# Genesys Pulse

9.0.001.01

12/19/2025

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## 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

## Helpful Links

### Releases Info

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

### Product Documentation

- Genesys Pulse

### Genesys Products

- List of Release Notes

- 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 though 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 cleanuptool 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.