Genesys Rules System Rules Authoring Tool

Release Notes 8.5.x

2/1/2022

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Genesys Rules System Rules Authoring Tool 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Rules System Rules Authoring Tool. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Genesys Rules System Rules Authoring Tool, see the 8.1 Release Note (Cumulative).

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Genesys Rules System page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Genesys Rules System Rules Authoring Tool at the following links:

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.306.02	01/31/22	General			X		X
8.5.304.15	02/15/21	Hot Fix		X	X		X
8.5.304.14	09/23/20	Hot Fix		X	X		X
8.5.304.13	12/16/19	Hot Fix		X	X		X
8.5.304.10	07/24/19	Hot Fix		X	X	X	X
8.5.304.09	07/02/19	Hot Fix		X	X	X	X
8.5.304.07	04/24/19	Hot Fix		X	X	X	X
8.5.304.06	03/29/19	Hot Fix		X	X	X	X
8.5.304.03	01/10/19	Hot Fix		X	X	X	X
8.5.304.02	11/30/18	Hot Fix		X	X	X	X
8.5.303.20	08/24/18	Hot Fix			X		X
8.5.303.17	05/24/18	Hot Fix			X		X
8.5.303.16	03/30/18	Update		X	X	X	X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.303.14	11/20/17	Hot Fix		X	X	X	X
8.5.303.12	10/12/17	Hot Fix			X		X
8.5.303.08	08/02/17	Hot Fix		X	X	X	X
8.5.303.07	06/30/17	Hot Fix		X	X	X	X
8.5.303.06	04/28/17	General		X	X	X	X
8.5.302.12	04/13/17	Hot Fix		X	X	X	X
8.5.302.09	11/11/16	Hot Fix		X	X	X	X
8.5.302.08	10/19/16	Hot Fix		X	X	X	X
8.5.302.07	09/19/16	General		X	X	X	X
8.5.301.03	03/07/16	General		X	X	X	X
8.5.300.08	12/30/15	Hot Fix		X	X	X	X
8.5.300.06	11/02/15	General		X	X	X	X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.200.18	10/16/17	Hot Fix			X		X
8.5.200.17	08/04/16	Hot Fix		X	X	X	X
8.5.200.16	12/17/15	Hot Fix		X	X	X	X
8.5.200.15	10/23/15	Hot Fix		X	X	X	X
8.5.200.14	09/30/15	Hot Fix		X	X	X	X
8.5.200.11	07/17/15	General		X	X	X	X

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.24	12/10/15	Hot Fix		X	X	X	X
8.5.100.23	06/05/15	Hot Fix		X	X	X	X
8.5.100.21	04/15/15	General		X	X	X	X
8.5.100.18	02/20/15	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.001.21	01/22/15	Hot Fix		X	X	X	X
8.5.001.13	09/03/14	General		X	X	X	X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.18	12/22/15	Hot Fix		X	X	X	X
8.5.000.17	11/12/15	Hot Fix		X	X	X	X
8.5.000.16	09/09/15	Hot Fix		X	X	X	X
8.5.000.14	03/12/15	Hot Fix		X	X	X	X
8.5.000.12	11/04/14	Hot Fix		X	X	X	X
8.5.000.11	04/30/14	General		X	X	X	X

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Supported Operating Environment Reference Guide*.

- AIX 5.3 32 and 64-bit operating systems
- Windows Vista operating systems

Discontinued as of: 8.5.200.11

- Windows 2003 operating systems
- Java 6

Discontinued as of: 8.5.100.18

- Java 7 and JBOSS 7.x

Discontinued as of: 8.5.300.06

- Red Hat Enterprise Linux 5 32-bit

Discontinued as of: 8.5.3

- All variants of DB2

Discontinued as of: 8.5.302.xx

Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Genesys Rules System Rules Authoring Tool, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation also contains information about this software. Please consult the *Deployment Guide* first.

- The *Genesys Rules System Deployment Guide* provides details about installing and configuring Genesys Rules Authoring Tool.

- The Genesys Rules System page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for GRS components.

Release Notes for other Genesys components are available here.

Translation Support

Genesys Rules System Rules Authoring Tool

This page summarizes translation support for 8.5.x releases of Genesys Rules System Rules Authoring Tool for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.x releases, see Available Releases.

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the Internationalization Issues section in Known Issues and Recommendations.

Release 8.5.x Translation Support

The following table indicates translation support for particular 8.5.x releases of Genesys Rules System Rules Authoring Tool.

