1.47.4
 - Agrona 2.0.1
 - Angular 19.2.7
 - ASM 7.1
 - AspectJ weaver 1.9.22.1
 - Bouncy Castle 1.80
 - CometD 8.0.7
 - Commons BeanUtils 1.10.1
 - Commons Codec 1.18.0
 - Commons DBCP 2.13.0
 - Commons Pool2 2.12.1
 - Commons Text 1.13.1
 - gRPC 1.71.0

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
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-
- Guava 33.4.8-jre
 - HikariCP 6.3.0
 - HTTPClient 4.5.14
 - Jackson 2.19.0
 - Jakarta Activation 2.0.1
 - Jakarta XML Binding 4.0.2
 - Java UUID Generator 5.1.0
 - Javax Annotation 1.2.0
 - JAXB Core 2.3.0.1
 - JAXB Runtime 2.3.1
 - Jetty 12.0.19
 - jOOQ 3.19.7
 - JSON 20250107
 - JSONassert 1.5.3
 - Log4j 2.24.3
 - Micrometer 1.14.6
 - Mssql JDBC Driver 12.10.0.jre11
 - Netty 4.2.0.Final
 - Oracle JDBC Driver 23.8.0.25.04
 - Postgres JDBC Driver 42.7.5
 - POI 5.4.1
 - Protobuf 3.25.5
 - Sardine 5.13
 - SLF4J 2.0.17
 - Spring AMQP 3.2.5
 - Spring Framework 6.2.6
 - Spring Retry 2.0.11
 - Spring Security 6.4.6
- The elapsed time of an HTTP request is now available in the Pulse access log. (WBRT-19787)

Resolved Issues

This release contains the following resolved issues:

Now, Pulse UI does not cut off text due to the height restriction on the bar element. (WBRT-19692)

Now, Pulse UI correctly includes Widgets in **read-only** Dashboards and Wallboards during the automatic reloads upon changes made in other sessions. (WBRT-19662)

Now, Pulse correctly converts the value of option `connect_timeout` in the Pulse application's options to milliseconds before applying it to ORACLE JDBC settings. (WBRT-19613)

Now, in SSO integration, Pulse correctly resolves the database-guid parameter. Previously, it may have caused problems after the switchover of the Configuration Servers. (WBRT-19497)

Now, Pulse UI does not show an error in the browser console about reading 'caretX' when moving the mouse from the Line Widget with a tooltip to outside of the widget. (WBRT-19428)

Now, Pulse correctly starts as a Windows Service when Pulse is running with Java 17. (WBRT-19054)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.04.

9.0.010.01

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 01/31/25 | General | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the [Genesys Pulse](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
 - Red Hat Enterprise Linux 9 (WBRT-18393)
 - CentOS Linux 9 (WBRT-18393)
 - Microsoft Windows 2022 (WBRT-19137)
- Support for the following databases. See the [Genesys Pulse](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (WBRT-19163)
 - MS SQL Server 2022
 - Oracle 23c
 - PostgreSQL 17.x
- Pulse no longer supports Java Runtime Environment (JRE) 11. (WBRT-17946)
- The following third-party components are updated to the latest versions: (WBRT-19110, WBRT-17949, WBRT-18882, WBRT-19262)
 - Aeron 1.46.7

Helpful Links

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- [9.0.x Known Issues](#)

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- Agrona 1.23.1
- Angular 18.2.11
- AMQP Client 5.23.0
- CometD 8.0.6
- Commons Compress 1.27.1
- Commons Codec 1.17.1
- Commons IO 2.18.0
- Commons Lang3 3.17.0
- gRPC 1.68.1
- Guava 3.3.1-jre
- HikariCP 6.2.1
- Jackson 2.18.1
- Jetty 12.0.15
- Log4j 2.24.2
- Mssql JDBC Driver 12.8.1.jre11
- Netty 4.1.115.Final
- OpenSAML 4.3.2
- Oracle JDBC Driver 21.15.0.0
- Postgres JDBC Driver 42.7.4
- Spring 6.1.15
- Spring AMQP 3.2.0
- Spring Retry 2.0.10
- Spring Security 6.4.1

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.01.

9.0.009.04

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 09/27/24 | General | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- Pulse no longer supports Java Runtime Environment (JRE) 8. (WBRT-18978)
- Starting with this release, Pull Collector is no longer included into Genesys Pulse package. (WBRT-18938)
- Pulse supports OpenSAML SSO. (WBRT-18881)
- Pulse supports PostgreSQL 16. (WBRT-18402)
- This release also includes multiple security enhancements. (WBRT-18725)
- The following third-party components are updated to the latest versions: (WBRT-17667)
 - Aeron 1.43.0
 - Agrona 1.19.1
 - AMQP Client 5.21.0
 - Angular 15.2.0
 - Commons Compress 1.26.1
 - gRPC 1.62.2
 - Guava 32.1.3-jre

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-
- Jackson 2.17.0
 - Jetty 9.4.54.v20240208
 - jQuery 3.7.1
 - JSON 20240303
 - Log4j 2.23.1
 - Netty 4.1.109.Final
 - PostgreSQL JDBC Driver 42.7.3
 - Protobuf 3.25.1
 - Spring AMQP 2.4.17
 - Spring Framework 5.3.37
 - Spring Security 5.8.13
- Due to a complete migration from angular.js to Angular library, the following global variables are no longer provided in **Genesys Pulse plug-ins**: angular, d3. Ensure that you load the required libraries in your custom plug-in using the `require` directive.

