Genesys Multicloud CX Release Notes

Genesys Info Mart Release Notes

5/21/2026

Contents

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Related documentation:
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-

RSS:

- For cloud

- For private edition

Important

The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Service	Available	Genesys CX on		Private edition	Highlights	Release
	AWS	**Azure**				
Genesys Info Mart	September 1, 2022				Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Important security improvements and ETL	100.0.116.4200

Service	Available	Genesys CX on	Private edition	Highlights	Release
				enhancements.	
GIM Config Adapter	September 1, 2022			Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Important security improvements.	100.0.100.3200
GIM Stream Processor	September 1, 2022			Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Important security improvements.	100.0.100.3700
Genesys Info Mart	February 8, 2022			Generally Available release for Genesys Multicloud CX private edition deployments on the officially	100.0.116.2900

Service	Available	Genesys CX on	Private edition	Highlights	Release
				supported Kubernetes platforms. Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Support for deploying all private edition services in a single namespace.	
GIM Config Adapter	February 8, 2022			Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Support for	100.0.100.2300

Service	Available	Genesys CX on	Private edition	Highlights	Release
				deploying all private edition services in a single namespace. Important security improvements.	
GIM Stream Processor	February 8, 2022		⬛	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Support for deploying all private edition services in a single namespace.	100.0.100.1400
Genesys Info Mart	September 14, 2021		⬛	Support for arbitrary UIDs in private edition	100.0.116.1400

Service	Available	Genesys CX on	Private edition	Highlights	Release
				deployments on OpenShift. Data Export enhancements.	
GIM Config Adapter	September 14, 2021		🏢	Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.100.1200
GIM Stream Processor	September 14, 2021		🏢	Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.100.0900
Genesys Info Mart	June 30, 2021		🏢	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	8.5.016.07
GIM Config Adapter	June 30, 2021		🏢	Early Adopter Program support for Genesys Multicloud CX private edition deployments	9.0.000.04

Service	Available	Genesys CX on	Private edition	Highlights	Release
				on OpenShift.	
GIM Stream Processor	June 30, 2021			Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.05

Genesys Info Mart: September 01, 2022

- 100.0.116.4200 available September 01, 2022
- Helm charts and containers

What's New

- You can now configure secrets either manually or as part of Helm deployment. To configure secrets, overwrite the following values:

  - **k8sSecretName** – The name of the secret.

  - **k8sSecretData** – The data field inside the secret.

  To view the default values for these parameters, see the **values.yaml** file for the service (GIM, GCA, or GSP). The YAML file corresponding to the secret also specifies the conditions under which the secret is created by Helm. (GIM-14194)

Security Fixes

- This release contains important security improvements. (GIM-14002)

Resolved Issues

- In scenarios where the export job is not running behind the transformation job, the export job now correctly exports a single chunk. Previously in such scenarios, if the concurrent transformation job completed while the export job was still exporting the first chunk, the export job might export a second chunk. (GIM-14253)

For private edition

- Genesys Info Mart supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3605)

GIM Config Adapter: September 01, 2022

- 100.0.100.3200 available September 01, 2022
- Helm charts and containers

What's New

- You can now configure secrets either manually or as part of Helm deployment. To configure secrets, overwrite the following values:

  - **k8sSecretName** – The name of the secret.

  - **k8sSecretData** – The data field inside the secret.

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GIM Stream Processor: September 01, 2022

- 100.0.100.3700 available September 01, 2022
- Helm charts and containers

What's New

- You can now configure secrets either manually or as part of Helm deployment. To configure secrets, overwrite the following values:

- **k8sSecretName** – The name of the secret.

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To view the default values for these parameters, see the **values.yaml** file for the service (GIM, GCA, or GSP). The YAML file corresponding to the secret also specifies the conditions under which the secret is created by Helm. (GIM-14194)

Security Fixes

- This release contains important security improvements. (GIM-14002)

For private edition

- GIM Stream Processor supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3605)

Genesys Info Mart: February 08, 2022

- 100.0.116.2900 available February 08, 2022

- Helm charts and containers

For private edition

- As of July 13, 2022, Genesys Info Mart is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

- Support for deploying the Genesys Info Mart (GIM) service in a single namespace with other private edition services has been validated. No code changes were required to enable this alternative deployment scenario. (GIM-13623)

- As of March 31, 2022, Genesys Info Mart supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2684)

GIM Config Adapter: February 08, 2022

- 100.0.100.2300 available February 08, 2022

- Helm charts and containers

Security Fixes

- This release includes important security upgrades made to third-party software. (GIM-13679)

