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Genesys Multicloud CX Release Notes

[Real-Time Reporting \(Genesys Pulse\) Release Notes](#)

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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.

Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure				
October 29, 2024				Third-party dependency updates to maintain security and reliability.	100.0.000.0047
July 26, 2024				Security and stability fixes. Initial AWS EKS support.	100.0.000.0043
March 15, 2023				Security and stability fixes.	100.0.000.0025

Available	Genesys CX on	Private edition	Highlights	Release
November 14, 2022	 Azure		Updates to the User Permissions service add new monitoring options and improved performance. Security enhancements.	100.0.000.0020
October 20, 2022	 Azure		Security enhancements.	100.0.000.0016
May 17, 2022	 Azure		Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Security enhancements	100.0.000.0015
March 24, 2022	 Azure		Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Beta Program support for	100.0.000.0012

Available	Genesys CX on	Private edition	Highlights	Release
			<p>Genesys Multicloud CX private edition deployments on GKE.</p> <p>Important security improvements.</p> <p>Pulse Manage Agents support.</p>	
December 21, 2021	 Azure		Important security improvements.	100.0.000.0011
October 29, 2021	 Azure		Disaster Recovery, High Availability, performance, and scaling enhancements	100.0.000.0008
October 18, 2021			Log redirection to stdout	100.0.000.0006
August 19, 2021	 Azure		Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.000.0005
July 30, 2021	 aws		SSO support	9.0.006.04
July 2, 2021	 aws			9.0.006.03
June 18, 2021	 Azure		Early Adopter Program support for Genesys Multicloud CX	9.0.100.10

Available	Genesys CX on	Private edition	Highlights	Release
			private edition deployments on OpenShift.	
March 31, 2021	 		Support for Genesys Engage cloud on Azure	9.0.006.02

October 29, 2024  

What's New

- Pulse now uses Spring Framework 6.1. (WBRT-18882)
- Pulse now uses Jetty 12. (WBRT-17949)
- Pulse now uses Java 17. (WBRT-17946)

Resolved Issues

- OpenSSL is updated to 3.0.14. (WBRT-18892)

Known Issues

- The statistics definition of `Agent_cse_AgentReplyMaxTime_TotalCustomValue` in Chat Agent Activity template doesn't make sense because it says it represents 'Maximum time it takes for agent to reply to a customer while handling a chat session'; however, it uses `TotalCustomValue` category, not `MaxCustomValue` in statistics definition. The statistics name doesn't align with its definition. (WBRT-17507)

Limited to: Genesys CX on Azure

July 26, 2024  

Security Fixes

- This release includes cumulative security updates in the base images and third party libraries to remediate various non-exploitable vulnerabilities. (WBRT-18678, WBRT-18586, WBRT-18376, WBRT-18541)

Resolved Issues

- Pulse has been modified to fix memory leak issue in Pulse containers that use k8s exec probes. (WBRT-18085)
- The **Download Widget** menu item now downloads data for **_GBK_** (Group By Key) statistics configured for the Widget as a CSV file. (WBRT-17174)

March 15, 2023  

- 100.0.000.0025 available March 15, 2023
- Helm charts and containers

Security Fixes

- This release includes cumulative security updates in the base images and 3rd party libraries, to remediate various non-exploitable vulnerabilities. (WBRT-17471, WBRT-17549, WBRT-17566, WBRT-17134)

Resolved Issues

- This release addresses an issue which may have caused Pulse Collector to crash and prevented the process from starting. (WBRT-17387, WBRT-17388)
- Pulse Collector no longer crashes when using the `toLocaleString()`, `toLocaleDateString()`, and `toLocaleTimeString()` methods of the **Date** built-in object in formulas. (WBRT-17435)
- Pulse Collector no longer crashes when using the `localCompare()` method of the **String** built-in object in formulas. (WBRT-13098)

For private edition

- The **monitoring.goldenSignals.enabled** option is now removed from the helm values for the DCU and LDS charts as the option is no longer required. (WBRT-16682)
- Metrics scraping has been reworked to use annotations instead of Custom Resource Definitions (CRDs). (WBRT-16507)