Resolved Issues

This release contains the following resolved issues:

The List widget displays a large number of objects correctly. Earlier, the widget truncated the objects. (WBRT-18984)

Pulse loads **custom css and js** files specified via `[pulse]\load_css_*` or `[pulse]\load_js_*` options. Earlier, the files were not loaded correctly. (WBRT-18441)

The User Preferences dialog allows changing the Language or Time Zone values. Earlier, the values could not be modified. (WBRT-18321)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.04.

9.0.008.04

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 07/19/24 | Update | | | X | | | X |

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Pulse no longer ignores the [general]\inactivity_timeout option value and the *Pulse View Dashboard* role privilege when determining the inactivity timeout. (WBRT-18434)

Helpful Links

Releases Info

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.04.

9.0.008.02

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 11/07/23 | General | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- **Breaking Change:** Starting with release 9.0.008, Genesys Pulse no longer supports language pack files (pulse-<locale>.jar), instead providing out of the box translation for all supported languages.
- **Security:** HTTP security response headers (X-XSS-Protection, Referrer-Policy, X-Frame-Options) were updated according to recent recommendations. (WBRT-18113)
- **Security:** Removed excessive endpoints disclosing information about 3rd party dependencies. (WBRT-17515)
New supporting options were added in pulse.properties that now allow Pulse to be embedded into an iframe. See [Configuring System Security](#) for more information.
- The following 3rd party libraries are upgraded to their latest versions:
 - Jetty 9.4.52.v20230823
 - gRPC 1.51.3
 - Jackson 2.15.2
 - Guava 32.1.2
 - Google Protobuf 3.23.4

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- Aeron 1.41.3
- Oracle JDBC 21.11.0.0
- Netty 4.1.94.Final
- Spring Framework 5.3.29
- Spring Security 5.8.5
- Apache Commons Compress 1.24.0
- Apache Commons DBCP 2 2.9.0
- h2 2.2.224
- jQuery 3.7.0
- jQuery-ui 1.13.2

(WBRT-18103)

- Support has been added for PostgreSQL 13.x. (WBRT-17850)
- Alert Processor's debug logging has been improved to be more verbose. (WBRT-17828)
- Added support for different passwords for the keystore and the specific key within the keystore. See [TLS: Configuring Genesys Pulse](#) for details. (WBRT-17569)
- Added the ability to open Published Dashboards or Wallboards in a new shared mode, where all changes made and published by the owner are reflected on the Dashboard or Wallboard automatically (enabled with the [pulse]\enable_push_changes option). (WBRT-15947)

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now uses a retry mechanism for database operations, and automatically restores the connection in cases when it was not properly closed by DBMS. (WBRT-15626)

Resolved an issue when users could move Dashboard, Wallboard or Widget Templates with read-only access permissions. (WBRT-16489)

Fixed an issue where new widgets don't appear on the Dashboard or Wallboard with the pinned Text Widget. (WBRT-17453)

Fixed an issue when Pulse ignored `tls_mode` option specified in DAP for MSSQL Server. (WBRT-18113)

Changes made in Refresh Rate field on the "Display Options" tab of the Widget Template Wizard can now be propagated to Widgets by selecting **Overwrite Widget Refresh Rate** checkbox in the

Widget Template save dialog. (WBRT-17804)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.02.

9.0.007.13

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 02/21/23 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- A new configuration option, [pulse]\disable_cfg_xpath_query, is added to allow more efficient handling of requests to Config Server when checking user permissions. Enable this option to reduce the load on Config Server. The new option works with Config Server versions 8.5.101.21 or higher. (WBRT-17249)
- 3rd party libraries are upgraded for the remediation of the following unexploitable security vulnerabilities: CVE-2022-42889, CVE-2022-22970, CVE-2022-22971, CVE-2022-22978, CVE-2022-2047, and others. (WBRT-17258, WBRT-17667)

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Resolved Issues

This release contains the following resolved issues:

The category of the Agent_cse_AgentReplyMaxTime_TotalCustomValue stat type used in the **Chat Agent Activity** template is changed to **MaxCustomValue**. (WBRT-17506)

The **Download Widget** menu item now correctly downloads data for _GBK_ (Group By Key) statistics configured for the Widget, into a CSV file. (WBRT-17174)

After logging in to Genesys Pulse, clicking on the GAX link now loads the GAX page correctly. (WBRT-17122)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.13.

9.0.007.08

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 07/11/22 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- Security enhancements:
 - Security fixes related to the non-exploitable 3rd party library vulnerabilities described in [cve-2022-22965](#), [cve-2022-22963](#). (WBRT-16727)
 - The number of endpoints that are available without authentication is reduced. Additionally, endpoints that are available without authentication no longer disclose any internal information. (WBRT-16265)

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Resolved Issues

This release contains the following resolved issues:

Error messages that Pulse displays following unsuccessful login attempts no longer disclose whether the user entered a valid user name. Instead, a generic error message appears, regardless of the reason for the error. However, the cause of login errors is still stored in Pulse log files. (WBRT-16266)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.08.

