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Advisors Platform

Known Issues and Recommendations

12/20/2025

Known Issues and Recommendations

Advisors Platform

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

Multi-byte languages are not supported.

If your company's security policies require you to turn off the web browser's automatic content-type sniffing, Genesys recommends that you explicitly pass the required content type in the request headers. To do this, add the following header module directives to your Apache configuration file. The headers module **must be enabled** in the Apache configuration. For more information about configuring Apache for Pulse Advisors, see [Deploy and Configure Apache](#).

```
<IfModule headers_module>
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/404$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/login$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/logout$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/home$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/admin$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/
contactcenter$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/mg-cca/*#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/
workforce$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/mg-wa/*#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/
frontline$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/s-
frontline/*#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/agent$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/
alertmanagement$#"
  Header set Content-Type "text/html; charset=utf-8" "expr=%{REQUEST_URI} =~ m#adv/$#"
</IfModule>
```

If you deploy Performance Management Advisors components on servers that use the Red Hat Enterprise Linux 6 operating system, Genesys recommends that you upgrade the Linux kernel to release 2.6.32, at a minimum. Earlier kernel releases can cause Advisors components to stop working.

While you can use any Genesys configuration interface to import Advisors privileges into a Role, or to assign Role-based permissions to Users or Access Groups for access to the Advisors business attributes, you can view the Advisors privileges associated with a Role only in the Genesys Configuration Manager user interface.

In installations with Oracle, XML Generator can start throwing ORA-04068: existing state of packages has been discarded exceptions, which prevents the import process and dashboard updates. The CONTROLLER_TIME view in the Platform database returns NULL in the TIMEZONE field.

To avoid the issue in clean installations, apply the `advisors-platform-9.0.003.04_patch1.sql` script after you have executed the 9.0.003.04 database deployment scripts. If you use the **Oracle enhanced security setup**, that setup must be implemented after the deployment script has been executed and the patch has been applied. The rest of the installation process remains the same as described in the *Pulse Advisors Deployment Guide*.

In migrated environments, follow the instructions for migration from release **9.0.002.09 to 9.0.003.04** in the *Pulse Advisors Migration Guide*.

If you miss applying the patch during the database deployment or the database migration, you can apply it later. In a regular security setup, you can apply the patch without stopping the services. If you use the enhanced security setup, you will need to stop the services, apply the patch, repeat the enhanced security setup, and then start the services.

ID: PLT-8299	Found In: 9.0.003.04	Fixed In: 9.0.003.09
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If a user attempts to log in to Advisors with a valid username/password in Configuration Server, but has no permissions that allow access to any Advisors module (Contact Center Advisor, Workforce Advisor, or Frontline Advisor), that user will be unable to log in with another username/password until they clear their browser cookies.

Workaround: Clear all browser cookies and log in as a user with access permission to one or more Advisors modules.

ID: PLT-8284	Found In: 8.5.202.09	Fixed In: 9.0.003.04
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On logout and subsequent login without having closed or refreshed your browser window, Advisors dashboards sometimes fail to load completely.

Workaround: Force a browser refresh: close and then reopen the Advisors dashboard(s) in a new browser window.

ID: PLT-8226	Found In: 9.0.002.09	Fixed In: 9.0.003.04
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The bulk export tool does not export filter, switch, and tenant names into the `blkCgApp` table. When the selected configuration mode is Independent, the table contains the relationships between contact groups and applications.

This becomes a problem only if there are contact groups associated with filtered applications or there are applications that, in the Configuration Server, appear under different switches or tenants with the

same name.

Workaround: Re-populate the blkCgNames tables as follows:

```
TRUNCATE TABLE "blkCgApp";
```

```
INSERT INTO "blkCgApp" (
  cgname,
  appname,
  appswitchname,
  appfiltername,
  apptenantname
)
SELECT DISTINCT
  cgname,
  appname,
  NULLIF(appswitchname, 'N/A'),
  NULLIF(appfiltername, 'N/A'),
  NULLIF(apptenantname, 'N/A')
FROM
  "blkExpCgApp";
```

```
COMMIT;
```

ID: PLT-8223	Found In: 9.0.002.09	Fixed In: 9.0.003.04
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When using the bulk configuration tool, DN groups cannot be mapped to contact groups. This does not prevent mapping of other types of applications to contact groups.

Workaround: To map DN groups to contact groups, do one of the following:

- Use the Advisors administration module.
- Contact Customer Care to request an updated version of the bulk configuration tool in which this issue has been fixed.

ID: PLT-8221	Found In: 9.0.002.09	Fixed In: 9.0.003.04
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In Advisors release 9.0.002.03, the **Contact group-Application** page does not open in installations with a migrated MS SQL Server database.

Workaround: If you have Advisors release 9.0.002.03 installed, contact Customer Care and request the following script:

```
AdvisorsPlatform_9.0.002.03_MS_SQL_Server_procedures.sql
```

ID: PLT-8177, PLT-8179	Found In: 9.0.002.03	Fixed In:
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On a new installation of Pulse Advisors, the metric library drop-down menu in the Contact Center Advisor dashboard toolbar displays Unsaved Library instead of System Default.

Workaround: Select the System Default library from the metric library drop-down list.

ID: PLT-8132	Found In: 9.0.002.03	Fixed In:
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Changes that you make to the System Default metric set will not be visible to users who are logged on and viewing the System Default metric selection on their dashboards when you apply the changes.

Workaround: If you encounter this issue, perform the following steps to update users' dashboards:

1. Ask the affected users to log out.
2. In the Report Metric Manager, change the sequence number for any metric in the System Default metric set, and save the change.
3. If necessary, revert the sequence number for that same metric to its former value, and save the change.
4. Ask the users to log in and to confirm that they can see the updated System Default metric set.

ID: **PLT-7977**

Found In: **9.0.000.10**

Fixed In:

Disregard the version number 8.5.202 that gets populated in the PATCH_LOG table by the Oracle Platform migration script. The script correctly migrates the Platform schema based on the "from" and "to" versions indicated in its name; that is, from 8.5.202.09 to 9.0.000.06.

ID: **PLT-7951**

Found In: **9.0.000.06**

Fixed In: **N/A**

In cases where agent groups are mapped to applications on the **Application Configuration** page in the administration module, and you need to both add agent groups and remove agent groups from the configuration, Genesys recommends that you add and remove the agent groups as two separate and distinct actions, saving the configuration after each action. In other words, if both actions are required, then perform all of one action (add agent groups or remove agent groups) and save the configuration before performing the other action. When you do both actions as one configuration update – that is, you both add and remove agent groups and then click **Save** – you might see error messages.

ID: **PLT-7754**

Found In: **9.0.000.06**

Fixed In:

If more than one of WA Server, FA Server with the rollup engine, or Advisors Web Services is installed together under a single Solution Control Server application, then the module that starts up first will establish the Running status of the corresponding application in the UI of the Solution Control Server. A failure to start modules after the first one will not be reflected there.

ID: **PLT-6394**

Found In: **8.5.100.02**

Fixed In:

The out-of-box System Default metrics set cannot be edited from the Advisors administration module.

If you installed Advisors release 8.5.202.09 or release 9.0.000.06, you can contact your Genesys representative and request a patch that lets you edit the System Default metric set from the administration module, if necessary. See the [Resolved Issues](#) section of this release note for additional information.

ID: **GFA-5039**

Found In: **8.5.202.09**

Fixed In: **9.0.000.10**

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 Advisors Platform unless otherwise noted in the issue description.

There are no internationalization issues for this product.