November 14, 2022 

What's New

- The User Permissions service includes new performance improvements. (WBRT-17149)
- Improvements to the User Permissions service now allow you to monitor the following: status of connection to the database, status of connection to Redis and CSP, number of active and inactive users, and latency and cache utilization. (WBRT-15142)

Security Fixes

- 3rd party libraries were updated to provide security remediation for various issues, including: CVE-2022-42004, CVE-2022-42003, and CVE-2022-25857. (WBRT-17235)

Resolved Issues

- Pulse now behaves correctly when a Pulse user that was removed from the configuration is added back with the same username. Previously, the template change propagation may fail in this scenario. (WBRT-17212)
- Changes to the Widget Template are now propagated to widgets separately, avoiding any potential deadlocks that could occur during a batch widget update. (WBRT-17083)

October 20, 2022 

Security Fixes

- This release includes security fixes in the base images to remediate various non-exploitable vulnerabilities. (WBRT-17093)

Known Issues

- Template change propagation may fail if there is a Pulse user that was removed from configuration and added back with the same username. (WBRT-17212)
- In some cases, Widget Template change propagation could fail due to a deadlock that occurs in a batch widget update performed in the same transaction. (WBRT-17083)

May 17, 2022   

- 100.0.000.0015 available May 31, 2022
- Helm charts and containers

Security Fixes

- This release includes security fixes in the base images to remediate various non-exploitable vulnerabilities. (WBRT-16770)
- Added missing HSTS headers for several Pulse API endpoints. (WBRT-16747)
- Fixed permissive CORS misconfiguration. (WBRT-16745)
- Removed unsecure session cookie usage. (WBRT-16744)

- This release includes security fixes to remediate the non-exploitable 3rd party library vulnerabilities described in CVE-2022-22965 and CVE-2022-22963. (WBRT-16727)

Resolved Issues

- Pulse Widgets now correctly displays object names and statistics values that contain national symbols. Previously in such scenarios, Pulse Widgets sometimes displayed empty or truncated object names and statistic values. (WBRT-16730)

Deprecations

- Support for Internet Explorer 11 is discontinued. (WBRT-16828)

Known Issues

- Pulse can import objects such as Dashboards, Wallboards and Widget Templates only into existing script folders. If the target folder does not exist, the import fails with the following error: Path does not exist. To work around this issue, ensure that the target script folder exists before you perform an import. (WBRT-16857)
- The **Download Widget** menu item does not download data for _GBK_ (Group By Key) statistics configured for the Widget, into a CSV file. Instead, it downloads only regular statistics values. (WBRT-17174)

For private edition

- Genesys Pulse supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3609)
More info:

March 24, 2022  

- 100.0.000.0012 available March 24, 2022
- Helm charts and containers

What's New

- A new feature, Pulse Manage Agents, enables users with the Pulse Administrator or Pulse Manager role to perform agent management actions using Agent Widgets. This includes managing agent skills, and forcing agents to log out. For more information, see . (WBRT-16681)
Limited to: Genesys CX on Azure
- Pulse now provides improved activation-pending indication for newly-created widgets. Previously, while a newly-created widget was activating, Pulse sometimes displayed the following error: No objects. Please check widget configuration. (WBRT-16064)

Security Fixes

- The release includes security fixes in the base images to remediate the non-exploitable vulnerability described

- in CVE-2022-24407. (WBRT-16584)
- The release includes security fixes to remediate the non-exploitable 3rd party library vulnerability described in CVE-2021-36090. (WBRT-16491)
- Cumulative upgrade of 3rd party libraries. This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-45105). (CVE-2021-44832). In particular, the Log4j library included with Pulse has been upgraded to 2.17.1. (WBRT-16398, WBRT-16549)