9.0.007.05

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 02/22/22 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- **Security Enhancements:**
 - This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44832). In particular, the Log4j library included with Pulse has been upgraded to 2.17.1. (WBRT-16355)
 - Pulse Pull Collector now uses logback library 1.2.10, which provides improved security. (WBRT-16388)

Resolved Issues

This release contains the following resolved issues:

In scenarios where a user logs out from Pulse, the user can now immediately log back in to Pulse using the same browser. Previously in such scenarios, the login session persisted, preventing the user from logging back in until some time had elapsed. (WBRT-16490)

Upgrade from an older release of Pulse now succeeds when the Oracle database uses encoding other

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than US7ASCII, WE8DEC, WE8ISO8859P1, WE8MSWIN1252, and UTF8. Previously in such scenarios, upgrade failed. (WBRT-16534)

When WebDAV is correctly configured for access to the Pulse Collector heartbeat file, Pulse does not log an error. Previously in such scenarios, Pulse could access the file, but logged an error about . (WBRT-16315)

Pulse now successfully starts when the option **health_expire_timeout** in the **[pulse]** section is set to any value outside the expected range (1-300). In addition, the maximum permitted value for this option is now 300. (WBRT-15839)

Widgets now appear in the expected order and size on wallboards. Previously in some scenarios, such as when users switched between tabs, widgets sometimes unexpectedly changed order and size. (WBRT-15818)

In scenarios where Pulse is used on more than one tab in a browser, newly-created widgets are no longer unexpectedly removed by update requests from the other browser tab. Previously in such scenarios, objects were sometimes removed, and the message Widget was removed appeared in the widget window. (WBRT-15740)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.05.

9.0.007.03

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 12/24/21 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). In particular, the Log4j library included with Genesys Pulse has been upgraded to 2.17.0. (WBRT-16344)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.03.

9.0.007.02

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 12/21/21 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228). In particular, the Log4j version included with Genesys Pulse has been upgraded to 2.16.0. (WBRT-16327)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.02.

9.0.007.00

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 12/13/21 | Update | | | X | | | X |

What's New

This release includes only libraries updates and resolved issues, including:

- Aeron library is upgraded to version 1.35.1.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.00.

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9.0.006.04

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 07/30/21 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- Support for Apple Safari 14. See the Supported Browsers section on the [Genesys Pulse](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported browsers. (WBRT-15791)
- Third-party libraries are upgraded to improve security and reliability. (WBRT-15775)

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Resolved Issues

This release contains the following resolved issues:

Pulse no longer permits the use of the HTTP OPTIONS request. (WBRT-15636)

Pulse now responds appropriately to modified login requests, by returning the code 401 Unauthorized. Previously, it responded with the code 500 Internal Server Error. (WBRT-13062)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.04.

9.0.006.03

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 05/31/21 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- New option **protocol_timeout** is added to the pulse.properties file to allow Genesys Pulse to operate without restart after the connection to Configuration Server is lost.
 - protocol_timeout**
Default Value: 30000
Valid Values: Any positive number
Changes Take Effect: After restart
Specifies timeout, in milliseconds, for a connection with Configuration Server.

(WBRT-15456)

- The following new database-related timeouts:
 - In DAP objects for jdbc connection:
 - [Pulse]/connect_timeout**. Default Value: 30 seconds
 - [Pulse]/login_timeout**. Default Value: 30 seconds
 - [Pulse]/socket_timeout**. Default Value: 30 seconds

These options are directly used in the PostgreSQL connection string and do not affect other databases.

- In the Genesys Pulse application object:

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- **[pulse]/database_max_wait_timeout**. The amount of time, in seconds, to wait for a connection. Default value is 10 seconds. Applicable only to PostgreSQL and Microsoft SQL.
- **[pulse]/database_query_timeout**. The amount of time, in seconds, to wait for a query to the database to finish. Default value is 300 seconds.
- **[pulse]/database_validation_query_timeout**. The amount of time, in seconds, to wait for a query to the database to finish when checking a connection. Default value is 10 seconds.

(WBRT-15391)

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse no longer converts values of the **jdbc_url** option to lowercase. (WBRT-15583)

Users can now move Dashboard, Wallboard, and Widget Template objects between folders in Configuration Server when the **[pulse]/folder_based_access** option is enabled. Previously, prior to moving the object to a desired folder, this object had to be first moved to the Genesys Pulse folder. (WBRT-15352)

Genesys Pulse User Interface now properly manages different Genesys Pulse installations on the same host. (WBRT-15184)

The Grid Widget now restores its size after the browser's window size is restored. (WBRT-15075)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.03.

9.0.006.02

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|-----|---------|---------|
| 03/03/21 | Update | | | X | | | X |

What's New

This release contains the following new features and enhancements:

- The Select All checkbox is added to the Statistics tab on the widget create/edit dialog. (WBRT-12759)
- A new widget is now located in an empty space on the right side of a dashboard. Previously, new widgets were placed in the top left position, causing a reorder of already existing widgets. (WBRT-3700)
- Support for VMWare ESXI 7.x. (WBRT-15117)

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Resolved Issues

This release contains the following resolved issues:

Widgets' locations no longer change after switching between tabs or after refreshing the page. Previously, in those scenarios, widgets' locations on the tab were rearranged. (WBRT-14173)

Username are no longer used in URL of some requests. Previously, usernames were used in API requests from Genesys Pulse User Interface, disclosing potentially sensitive information. (WBRT-12371)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.02.