Language	English (US) Release	
8.5.303.17+	**8.5.001.13+**	
Chinese (Simplified)	8.5.303.00	8.5.000.04
French (Canada)	8.5.303.00	8.5.000.06
French (France)	8.5.303.00	8.5.000.02
German (Germany)	8.5.303.01	8.5.000.01
Portuguese (Brazilian)	8.5.303.00	8.5.000.01
Spanish (Latin America/ Mexico)	8.5.303.01	8.5.000.03

Known Issues and Recommendations

Genesys Rules System Rules Authoring Tool

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Rules System Rules Authoring Tool. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

On the login screen, Genesys Rules System Rules Authoring Tool (GRAT) shows the incorrect older version, 8.5.304.15, and the Copyright year, 2018. GRAT must show the current version, 8.5.306.xx, and the updated Copyright year, 2022.

ID: **GRS-3767**	Found In: **8.5.306.02**	Fixed In:

In some languages, messages that contain variable parts do not render correctly if the message itself contains single quotation marks.

ID: **GRS-3261**	Found In: **8.5.303.17**	Fixed In: **8.5.303.18**

From GRS release 8.5.300.06 onwards, the `_GRS_Environment` Fact must be provided for all rule evaluations. In earlier releases, this Fact could be omitted for rules at the package level that did not use a Phase (that is, the Phase was defined to be *). From 8.5.300.06, an empty `_GRS_Environment` fact must be provided in this case.

ID:	Found In: **8.5.300.06**	Fixed In:

The A/B/C Split Testing feature does not support Genesys Web Engagement in the initial GRS 8.5.3 release.

ID:	Found In: **8.5.300.06**	Fixed In:

In non-English environments, if a rule package is imported as an XML file and a non-English Business Name is specified, the name is imported as corrupted characters.

Workaround—Do not specify a Business Name in the import dialog. After import, change the Business Name on the package's **General** tab and then click **Save**.

| ID: **GRS-2721** | Found In: **8.5.200.11** | Fixed In: **8.5.300.06** |

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Rules System Rules Authoring Tool unless otherwise noted in the issue description.

The 8.5.1 and 8.5.2 releases, and 8.5.3 releases up to and including 8.5.303.16, use translated Help topics that are at release 8.5.0.

Release 8.5.3

Genesys Rules System Rules Authoring Tool Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Genesys Rules System Rules Authoring Tool, if available, in the tree menu on the left or in the list of Available Releases.

8.5.304.15

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/15/21	Hot Fix		X	X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

After importation of a rule from an .xls file, Conditions without parameters now display correctly when a new row is added to the rule. (GRS-3639)

The correct User ID for the person who made changes to package rules is now shown on the **Package History** tab. Previously, in this scenario the User ID was saved incorrectly as Admin. (GRS-3666)

A change made via the UI to a Business Calendar rule (such as a holiday or time change) from having a fixed date placement to an annual placement now correctly initializes the default date of Jan 1. (GRS-3667)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.15.

Helpful Links

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- List of 8.5.x Releases
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8.5.304.14

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/23/20	Hot Fix		X	X		X

What's New

This release includes the following new features or enhancements:

- Support for CentOS Linux 7 operating system. See the Genesys Rules System page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (GRS-3624)

Resolved Issues

This release contains the following resolved issues:

Previously, repository inconsistencies might occur where a rule package had been deleted but there was an attempt to add another package with the same name. This would generate an exception and a message indicating that a child node with this name already existed.

A new configuration option—**auto-fix-corruptions**—has been added to allow enabling/disabling of the automatic cleanup of these inconsistencies. (GRS-3619)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.14.

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8.5.304.13

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Jackson libraries have been updated to address CVE-2019-12814. (GRS-3508)

Rule validation has been modified to check the type of rule selected rather than inheriting the type of the previously validated rule. (GRS-3488)

Previously, using the REST API **Modify Linear Rule** method on a Linear Rule that contained embedded conditions and/or nesting, the proper IDs were not being generated internally, which could cause strange results in the modified rule when viewed in GRAT. Now, the IDs are properly generated. (GRS-3445)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.13.

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8.5.304.10

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/24/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains additional correction code that enables identification and repair of rule packages that lack a link to metadata objects. This lack was previously causing exceptions and blocking the identification of orphaned packages (see release 8.5.304.09). (GRS-3431)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.10.

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8.5.304.09

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/02/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

The contents of the shipped GRAT .war file have been modified to remove inconsistencies that could cause Class Format exceptions in certain environments when users tried to validate, save or deploy a rule. (GRS-3449, GRS-3442, GRS-3429)

The REST API has been modified to include additional APIs to assist in finding and removing orphaned rule packages (packages that have become invisible after deleting nodes in the business structure) that might block the creation or import of new rule packages with the same name. The following APIs have been added:

- Query orphaned rule packages
- Delete orphaned rule package
- Query rule package by name
- Query rule package by ID

(GRS-3431)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.09.

8.5.304.07

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This version of GRAT is built with Jackson 2.9.8 to address some CVE issues found in Jackson 2.9.6. (GRS-3383)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.07.

