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Genesys Knowledge Center CMS

Release Notes 9.0.x

1/27/2022

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Genesys Knowledge Center CMS 9.0.x Release Note

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

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

Available Releases

[+] Note about release order

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

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
9.0.006.29	01/27/22	Hot Fix			X			X	
9.0.006.26	12/16/21	Hot Fix			X			X	
9.0.006.25	11/24/21	Hot Fix			X			X	
9.0.006.24	07/23/21	Hot Fix			X			X	
9.0.006.21	04/28/21	General			X			X	
9.0.006.19	09/22/20	Hot Fix			X			X	
9.0.006.17	07/15/20	Hot Fix			X			X	
9.0.006.16	05/28/20	Hot Fix			X			X	
9.0.006.10	07/16/	Hot Fix			X			X	

Release	Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows	OS-Indep
	20								
9.0.006.09	03/16/20	Hot Fix			X			X	
9.0.006.07	01/21/20	Hot Fix			X			X	
9.0.006.05	11/18/19	Hot Fix			X			X	
9.0.006.03	10/07/19	General			X			X	
9.0.005.04	07/09/19	Hot Fix			X			X	
9.0.005.02	04/21/19	General			X			X	
9.0.004.08	01/31/19	Hot Fix			X			X	
9.0.003.06	11/02/18	General			X			X	
9.0.002.09	08/31/18	Hot Fix			X			X	
9.0.001.04	06/26/18	General			X			X	
9.0.000.15	05/29/18	Hot Fix			X			X	

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

For information about 8.5.x releases of Genesys Knowledge Center CMS, see the 8.5 Release Note (Cumulative).

Discontinued Support

[+] Note about discontinued items

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

- Microsoft Windows Server 2008

Discontinued as of: 9.0.000.14

Known Issues

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

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

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

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

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Genesys Knowledge Center CMS

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Knowledge Center CMS. 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.

There are no known issues or recommendations for this product.

Internationalization Issues

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

There are no internationalization issues for this product.

Release 9.0.0

Genesys Knowledge Center CMS Release Notes

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

9.0.006.29

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

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

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.29.

9.0.006.26

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

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

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.26.

9.0.006.25

Genesys Knowledge Center CMS Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/24/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The information in the following two reports is now equal to the information that appears in the CMS UI. Previously, the information in the report was not the same as the information in the CMS UI.

- Knowledge Base report
- No Answer report (GK-8590)

> **Important**
> To execute this hotfix you must perform a reprovisioning procedure against the

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

> Genesys Knowledge Center Server.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.25.

9.0.006.24

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

It is now possible to navigate between votes in the Genesys Knowledge Center. (GK-8586)

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

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.24.

9.0.006.21

Genesys Knowledge Center CMS Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/28/21	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

You can now change a child category to a parent category and move a child category from one parent category to another parent category. Previously, you could not make these changes. (GK-8563)

When creating and publishing documents the CMS processing time is now working as expected. Previously, performance time sometimes took longer than 20 minutes. (GK-8564)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.21.

9.0.006.19

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Removed, deleted, and/or expired CMS documents no longer appear as part of the WDE Knowledge search results. (GK-8516)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.19.

9.0.006.17

Genesys Knowledge Center CMS Release Notes

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When a Genesys Knowledge Center CMS document is removed, deleted, or expired it does not appear as part of the Genesys Knowledge Center Plugin for Workspace Desktop Edition search results. Previously, the document appeared in the search results when it shouldn't have. (GK-8513)

When working with Chrome, a 400 Bad request error message no longer appears in the **No Answer** and **Votes** tabs. (GK-8512)

The **Published** filter in the **Documents** page now filters the document list to show only published documents. Previously, the filter wrongly displayed documents other than published ones. (GK-8511)

Helpful Links

Releases Info

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

Product Documentation

- CX Contact

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.17.

9.0.006.16

Genesys Knowledge Center CMS Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/28/20	Hot Fix			X		X

What's New

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

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.16.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

9.0.006.09

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

You can now create and restore a backup file (up to 500 MB) of a knowledge base that includes large documents (that is, documents that contain numerous images). Previously, it was problematic to restore the backup of more than 50 MB. (GK-8456)

The From and To options in the Genesys Knowledge Center CMS Date filter are now working as expected in the **No Answer** and **Votes** tabs. Previously, it was not possible to select the **From** and **To** options. (GK-8455)

Categories are now correctly displayed in a tree format. (GK-8446)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Genesys Knowledge Center CMS is now rendered correctly in Internet Explorer and Microsoft Edge browsers. The page styles are now fixed and the CMS UI is displayed correctly in both of these browsers. (GK-8437)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.09.