9.0.006.00

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/24/20 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- **HTTPS** support. (WBRT-13249)

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Important

Starting with this release, Genesys Pulse does not support hard-coded encryption keys for passwords:

- Genesys Pulse no longer supports the encrypted form of the `keystore_password` property for the unofficial HTTPS activation workaround. The `keystore_password` property is not encrypted and can be passed as an environment variable or command line argument. See [Secure Socket Layer \(SSL\) Encryption](#) for details and make sure to update HTTPS configuration options accordingly.

- Genesys Pulse no longer sends user passwords in encoded form. Genesys Pulse must be used with HTTPS enabled or behind HTTPS-enabled proxy or load balancer to protect users credentials. The `isPasswordEncrypted` property of the `/api/session/login` API request is now deprecated. API clients that were using this property should now send plain text password.

- Support for MS SQL Server 2019 Cluster. See the [Genesys Pulse](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (WBRT-14065)

Resolved Issues

This release contains the following resolved issues:

The CVE-2020-11612 vulnerability is resolved. (WBRT-14288)

The CVE-2019-11358 vulnerability is resolved. (WBRT-14223)

Genesys Pulse is now properly propagates Widget Template changes. Previously, in rare cases, Widget Template changes were not propagated to other user's Widgets due to the "Could not connect to database" error message. (WBRT-14196)

Genesys Pulse no longer provides API endpoints exposing potentially sensitive information from Configuration Server. (WBRT-14106)

Genesys Pulse now adds "allow-downloads" to iFrame sandbox attributes and allows user-initiated downloads from the iFrame Widget. See <https://www.chromestatus.com/feature/5706745674465280> for more information. (WBRT-14081)

The Widget Count column of the Widget Management screen now updates correctly. Previously, it did not show the actual values after remove operations were performed from the same screen. (WBRT-14037)

Multilingual characters of shared Dashboard, Wallboard, or Widget Template can now be saved in Configuration Server. (WBRT-13955)

Genesys Pulse is now able to start if the primary or backup Configuration Server host, specified in the pulse.properties file, cannot be resolved. (WBRT-13101)

Genesys Pulse now detects preferred languages set via the "Settings / Internet Options / Languages" dialog in Internet Explorer 11. (WBRT-11713)

Genesys Pulse no longer sends the user password in the encoded form, which was giving the false feeling of protection. Genesys Pulse must be used with enabled HTTPS or behind HTTPS-enabled proxy or load balancer in order to protect users credentials.
The "isPasswordEncrypted" property of the /api/session/login API request is now deprecated. API clients that were using this property should now send plain text password. (WBRT-11569)

The object selection in Widget with the allowed object type DN/Queue Group is now restricted to ACD Queues and Service Numbers groups. Previously, unsupported Network Ports and Single Ports groups were available for selection. (WBRT-7048)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.00.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.005.02

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/27/20 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Support of **Screen Readers**. (WBRT-12095)
- Support for the following databases. See the **Genesys Pulse** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
 - MS SQL Server 2019 (WBRT-13092)
 - Oracle 19c (WBRT-13090)
 - Oracle 19c RAC (WBRT-14073)
 - PostgreSQL 12.x (WBRT-14217)

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Resolved Issues

This release contains the following resolved issues:

Alert Widgets now can be edited by users without Pulse Manage Users privilege. (WBRT-14033)

Dashboard, Wallboard, or Widget Template can now be saved only to the appropriate sub-folder of Configuration Unit or Site folder. (WBRT-13973)

Genesys Pulse respects the **session_timeout** option from the [general] section and invalidates inactive user sessions accordingly. (WBRT-13477)

The Save button is now disabled for User Preferences when Genesys Pulse is in Read-Only mode. (WBRT-13407)

If the Language specified via GAX User preferences and the browser's interface language is not available among installed Language Packs, Genesys Pulse interface falls back to English. (WBRT-13088)

"Select All" check boxes now reflect partial selection in tables on Management Screens. (WBRT-12042)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.02.

9.0.004.04

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 03/06/20 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Additional protection against cross-site request forgery attacks. Genesys Pulse is now setting the SameSite=strict cookie attribute in order to mitigate the risk of cross-origin information leakage. (WBRT-12919)

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Resolved Issues

This release contains the following resolved issues:

There is no longer an issue with the embedded Jetty server. Previously, in release 9.0.004.03, an issue with the Jetty server caused some operations to fail in Internet Explorer with a "Could not connect to the server" message. (WBRT-13462)

The database upgrade script for Oracle pulse_upgrade_09.0.004.00_oracle.sql is now working as

expected. Previously, it was failing due to incorrect syntax error (ORA-06550). (WBRT-13264)

Users on the Widget Management screen can now be expanded and deleted correctly. Previously, in some cases users could not be deleted nor expanded. (WBRT-13241)

