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Genesys Customer Experience Insights

100.0.038.0000

12/20/2025

100.0.038.0000

Genesys Customer Experience Insights Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/14/25	General			X			

What's New

This release contains the following new features and enhancements:

- Genesys Customer Experience Insights (GCXI) is updated to Microstrategy v.11.4.0900.0173 also known as Microstrategy September 2024. (GCXI-7477)
- Updated NodeJS to version 18.20.6. (GCXI-7613)
- Vitara Charts component is updated to version 5.3.3.169. For more information on the changes, see [Vitara change log](#) documentation. (GCXI-7569)
- Multiple improvements and bug fixes were done in Microstrategy objects processing.
- The following third-party components were upgraded to address security vulnerabilities:
 - Tomcat upgraded to version v10.1.34.0 to resolve multiple CVEs (CVE-2024-50379, CVE-2024-54677, CVE-2024-52316, CVE-2024-52317, CVE-2024-52318). (GCXI-7583),(GCXI-7555)
 - Disabled unwarranted connection attempts performed by one of the Microstrategy components to **Pendo.io** telemetry service. (GCXI-7521)

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Customer Experience Insights](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Metrics endpoint results now prints the correct GCXI version in the report output. (GCXI-7553)

Disabled the **Subscription System Governing** feature introduced by Microstrategy June 2024. Using the feature might result in subscription deliveries being randomly frozen. (GCXI-7604)

Users would no longer receive the error **Failed email subscription due to out-of-memory error of JVM**. This error is resolved by configuring a new optional container environment variable, **MSTR_FILEDEFJNIHEAPMAXSIZE** to set **Java Heap Max value** for Microstrategy Distribution Service. This parameter requires a DWORD hex value in megabytes; by default the value is set to 00000100 = 256mb. For more information, see the [MicroStrategy Community discussion](#). (GCXI-7480)

MicroStrategy 2021 Update 11 no longer adds **[No data returned]** to the subject line if an email contains no data. To enable this feature, configure the newly added optional container environment variable **MSTR_FILEDEFNOCHANGENODATA** to true. (GCXI-7529)

Fixed the issue that incorrectly displayed non-Latin characters in the PDF report forms. (GCXI-7468)

Performance improvements in translation of Microstrategy objects. (GCXI-7577)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.038.0000.