For private edition

- As of July 13, 2022, GIM Config Adapter is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

- Support for deploying the GCA service in a single namespace with other private edition services has been validated. No code changes were required to enable this alternative deployment scenario. (GIM-13623)

- As of March 31, 2022, GIM Config Adapter supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2684)

GIM Stream Processor: February 08, 2022

- 100.0.100.1400 available February 08, 2022

- Helm charts and containers

For private edition

- As of July 13, 2022, GIM Stream Processor is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

- Support for deploying the GSP service in a single namespace with other private edition services has been validated. No code changes were required to enable this alternative deployment scenario. (GIM-13623)

- As of March 31, 2022, GIM Stream Processor supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2684)

Genesys Info Mart: September 14, 2021

- 100.0.116.1400 available September 14, 2021

- Helm charts and containers

What's New

- **Data Export enhancements:**
  - Two SQL scripts that support use of the Data Export feature are now made available in the output folder that contains the data export:
    - **update_target_gim_db*.sql** — Enables you to create or update the target database schema into which you import the exported Info Mart data. The version of the script matches the Genesys Info Mart release in effect when the data export was performed.
    - **make_export_views.sql** — Enables you to restore or troubleshoot the export views used for your data export (for example, if your views get corrupted or you want to restore an earlier version).

Separate versions of the scripts are provided for each RDBMS that Genesys Info Mart supports, stored in RDBMS-specific **sql_scripts/** folders in the Data Export output package. Previously, the scripts were available only in the **sql_scripts** folder in the installation directory.

- The GIDB_GC_ANNEX table, which stores information about the configuration of contact center objects such as persons and DNs, is now included in Data Export.

(GIM-13444, GIM-13440, GIM-13435)
More info: https://docs.genesys.com/Documentation/PSAAS/Public/RPRT/ AboutDataExport">https://docs.genesys.com/Documentation/PSAAS/Public/RPRT/ AboutDataExport">About Data Export Capability

For private edition

- GIM now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.

  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).

  - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .

  - GIM is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the **genesys** user (500). Genesys now expects OpenShift to use arbitrary UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed GIM using the **genesys-restricted** SCC, Genesys recommends that you redeploy GIM so that you use arbitrary UIDs.

  (GIM-13541)
  More info:

- GIM Data Export (also known as BI Data Feed) now supports exporting data to S3 storage. To enable this option, in the **values.yaml** file you must set the **s3_storage_enabled** parameter to true and specify values for the **s3_storage** object parameters, which are used to construct the environment variable that provides the connection string. You might also need to create the S3 object bucket claim if you do not want to use the same S3 storage solution as GSP (see). (GIM-13506)
  More info:

GIM Config Adapter: September 14, 2021

- 100.0.100.1200 available September 14, 2021

- Helm charts and containers

For private edition

- GCA now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.

  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).

- The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .

- GCA is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the **genesys** user (500). Genesys now expects OpenShift to use arbitrary UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed GCA using the **genesys-restricted** SCC, Genesys recommends that you redeploy GCA so that you use arbitrary UIDs.

(GIM-13541)
More info:

GIM Stream Processor: September 14, 2021

- 100.0.100.0900 available September 14, 2021

- Helm charts and containers

For private edition

- GSP now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.

  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).

  - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .

  - GSP is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the **genesys** user (500). Genesys now expects OpenShift to use arbitrary UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed GSP using the **genesys-restricted** SCC, Genesys recommends that you redeploy GSP so that you use arbitrary UIDs.

(GIM-13541)
More info:

Genesys Info Mart: June 30, 2021

- 8.5.016.07 available June 30, 2021

- Helm charts and containers

Known Issues

- The Info Mart database schema includes certain tables that are not populated in Genesys Multicloud CX private edition deployments. In particular, the SDR_* tables, which provide reporting for voice call flows that use Designer applications, are not populated. (GIM-13385)

For private edition

- Starting with this release, Genesys Info Mart is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GIM-13280)
  More info:

- To enhance container security, Genesys Info Mart container images are now built on Red Hat Universal Base Image 8 (UBI8). (GIM-13469)

GIM Config Adapter: June 30, 2021

- 9.0.000.04 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, GIM Config Adapter is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GIM-13280)

- To enhance container security, GIM Config Adapter container images are now built on Red Hat Universal Base Image 8 (UBI8). (GIM-13469)

GIM Stream Processor: June 30, 2021

- 9.0.000.05 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, GIM Stream Processor is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GIM-13280)

- To enhance container security, GIM Stream Processor container images are now built on Red Hat Universal Base Image 8 (UBI8). (GIM-13469)