Resolved Issues

- Pulse now limits the size of import files to 5MB. Previously, attempts to import larger files could fail, producing an error similar to the following: Could not connect to the server. (WBRT-16592)
- Widgets that use the Campaign Calling List object type and selection By Group now show data as expected. (WBRT-16362)
- On the Dashboard Management, Wallboard Management, and Widget Template Management screens, the **Move** function now works correctly. (WBRT-16201)
- The overall user experience is improved in scenarios where Pulse runs in Disaster Recovery (DR) mode. (WBRT-16089)
- Users who log in using the URL for the region that is secondary for the tenant (that is, the instance that is available only if DR is activated) are now able to successfully log out and switch to another Single Sign-On (SSO) user account. (WBRT-16066)
- Pulse Collector no longer stops when processing layout changes at the same time as it is building the snapshot. Previously in such scenarios, when objects were selected based on agent, place, or DN group, Pulse Collector sometimes stopped. (WBRT-16444, WBRT-16356)

For private edition

- As of July 13, 2022, Genesys Pulse is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Pulse now provides improved support for single namespace configurations, and for configurations with Virtual Private Cloud scope Domain Name System (VPC scope DNS). (WBRT-16472)
- As of March 31, 2022, Genesys Pulse 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-2685)

December 21, 2021  

-  100.0.000.0011 available December 21, 2021
- Helm charts and containers

What's New

- This release includes important security fixes related to the log4j vulnerability (CVE-2021-44228). In particular, the log4j version included with Genesys Pulse has been upgraded to 2.16.0. (WBRT-16327)

Resolved Issues

- In scenarios where a Pulse user is removed from the Configuration Server and later added back with the same user name, the user is now able to use Pulse widgets. Previously in such scenarios, the widgets loaded, but only the text No Objects

appeared. (WBRT-14895)

October 29, 2021 

What's New

- Pulse Data Collection Unit (DCU) now provides auto-scaling capabilities, which enables automatic adjustment of the number of DCU instances to accommodate changes in the number of active widgets. (WBRT-15864)
- Pulse now serves static Pulse UI content from a content delivery network (CDN), which improves the user experience and reduces load time. To support High Availability, Pulse supports both Microsoft CDN and Verizon CDN providers. (WBRT-15759)
- Pulse now supports Disaster Recovery (DR) in pilot light mode. This enables Pulse to start in the secondary region, and gives you read-only access to the configured dashboards of the primary region. Note that statistic values reset to 0 after failover. (WBRT-16046) (WBRT-15663)

Known Issues

- Users who log in using the URL for the region that is secondary for the tenant (that is, the instance that is available only if DR is activated) are subsequently unable to log out and switch to another SSO user account. To work around this issue, use the WWE or Agent Setup interface log out, or clear the browser Cookies and other site data. (WBRT-16066)
- In scenarios where a Pulse user is removed from the Configuration Server and later added back with the same user name, the user is unable to use Pulse widgets (the widgets load, but only the text "No Objects" appears).
To work around this issue, use the Widget Management interface to remove the Pulse user account, and then re-create the user. (WBRT-14895)
- On the Dashboard Management, Wallboard Management, and Widget Template Management screens, the **Move** function does not work. (WBRT-16201)

October 18, 2021 

- 100.0.000.0006 available October 18, 2021
- Helm charts and containers

What's New

- Genesys Pulse now supports optional redirection of all logs to stdout (No Shared Log Volumes required). (WBRT-15921)
- Support for deploying the Genesys Pulse service in a single namespace with other private edition services has been implemented. To enable this alternative deployment scenario, see . (WBRT-16032)

Resolved Issues

- Expanded widgets now load correctly. Previously, in certain scenarios, expanded widgets failed to load. (WBRT-15971)

August 19, 2021  

-  100.0.000.0005 available August 24, 2021
- Helm charts and containers

Resolved Issues

- Widgets now appear in the expected order and size on wallboards. Previously in some scenarios, such as when users switched between tabs, widgets sometimes unexpectedly changed order and size. (WBRT-15818)
- Pulse configuration setting are now preserved when users log in to Pulse in more than one browser tab or session using the same credentials. Previously in such scenarios, dashboard configuration settings were sometimes overwritten by older values. (WBRT-15792)