9.0.006.07

Genesys Knowledge Center CMS Release Notes

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

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

What's New

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

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.07.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

9.0.006.05

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- When configuring the **Star** and **Expiration** dates you can now select a Timezone. (GK-8344)

Resolved Issues

This release contains the following resolved issues:

An error no longer occurs when importing documents from an .xml file. (GK-8379)

The migration of the Genesys Knowledge Center CMS version 9.0.004.8 deployment with MS SQL can now be processed successfully. Previously, the migration was not successful. (GK-8378)

When data is restored from a backup file it can now be synchronized automatically or via a Modification page. Previously, it was not possible to synchronize restored data. (GK-8375)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

When using the Table of Contents you can now click the same Table of Contents link consecutively. Previously, you could not click the same link twice (that is, one click immediately after another). (GK-8373)

The Modifications page now includes the **ADDED** records status. Previously, this status was not available in the Modifications page. (GK-8370)

Documents are now published successfully when CMS is deployed with MS SQL. Previously, CMS deployed with MS SQL occassionally stopped working as expected. (GK-8338)

Using a new scrollbar you can now view all of the fields associated with the Aggregated document view when a table column is resized. Previously, when a table column was resized not all of the fields were visible. (GK-8318)

When you delete several documents at once all the documents are now successfully deleted, even if they are linked to one another. Previously, an error occurred and not all of the linked documents were deleted. (GK-8096)

When data is published from Genesys Knowledge Center CMS the process no longer times out. Previously, when an attempt was made to publish a large amount of documents the process timed out. (GK-8411)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.05.

9.0.006.03

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- The use of links within documents has improved. You can now remove an existing document link and create links from one section of a document to another section in the same document. Also, a warning will now appear in the document list and within the document itself if a link is broken (for example, the link is deleted and/or the document is unpublished). (GK-8287)
- It is now possible to sort (by query and date) and filter (by originator and media channel) in the No answer view. (GK-8175)
- The **No Answer** view has been improved by enabling you to analyze feedback from a larger pool of information. All No Answer search query results are clustered into topics. The large cluster helps you determine weak spots in your knowledge database. (GK-8058)
- To improve navigation with in a document, it is now possible to create a Table of Contents (TOC) at the beginning of the document. The TOC can be used to navigate within the same document to text formatted as a header. In addition, you can now use an Anchor to create a link within the document to a different section within the same document. (GK-8313)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

CMS performance has increased significantly when the document list is long and when you restore data from backup files. (GK-8260)

When working with a new database (created using the latest CMS version), the category name length restriction no longer exists. Previously, the category name length was limited to 64 characters. (GK-8177)

When applying a **Start date** and **Expiration date** CMS considers the Knowledge Manager's local timezone. Previously **Start date** and **Expiration date** properties utilized GMT timezone to apply selected dates. (GK-8121)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.03.

9.0.005.04

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- All of the WYSIWYG document editor formatting options now work as expected.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

When working with Oracle DB and Knowledge Center CMS, a document with an empty **Optional** section can now be moved to **Review** without issue. Previously, when attempting a review, a java exception would occur. (GK-8238)

When the Knowledge base has a huge amount of data, the Knowledge Center CMS now works as expected with Oracle DB. Previously, when the Knowledge base had a huge amount of data, Knowledge Center CMS did not work as expected with Oracle DB . (GK-8217)

The data base scheme migration now works as expected with MS SQL for GKC versions v.9.0.000.x to 9.0.004.x. Previously, when working with GKC version 9.0.005.02, the migration data base scheme did not function as expected with MS SQL for GKC versions v.9.0.000.x to 9.0.004.x. (GK-8216)

The data base scheme migration now works as expected with Oracle for GKC versions v.9.0.000.x to 9.0.004.x. Previously, when working with GKC version 9.0.005.02, the migration data base scheme did not function as expected with Oracle for GKC versions v.9.0.000.x to 9.0.0004.x. (GK-8191)

Knowledge Center CMS now uses more effective data base queries for Oracle DB. Previously, executing some Oracle DB queries would sometimes cause performance issues. (GK-8167)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.04.