Quick filter on Data view is now working as expected. Previously, it could reset filtering after switching between tabs. (WBRT-13006)

It is now possible to change the widget position on the dashboard using the keyboard. (WBRT-12885)

Management screens are now accessible via the keyboard. Previously, management screens might become inaccessible by keyboard navigation after Move operations on the non-expanded folder. (WBRT-12388)

The checkbox to select all objects at once on Management screens and Add a Widget wizard is now accessible by keyboard navigation. (WBRT-11903)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.04.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.004.03

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

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|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/20/19 | Update | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Ability to change Language and Time Zone preferences from the user menu in the Genesys Pulse navigation bar. Language and Time Zone selected in GAX User preferences menu are automatically picked up by **Genesys Pulse User Preferences** but not vice versa. (WBRT-6785)
- Support for the following operating systems. See the **Genesys Pulse** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
 - Red Hat Enterprise Linux 8 (WBRT-13128)
 - CentOS Linux 8 (WBRT-13153)

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Resolved Issues

This release contains the following resolved issues:

Text Widget no longer allows the API code injection. Previously, it was possible to inject JavaScript code to the Text Widget content using API. (WBRT-13061)

Genesys Pulse now properly handles switchover between HA pair of Configuration Server Proxies. (WBRT-13018)

The default placeholder is no longer displayed in the navigation bar if the unsuccessful login with the 401 Unauthorized response was manually modified to 200 Ok. (WBRT-12957)

The First and Last name of the current user is now displayed in the navigation bar. Previously, the username was displayed in the navigation bar. (WBRT-12370)

The Widget Management screen now displays the number of filtered widgets. Previously, the Widget Management screen displayed the total number of widgets, regardless of filtering. (WBRT-12341)

Upgrade Notes

- Execute the upgrade script `pulse_upgrade_09.0.004.00`.
See [upgrade to 9.0.004](#) for more information.

9.0.003.03

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/19/19 | Hot Fix | | | X | | X |

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The database initialization script no longer fails in Oracle deployments using Oracle 12c R1 and below. Previously, the name of a new index that was introduced for performance reasons in release 9.0.003.01 caused an error when **pulse_init_oracle.sql** was run. (WBRT-12654)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.03.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.003.02

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/25/19 | General | | | X | | X |

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The following vulnerabilities are resolved: CVE-2019-12384, CVE-2019-12086, CVE-2019-12814. (WBRT-12531)

The session token, which is stored in cookies, is now invalidated before a new login for security reasons. Previously, the same token value was reused for each user logging in from the same browser. (WBRT-12380)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.02.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.003.01

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/28/19 | Update | | | X | | X |

What's New

This release contains the following new features and enhancements:

- **Keyboard Navigation** support. (WBRT-12094)
- Updated Out-Of-Box Callback Activity template. (WBRT-12238)
- Auditing log capabilities. To enable this feature set the **enable_audit_trail** option in the **log** section of Genesys Pulse application options to true. User operations will be logged with an [AUDIT] marker.
- Changes in the User Interface to match recent Genesys User Experience guidelines.
- Support for the following databases. See the **Genesys Pulse** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
 - MS SQL Server 2017
 - Oracle 18c and Oracle 18c RAC (WBRT-12225, WBRT-12222)
- Support for the following prerequisites. See the Prerequisites section on the **Genesys Pulse** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.
 - Oracle Java 11 Runtime (JRE) (WBRT-11708)
 - OpenJDK 11 (WBRT-11931)

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Resolved Issues

This release contains the following resolved issues:

The selection of a Campaign Group object now works properly on the Objects tab of the Widget Wizard. (WBRT-12436)

The Display Options tab of the Widget Wizard now works properly for the Line Chart widget when the selected headline statistic is removed from the widget by propagated Widget Template change with the unchecked Overwrite Display Options for selected widget option. (WBRT-12410)

Grid widgets that contain statistics with Group By columns do not show drill-down rows when no Group By columns are selected. (WBRT-12302)

The historical chart on the List widget displays proper data for 15 minutes and day intervals. (WBRT-12240)

The username is no longer stored in the browser's local storage for security reasons. (WBRT-12161)

The **[pulse]database_max_active_connections** option is now working properly. Previously, the default value of 8 was always used if Genesys Pulse was connected to Oracle database. (WBRT-12158)

To improve Genesys Pulse performance under high load, an excessive number of database transactions are no longer opened. (WBRT-12157)

For security reasons, the server name and the version are no longer present in HTTP headers and on error pages. (WBRT-12152)

After restart, Genesys Pulse is now installing Out-Of-Box templates if they were removed and the **install_templates** option is set to true. (WBRT-12108)

It is now possible to store Dashboards, Wallboards, and Templates in folders inside Configuration Unit or Site folders of Configuration Server. (WBRT-12092)

The Abandoned formula in the Chat Queue Activity template is corrected to exclude the current number of waiting chats. The Abandoned_15M statistic is removed from the template. (WBRT-12010)

The following vulnerabilities are resolved: CVE-2018-14718, CVE-2018-14719, CVE-2018-14720, CVE-2018-14721. (WBRT-11937)

Thresholds with the 0 (zero) value are now correctly displayed on the Line and Time Tracking Charts. (WBRT-11856)

