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Genesys Knowledge Center CMS

9.0.003.06

12/20/2025

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9.0.003.06

Genesys Knowledge Center CMS Release Notes

9.x

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.