9.0.005.02

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- It is now possible to filter using keywords in the list of **No Answer** historical items. (GK-7989)
- It is now possible to sort (by document name and date) and filter (by document name, originator, search query, and type of feedback) the **Standard Votes** view to re-arrange data as needed. (GK-7995)
- **Votes** view now provides a new visualization that enables you to analyze feedback in an aggregated way, by document name. This means that individual documents can now be expanded to show detailed data on feedback events for that particular document. (GK-8093)
- Cross-Knowledge Base document linking now enables you to add references (links) that point to a document in another Knowledge base. This means that Knowledge Managers can access knowledge content not only from the Knowledge Base they are working on, but from any other Knowledge Base configured in the GKC CMS, assuming they have proper access rights. (GK-7964)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The icon for "Published" documents in the document's History has been changed to match the icon found in the publication status. (GK-8113)

Knowledge Center CMS now provides the correct status to the Solutions Control Server. Previously, when the CMS was configured to work in HTTPS mode, it provided an incorrect status. (GK-8032)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.02.

9.0.004.08

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- **New Status "Published":**
  - A new status, "Published," is introduced as part of the approval and publishing workflow for knowledge documents in knowledge bases. (GK-7839)
  - You can now filter on the list of "Published" documents in the Documents view. (GK-7839)
- **New Entity Management Capability:**
  - CMS now provides ways to define Entities within each Dictionary. Knowledge Managers are now able to create, update, and delete Entities, Values, and associated Synonyms for each value using this new functionality. (GK-7825)
- **Improved Template Management:**
  - Now, when attempting to delete a template that is used in existing documents, the CMS displays a warning message and a list of knowledge bases that use this template in its documents. (GK-7810)
  - It is now possible to filter on the list of documents by the custom templates used. (GK-7810)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

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

Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.08.

9.0.003.06

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- Knowledge Center CMS is now configured (by default) to hide Universal Contact Center (UCS) entities like Standard Responses, Screening Rules, and others. You can change this by setting the **enabled** option (found in the Cluster `Application` in the **cms.ucs**) section to `true`.
- Knowledge Center CMS now provides the ability to switch between two approval workflows for documents and categories. For content inside the knowledge base, you can use the **Standard** approval workflow in four states (Draft, In review, Approved or Rejected), or the **Simple** approval workflow in two states (Draft and Approved only).

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Issues with the initialization of scheduled data synchronization have now been fixed. Previously,

scheduled synchronization would not publish approved documents without errors. (GK-7592)

Category statuses now have notifications enabled. Previously, the user was unable to see if a category was ready for publication. (GK-7527)

The negative value now displays correctly. Previously, the Knowledge Center CMS UI would show the negative value as modified time. (GK-7516)

Issues with the character count in the knowledge base name when using Internet Explorer 11 have now been fixed. Previously, the Knowledge Center CMS UI would only allow the user to enter one character in the knowledge base name field when using this browser. (GK-7507)

CMS now correctly uses the **Start date** option and publishes documents on the configured date when you have automatic synchronization enabled. Previously, CMS published documents on the day after the one configured in the **Start date** option. (GK-7068)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.06.

9.0.002.09

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- The Author and Reviewer roles can now specify whether to inform agents and customers about the recent creation or update of a document. This functionality allows the suppression of notifications for minor changes in documents; thereby highlighting only the documents that deserve attention.
- Knowledge Center CMS now uses AI capabilities to suggest matching categories from the knowledge base that are relevant to the document the author is currently working on. This feature reduces time required to create and manage Knowledge because the author does not have to browse the full category tree and manually select a category.
- Real Application Cluster (RAC) and a Pluggable Database with Oracle 12c R2 are now supported as CMS Storage.
- Security improvement: the product code is now scanned regularly (typically, daily) using industry best practices and tools to mitigate and prevent high-level security vulnerabilities.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.09.

9.0.001.04

Genesys Knowledge Center CMS Release Notes

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

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

What's New

This release contains the following new features and enhancements:

- One-click document version rollback enables easy restoration of a document to one of its previous versions.
- Security:
  - An improved Cross-Site Resource Sharing (CORS) filter is now included. This filter enables you to prevent undesired access via the Knowledge Center to your product APIs.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Knowledge Center

Genesys Products

- List of Release Notes

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.04.

9.0.000.15

Genesys Knowledge Center CMS Release Notes

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

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:

- When translating from one language to another, Knowledge Center CMS now has the ability to use a translation service from Google, Microsoft, and Yandex to pre-translate a Knowledge entity (such as an Article or FAQ).
  [+] Show video
  Link to video
- When working in Knowledge Center CMS, users can now get contextual help from docs.genesys.com.
- For every Knowledge entity, the estimated reading time is now provided.
- For every Knowledge entity, the word count is now provided.
- Knowledge Center CMS now provides separate security settings for Authors and Users.
- Support for Windows Server 2016 operating system. See the Genesys Knowledge Center page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.
- Support for the following databases. See the Genesys Knowledge Center page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
  - MS SQL 2016
  - Oracle 12c R2

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