Duplicated Advanced Alert records are not displayed on the Alerts panel of the Widget Wizard when multiple Genesys Pulse instances use the same database schema. (WBRT-11853)

The object, selected in the legend of the Line Chart Widget is now preserved between page reloads and data updates. (WBRT-11840)

Widgets with GroupBy statistics and agents selected By Group now correctly apply Quick Updates after agents are removed from the selected Agent Group. (WBRT-11798)

Day and Month on the Wallboard footer are now translated to the language of the Genesys Pulse interface. (WBRT-11766)

The Reset Column Width option on the Data View does reset column width to the initial width. (WBRT-11728)

The Widget Management properly displays widgets. Previously, a removed widget could appear in the Widget Management for the current user if the user has not visited the Dashboard or Wallboard, containing the removed widget. (WBRT-11580)

The login screen is now translated to the user's preferred language, specified in browser settings. However, the appropriate language pack should be installed. (WBRT-11085)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.01.

9.0.002.01

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/19/19 | Update | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Genesys Pulse 9.0.002.01 requires Genesys Pulse Collector 9.0.001.xx. There is no 9.0.002.xx release of Genesys Pulse Collector.

Helpful Links

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- [9.0.x Known Issues](#)

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now works correctly when HTTPS is terminated on Proxy or Load Balancer regardless of the X-Forward-* header settings. (WBRT-11764)

The Line widget now always shows the first line segment for the selected time interval. (WBRT-11604)

Genesys Pulse installation procedure now uses the JAVA_HOME variable instead of the registry key on the Windows platform in order to detect Java installation. (WBRT-11572)

The Grid Widget and Data View now properly show objects when the Agent Group is selected for the widget and all objects have been removed from the group and added back to the group. (WBRT-11550)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.01.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.002.00

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/21/18 | Update | | | X | | X |

What's New

This release contains the following new features and enhancements:

- The login page and dashboard elements have Genesys branding colors.
- Genesys Pulse 9.0.002.00 requires Genesys Pulse Collector 9.0.001.02. There is no 9.0.002.xx release of Genesys Pulse Collector.

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Resolved Issues

This release contains the following resolved issues:

Genesys Pulse now correctly fetches the next available Application Key. Previously, Genesys Pulse always used the Application Key equal to 1, so not connected Genesys Pulse instances were not able to use the same database. (WBRT-11517)

Genesys Pulse properly handles the situation if a file with an invalid format is selected for the import.

(WBRT-11507)

Genesys Pulse properly handles the situation if a shared Dashboard or Wallboard, without any title, is published using API. (WBRT-11468)

The Agent Status text is now replaced by Agent Status Icon when the "Show Agent State Icon" option is checked for status statistics in the corresponding Widget Template. (WBRT-11466)

Extra spaces are no longer shown between characters on the pinned Text Widget. (WBRT-11422)

Now, the color of the date-time footer text on the Wallboard matches the color of the last character of the pinned Text Widget. (WBRT-11409)

Names of statistics or objects, which are using HTML tags, are shown correctly on the Grid Widget, Data View, Time Tracking, and Line Widget. (WBRT-11397)

Text formatting of the Text Widget is now displayed in the summary panel of the Widget Management interface. (WBRT-11393)

The focus on the column filter of the Grid Widget and Data View is preserved on each Widget data update. (WBRT-11388)

There are no extra scrollbars after expanding the GroupBy statistic in the Grid Widget or Data View. (WBRT-11349)

Now, to unselect a selected (in the Grid Widget or Data View) row, click a second time on it. (WBRT-11178)

The historical data filtering algorithm for Line charts is improved. Previously, Line charts could have inconsistent historical data when the cleanup tool was running. (WBRT-10062)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.00.

9.0.001.01

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/14/18 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Extended formatting of the current status is now available as a customization template based on JavaScript string literals syntax. It allows to fully replace the standard representation of the current status statistics value with a user-designed one.
- The Grid widget and the Data view have new Compact and High Color Contrast modes. New options are available on the Display Options tab of the Widget Wizard for the Grid widget and in the new Customize menu of the Data view:
 - Row Density:
Comfy (default) or Compact-Enables compact presentation for the high data density
 - Row Color Contrast:
Low (default) or High-Enables High Color Contrast for better accessibility
- The Text Widget supports extended styling options:
 - Customize the background color of the widget
 - Change the text size
 - Change the text style (normal, bold, italic)
 - Change the text color

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- Ability to show or hide the widget title for any type of widgets.
 - Updates on the Display Options preview for the Text Widget:
 - Added preview of the pinned Text Widget.
 - Preview now displays the appearance of the Text Widget with applied wallboard theme.
 - The pinned Text Widget on launched wallboard has an improved panning animation corresponding to the news ticker.
 - Ability to use a keyboard to navigate over the navigation bar in Genesys Pulse UI.
 - Ability to select or clear selections from columns in the Data view on the expanded widget using the new Select All option.
 - Extended logging configuration possibilities through the **[log]** section. Changes to configuration options in the **[log]** section now take the immediate effect. There is a new default message format in Genesys Pulse logs. To restore the previous format, specify the following options:
 - **[log]/message-format=custom**
 - **[log]/output-pattern=%d %-5p: %c [%t] - [%L] %m%n**
 - Support for CentOS Linux 7 operating system. See the [Genesys Pulse](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
 - Support for the following databases. See the [Genesys Pulse](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
 - PostgreSQL 10
 - Oracle 12c R2
 - Oracle 12c R2 RAC
-