For private edition

- Pulse 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). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .
- Pulse is expected to be deployed using the **default** ServiceAccount, which uses the **restricted** SCC. If you do not want to use arbitrary UIDs in your OpenShift deployment, you must associate the **default** ServiceAccount with the **genesys-restricted** SCC, as described in the suite-level Private Edition Guide. If you previously deployed Pulse using the default ServiceAccount associated with the genesys-restricted SCC, you must remove the association if you want OpenShift to use arbitrary UIDs. To do so, execute the following command:
`oc adm policy remove-scc-from-user genesys-restricted -z default -n` (WBRT-15873)

July 30, 2021 

Resolved Issues

- SSO login is now enabled for tenants who have Private MPLS provisioned for Genesys Pulse. (WBRT-15017)

July 02, 2021 

Resolved Issues

- Pulse now properly handles problems with database connections, and resumes working properly once database issues are resolved. Previously, Pulse sometimes failed to restore the database connection once issues were resolved. (WBRT-15391)
- Users can now move Dashboard, Wallboard, and Widget Template objects between folders in Configuration Server when the **[pulse]\folder_based_access** option is enabled. Previously, users could move an object to another folder only if they first moved the object to the Genesys Pulse folder. (WBRT-15352)
- The Grid Widget now restores its size after the browser window size is restored. (WBRT-15075)

June 18, 2021  


- 9.0.100.10 available June 30, 2021
- Helm charts and containers

Resolved Issues

- Campaign, Calling List, and Campaign Calling List objects are now correctly displayed on the widget. Previously, these objects were not displayed if users had a widget with Campaign Calling Lists selected By Group. (WBRT-15590, WBRT-14815)
- Genesys Pulse now properly shows historical (24 hours) data on charts. (WBRT-15588, WBRT-15433)
- Now it is possible to export Dashboards, Wallboards, and Templates saved to Configuration Server. (WBRT-15228)

Dependencies

- With Stat Server release 8.5.112.22, Campaign statistics are visible in Genesys Pulse. (WBRT-15175, SS-9381, VOICEMCS-1515)

Known Issues

- Dashboards, Wallboards, and Templates saved to CfgUnit/Scripts or Site/Scripts folders are exported incorrectly. (WBRT-15397)
- Widget and Tab limits, specified for Access Groups, are not supported. (WBRT-15356)
- Objects might not appear on a Widget immediately. It might take up to 15 minutes for new configuration objects to appear or you might see the No Objects message. (WBRT-15138, WBRT-14813)
- The Widget Management interface does not show the actual status of a user. (WBRT-14967)

For private edition

- Starting with this release, Genesys Pulse 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. (WBRT-15299)
More info:

What's New

- Starting with this release, Genesys Pulse is available in Genesys Engage cloud on Azure. (WBRT-13461)
- The Select All checkbox is added to the Statistics tab on the widget create/edit dialog. (WBRT-12759)
- A new widget is now located in an empty space on the right side of a dashboard. Previously, new widgets were placed in the top left position, causing a reorder of already existing widgets (WBRT-3700)

Resolved Issues

- Widgets' locations no longer change after switching between tabs or after refreshing the page. Previously, in those scenarios, widgets' locations on the tab were rearranged. (WBRT-14173)
- Usernames are no longer used in URL of some requests. Previously, usernames were used in API requests from Genesys Pulse User Interface, disclosing potentially sensitive information. (WBRT-12371)

Known Issues

- **Azure only.** Widget and Tab limits, specified for Access Groups, are not supported. (WBRT-15356)
- **Azure only.** The export of Dashboards, Wallboards, and Templates, saved to Configuration Server, does not work. (WBRT-15228)
- **Azure only.** Objects might not appear on a Widget immediately. It might take up to 15 minutes for new configuration objects to appear or you might see the No Objects message. (WBRT-15138, WBRT-14813)
- **Azure only.** The Widget Management interface does not show the actual status of a user. (WBRT-14967)

Prior Releases

For information about prior releases of Genesys Pulse, see [Real-Time Reporting \(v9\)](#).