Genesys Customer Experience Insights

100.0.032.0000

12/20/2025

100.0.032.0000

Genesys Customer Experience Insights Release Notes

9.x **Genesys Customer Experience Insights** is part of 9.x starting in 9.0.007.03.

> ### Important
>
> - This Release Note describes Genesys CX Insights 9.0.032.00, which is released as Genesys CX Insights 100.0.032.0000.
>
> - The temporary pre-activated license key provided with GCXI 100.0.032.0000 and older versions starting with 100.0.020.0000 is set to expire on March 18, 2023. You must request a replacement key from your Genesys representative and install the new key as part of the deployment process as described in the Genesys Customer Experience Insights Deployment Guide.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/17/23	General			X			

What's New

This release contains the following new features and enhancements:

- A new parameter, TOMCAT_XSSPROTECTIONENABLED, is added to the GCXI container and helm chart. It specifies the value of the xssProtectionEnabled parameter to be set in Tomcat HTTP Header Security Filter. The default value is **true**, but given the current OWASP recommendations users might want to disable it. For more information, see the Tomcat Filter documentation. (GCXI-6572)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Customer Experience Insights

100.0.032.0000

- Local Resource Loading is now enabled for the Microstrategy Export Engine to improve performance. For more information, see the Microstrategy documentation. (GCXI-6299)

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The description of the **Public Objects\Reports\CX Insights\Billing Data** folder is now changed to *Use the reports in this folder to learn details about billable items generated by Billing Data Server.* (GCXI-6636)

The formula of the **Survey Answer** form of the **GCXI\Designer\Survey\Survey Answer** attribute is changed from IF(([SURVEY_ANSWER_INT] <> (0)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])) to IF(([SURVEY_ANSWER_INT] <> (0 - 1)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])). (GCXI-6631)

This release addresses an issue introduced in version 100.0.031.0000, where iWD components which must appear and disappear depending on their versions, were all absent regardless of their versions. (GCXI-6606)

When the Postgres set statement_timeout parameter is assigned to the **Pre/Post Statements > Report Pre Statement 1 VLDB** property of the DB instance, Microstrategy, when showing the report prompts page, creates a separate DB session for every prompt to populate its elements list, thereby affecting performance. Dropping the **VLDB** property and setting the statement timeout via Postgres JDBC URL is a better approach. In this case, the URL will contain the text -cstatement_timeout=180000. The change will take effect after the first installation/update of GCXI 100.0.032.0000. We recommend always having a statement timeout set for Postgres to avoid the possibility of overloading the DB. (GCXI-6597)

The **Details\ANI Details Report** does not throw an arithmetic overflow error now. Previous, the report threw an arithmetic overflow error in some instances. (GCXI-6451)

The formula of the **Survey Answer** form of the **GCXI\Designer\Survey\Survey Answer** attribute is changed from IF(([SURVEY_ANSWER_INT] <> (0)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])) to IF(([SURVEY_ANSWER_INT] <> (0 - 1)), Concat("", [SURVEY_ANSWER_INT]), Concat("", [SURVEY_ANSWER_STR])). (GCXI-6278)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.032.0000.