Resolved Issues

This release contains the following resolved issues:

Genesys Pulse cleanup functionality works as expected when the **external-output-url** is configured using Apache HTTP server with WebDAV extension. Previously, Genesys Pulse cleanup functionality did not work in such cases and the separate `cleanup-tool` application (from the Genesys Pulse Collector installation package) had to be used to clear the output folder. (WBRT-11370)

Folders in Wallboard/Dashboard and Widget Template management are now correctly displayed. Previously, the structure of folders might become incorrect after the clone operation. (WBRT-11338)

The correct error message with explanations is shown on the login page if a user does not have the Read access to its own Person object in Configuration Server. Previously, there was no error

messages in such case. (WBRT-11231)

Now AlertProcessor handles widget updates correctly. Previously, AlertProcessor might miss some of the alerts for a widget after it was updated. (WBRT-11230)

Genesys Pulse now successfully accesses a heartbeat file, generated by Genesys Pulse Collector, even if the Genesys Pulse Collector application name contains spaces. (WBRT-11222)

Changes done in conditions of the Advanced Alert are now correctly processed by the AlertProcessor service. (WBRT-11216)

Dashboard Management, Wallboard Management, Widget Management, Widget Template Management and Import/Export Options screens now use the natural order for sorting by the modified date column. Previously, the lexicographical order was used, which was erroneously taking into account the special "Today" and "Yesterday" captions for the related dates. (WBRT-10521)

To remove deadlock errors from the Genesys Pulse (configured to work with Microsoft SQL Server) log, execute the following SQL command on the Genesys Pulse database:

```
ALTER DATABASE <Pulse Database Name> SET ALLOW_SNAPSHOT_ISOLATION ON;
```

If this command is not executed, deadlock errors can be observed in the Genesys Pulse log with no impact on Genesys Pulse users. (WBRT-9035)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.01.

9.0.000.06

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/11/18 | Hot Fix | | | X | | X |

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Time Tracking view in the transposed mode now shows data after changing the Widget configuration when all objects selected on the Time Tracking view have been removed from the Widget. Previously, the endless spinner appeared in such cases. (WBRT-10844)

The dashboard configuration is now saved for a new Genesys Pulse user if Dashboards or Widgets were configured right after the first login. (WBRT-10760)

The Summary panel in the Widget Management screen displays the correct object list for the selected widget when the widget has objects with By Group selected. (WBRT-10745)

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The Pagination and Autoplay option on the KPI and Donut view work properly for Widgets with selected Campaign Calling List objects. (WBRT-10721)

The custom visualization using historical data can be displayed. (WBRT-10706)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.06.

9.0.000.04

Genesys Pulse Release Notes

9.x Genesys Pulse is part of 9.x starting in **9.0.000.02**.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/25/18 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- AlertProcessor, Formula Processor, and StatServer Data Provider can be deployed on Windows.

Resolved Issues

This release contains the following resolved issues:

AlertProcessor no longer fails to reconnect to a running Aeron Media Driver. (WBRT-10723)

AlertProcessor now properly handles the null value. Previously, after sending an email with the null value, AlertProcessor stopped sending emails. (WBRT-10722)

Users do not lose active dashboards if any of the management screens are opened before the loading of launched dashboards is completed. (WBRT-10713)

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The sorting by statistic with the Status display format in the Grouped Bar view now works properly. (WBRT-10710)

The sorting by Widgets column now works properly in the Widget Management screen. (WBRT-10694)

Advanced alerts with valid conditions assigning a number or string value to the Result variable are saved and processed correctly now. (WBRT-10687)

User with only Pulse View Dashboards and Pulse Manage Tabs privileges can launch, clone, or manage shared dashboards or wallboards. (WBRT-10662)

Improved the tab closing behavior for the Widget Wizard opened from the expanded Widget menu. (WBRT-10646)

It is possible now to edit a template or create a new widget from the template imported from another environment if Genesys Pulse Collectors are assigned manually to the template and the Manual Collector Binding feature is disabled in the target environment. (WBRT-10639)

The login page now shows a message with the reason when a login failure occurs. (WBRT-10626)

The following vulnerabilities are resolved: CVE-2018-7489, CVE-2018-1199, CVE-2017-15095, CVE-2017-7525, CVE-2015-9251, CVE-2015-2156, CVE-2014-3488, CVE-2014-0193, CVE-2014-0107, CVE-2013-4517. (WBRT-10623)

Statistics are always grouped by type on the Time Tracking view. (WBRT-10609)

The value for a statistic with the Status display format is now displayed correctly when Quick updates are enabled in the widget. (WBRT-10599)

Statistics with the Status format are now grouped with the Time format statistics and can be selected with another statistic type at the same time on the Time Tracking view. (WBRT-10568)

The Summary panel in the Widget Management now shows actual object names for the selected Widget. The object, for which users do not have access, are not shown. Previously, the employee ID could be displayed instead of the name for the Agent object; users were able to see all objects regardless of access restrictions. (WBRT-10555)

Statistics with the Status display format appear correctly on the Widget preview with respect to configuration of Agent Status Display Options. (WBRT-10128)

Improved the appearance of decimal values on the vertical axis of the Time Tracking view. (WBRT-10120)

Improved the Grouped Bar view refresh animation behavior. (WBRT-10025)

Downloads for Dashboards, Wallboards, Templates, and Widgets now start automatically in the Safari (Safari version 11.1.1 and newer) browser. (WBRT-8075)

Date and time in the Wallboard, launched to a full screen, are now formatted according to the selected locale. Previously, the selected locale did not affect the date and time formatting. (WBRT-7732)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.04.

