

GENESYS 2026 Service Pack 1

17 September 2026

To best serve our user community, Vitech is releasing a service pack for GENESYS 2026 to address several discovered issues.

In the table below, the enhancements / fixed defects are grouped by area, with a description of the primary symptom observed for each issue. Given the number of issues and their potential performance impacts, we recommend installing this service pack.

We strive to incorporate capability enhancements throughout the release cycle. We hope you will share your ideas with us by emailing our Customer Support Team at support@vitechcorp.com.

Unless otherwise noted, the installation of the service pack is the only action required to resolve these issues.

Installation Note: If using a GENESYS Server, this service pack must be installed on the server and all GENESYS clients that connect to the server for compatibility. Office connectors must also have the service pack installed to connect to local and remote repositories.

Reference	Description / Resolution Notes
Localization	
Report editor corrupts reports in localized environments (13058)	When localization settings were set to Japanese, reports utilizing the Entity Diagram control were corrupted and would only output Activity Diagrams.
Licensing	
Product key trimming (12608)	Trailing spaces in a copied license key are now detected and removed, simplifying license installation.
Diagrams	
New: Copy/Paste of image, note, and shape nodes (12369)	Notes, images, and shapes can now be copied and pasted within diagrams.
Label jumping when view is changed (12567)	Label placement behavior was incorrect and did not reflect the improvements made in GENESYS 2026 in certain diagrams imported from previous versions.
Tree Layout on non-tree graph always uses orthogonal routing (12003)	Applying the tree layout in certain views always routed lines orthogonally even when the Use Orthogonal Lines option was unchecked.
Physical Block – Link creation dialog not displaying (11306)	The link creation dialog was not appearing when dragging and dropping from a component to an external component in a physical block diagram.
Use Case – Lines not routed after second-level use cases are shown (11897)	Edge routing exceptions could occur when the Show Second-Level Use Cases option was toggled on.
Use Case – Disconnected Lines (12332)	Executing a layout could cause lines to be disconnected from Use Case nodes.

Reference	Description / Resolution Notes
UAF – Derived Class omission in the IBD (12187)	Classes derived from the Resource Performer class were not properly displayed in the Key Entities tab in an IBD.
UAF – Diagram Node Stacking (12359)	When a UAF BDD was left open for an extended period, it could redraw itself with all nodes stacked on top of each other.
Matrix View – Large matrix export issues (12360)	Upon export to Excel or image, large matrices could cause the user interface to become unresponsive.
Data	
Folder Counts (11285)	An unhandled exception occurred after a subfolder was deleted or its contents were moved.
Extra-long project names overflow the selector (12936)	Projects with extremely long names (1000+ characters) could overflow the project selection dialog.
Cross-Project – Containment package ownership change causing exception (12799)	When dragging and dropping a containment package from one project onto another containment package or entity in another project containment tree, an exception occurred in the GENESYS project explorer on which the drop occurred.
Table View – Unhandled exception when erase database command executed while a table view is open (12821)	An unhandled exception occurred when a table view was open and the Erase Database command was executed.
Navigation – Navigation after entity move displays wrong selected folder and entity list (11962)	When an entity was moved between folders and the Navigate Back command was selected, the selected folder shown did not match the contents displayed in the element browser.
“Show Subfolder Entities” not working when multiple entities selected (12786)	Subfolder entities were not correctly displayed when multiple entities were selected in the entity browser, and the user clicked the “Show Subfolder Entities” button.
Multi-select in search browser forces navigation to folder (12791)	Selecting multiple entities in the search dialog caused an unintended navigation to the folder containing the first selected entity.
Deleting root entity causes unhandled exception in certain conditions (12202)	An unhandled exception could occur when deleting the entity representing a root node in an open diagram.
Schema migration facility issue (12213)	When a facility referenced classes that were absent from the target schema, the migrated facility was created with zero associated classes and failed the consistency checker. Now, the invalid classes are filtered out, and the valid ones are correctly associated.
Ending schema edit mode after relationship attribute change (12244)	Editing relationship attributes in the project schema could cause an exception when ending edit mode under certain conditions. The exception has been resolved and ending edit mode now succeeds.
UAF – Sample project permission issues (12171)	The UAF sample project permissions did not include the “All Users” group which prevented non-administrators from opening the project after import.