Supported Languages

See [Release 9.0.0 Translation Support](#).

9.0.000.02

Genesys Pulse Release Notes

9.x This is the first 9.x release of **Genesys Pulse**.

| 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:

- Genesys Pulse can be started only in a standalone mode with its own Application configuration object. Genesys Pulse version 9.0.0 can not be used as a plugin of GAX.
- Ability to fetch historical data series in Genesys Pulse User Interface Extension. Refer to [Genesys Pulse User Interface Extension](#) for more information.
- Limits for both personal Widgets and Dashboards (including wallboards). This functionality is supported by new configuration options on the Annex tab of the [Access Groups](#) :
 - **max_tabs_per_user**
 - **max_widgets_per_user**
- Ability to specify thresholds for alerts in decimal numbers.
- If the user has no access to the selected objects in the view or headline of the widget, instead of showing "Object Unavailable", Genesys Pulse displays other objects from the selected objects in the widget.
- Advanced Alert capabilities. To enable this feature you need to properly deploy and run [services](#) and set the value of the Genesys Pulse option **[pulse]/enable_advanced_alerts** to **true**. After enabling this feature the Advanced Alerts section is displayed on the new Alerts tab, using which users can specify conditions for an alert and the email address for sending this alert. This feature has the following limitations:

Helpful Links

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- Alert conditions use the new formula definition format. In this format, values of statistics and formulas are accessed by their alias and not through the global Data object.

For example:

```
Result = Login_Time <= 200;
```

instead of the old format

```
Result = Data.Login_Time.Value
```

- Alert conditions can only use statistics of primitive data types and other alert conditions; it is not possible at the moment to create Alert conditions that depend on:
 - Statistics of the complex data type, like current state
 - Changes-Based and No Notification statistics
 - Regular formulas
 - Object properties
- At the moment alert conditions cannot use special built-in functions (like `GetFirstUDValue()`) and functions provided by the `gts.js` script that available to regular formulas.
- It is only possible to configure new standalone services using configuration files.
- There is no HA and horizontal scaling in new services used for this feature.
- As long as the alert condition is stored as javascript code and parsed in order to get condition builder, the original condition's syntax cannot be preserved; therefore, the condition's code can be reformatted/simplified when the builder mode is on.
- New standalone services ([AlertProcessor](#), [Formula Processor](#), and [StatServer Data Provider](#)) are only supported on Linux and cannot be deployed on Windows platform.
- Display format Status. This new display format is applicable only for statistics using Statistical Type `ExtendedCurrentStatus`. It allows to specify values displayed for the status (icon, name, media, duration) and to select current status statistics on any chart.
- An option for statistics with display format Status to show "Do Not Disturb" status with its duration.

Resolved Issues

This release contains the following resolved issues:

Now users without the Pulse Manage Users privilege do not see names of widgets that belong to other users. Previously, they were able to see such info while saving changes in the template. (WBRT-10565)

The new REST api endpoint `api/plugins/wbrt/health/detail` returns details of a node health in the following response:

```

{
  "configServer": {
    "connected": true
  },
  "database": {
    "connected": true
  },
  "collectors": {
    "Collector1": {
      "currentTimestamp": 1521835976,
      "startupTimestamp": 1521835950,
      "uptime": 26,
      "connectionStatus": {
        "configServer": {
          "connected": true,
          "instance": "primary",
          "lastConnectionTimestamp": 1521835952
        },
        "statServer0": {
          "connected": true,
          "lastConnectionTimestamp": 1521835956
        },
        "statServer1": {
          "connected": true,
          "lastConnectionTimestamp": 1521835956
        },
        "dbServerConnection": "all"
      },
      "snapshotWritingStatus": true
    },
  }
}

```

(WBRT-10451)

Migration of Genesys Pulse 8.5.102 and all earlier versions now does not fail. Previously, the migration could fail if there was a template created by REST api containing an id of the default Widget inside, different from 0. (WBRT-9700)

The user with Read access is not allowed to move the Dashboard/Wallboard/Widget Template from one folder to another folder of the same tenant. Previously, such object could be moved even if the "Access Forbidden" message was shown to the user. (WBRT-9612)

Genesys Pulse now checks that the data being imported is compatible with the current version of Genesys Pulse. Previously, during the import it was possible to select incompatible data exported from the newer version of Genesys Pulse.

The data from an old version still can be imported to the newer version of Genesys Pulse. (WBRT-9417)

Upgrade Notes

Single sign-on (SSO) is not supported until GWS Auth services is available on premise.