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8.5.304.06

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A problem that caused rules templates to be incorrectly reserved by the importer when exported to an XML file and re-imported into GRAT has been corrected in this release. Previously this problem prevented any other GRDT user from publishing templates until they had been manually unreserved by a user with Developer rights in Composer. (GRS-3377)

Some rule packages have previously had issues during compilation due to an incompatibility between the ECJ lib shipped with GRAT and that included in some Tomcat distributions. The GRAT ECJ library has been upgraded to resolve this issue. (GRS-3376)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.06.

8.5.304.03

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/10/19	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This version of GRAT is compatible with Genesys Web Engagement 8.5.1. (GRS-3359)

A problem where GRAT would become unresponsive after a user changed the "Business Name" of a rule package and then subsequently selected the **Rule** tab has been corrected in this release. (GRS-3328)

A problem with imported rules (XML) displaying incorrectly in the **Package History** tab has been corrected in this release. (GRS-3324)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.03.

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8.5.304.02

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/18	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

The following security vulnerabilities have been addressed in this release of Genesys Rules Authoring Tool. These are published vulnerabilities that have been discovered in various libraries that GRAT includes and ships with the product. For this release, these libraries have been upgraded to newer versions with no reported vulnerabilities. Details on each vulnerability can be found in the National Vulnerability Database: https://nvd.nist.gov/.

- BDSA-2009-0005 (CVE-2009-2625)
- BDSA-2016-0027 (CVE-2016-3674)
- BDSA-2016-1289
- BDSA-2016-1303
- BDSA-2017-0661 (CVE-2017-7957)
- BDSA-2017-2248
- BDSA-2018-1190
- BDSA-2018-1426 (CVE-2018-1313)
- CVE-2010-4007

- CVE-2011-4599
- CVE-2012-0213
- CVE-2012-0881
- CVE-2012-2098
- CVE-2013-4517
- CVE-2014-0050
- CVE-2014-0107
- CVE-2014-0114
- CVE-2014-3529
- CVE-2014-3574
- CVE-2014-3604
- CVE-2014-7923

- CVE-2014-7926
- CVE-2014-7940
- CVE-2014-8146
- CVE-2014-8147
- CVE-2014-9654
- CVE-2014-9911
- CVE-2015-1796
- CVE-2015-1833
- CVE-2015-2156
- CVE-2015-5262
- CVE-2015-5922
- CVE-2015-6748

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- CVE-2015-7940
- CVE-2016-6293
- CVE-2016-6809
- CVE-2016-7415
- CVE-2017-3586

- CVE-2017-7867
- CVE-2017-7868
- CVE-2017-12626
- CVE-2017-14952
- CVE-2017-17484

- CVE-2018-1335
- CVE-2018-1338
- CVE-2018-1339
- CVE-2018-7489

Upgrade Notes

No special procedure is required to upgrade to release 8.5.304.02.

8.5.303.20

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/24/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Rule packages deployed at the Department or Process level now appear correctly in the Composer Business Rule block. Previously, when Composer invoked the API to fetch the list of rule packages in GRAT in order to display the list to the user, the API only returned the top-level packages. If the customer had packages defined at lower levels (nested solutions) those packages were ignored. (GRS-3290)

A problem that was causing the date format of outstanding deployments, package history and audit trail to display incorrectly in GMT instead of the appropriate local time has been corrected. (GRS-3289)

A problem displaying rules under business structure sub-nodes in GRAT that could previously occur after upgrading to newer versions of Tomcat (7.0.73+, 8.0.39+, 8.5.22+) has been corrected. This was caused by the prohibition of certain special characters by Tomcat's RFC check, which was introduced in the above versions. GRAT has been modified to work with these newer Tomcat versions correctly. (GRS-3263)

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In some languages, messages that contain variable parts do not render correctly, if the message itself contains single quotes. This issue has been resolved in this version. (GRS-3261)

Calendar exceptions (holiday / time change) specified for the last particular day of the month (for example, the "Last Monday of May") are now processed correctly. Previously, some exceptions designated for the last week of the month were defaulting in error to the fifth week of the month, resulting in their not being assigned at all. (GRS-3230)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.20.

8.5.303.17

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/24/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

GRAT was upgraded in release 8.5.303.16 to protect against a deserialization vulnerability discovered in Jackson 2.9.2. This release of GRAT is now built with Jackson 2.9.4 and Jersey 2.2.6.

Warning: Genesys Web Engagement (GWE) libraries that are included in GRAT still use versions of Jackson that contain this vulnerability, and this can cause problems when deploying rules to the GWE engine. So, only when GRAT is used in conjunction with GWE, customers should revert to GRAT version 8.5.303.14. (GRS-3192)

Previously, when using certain language packs, the browser might display errors when viewing a deployment history that contained failed deployments. Now, such scenarios display correctly. (GRS-3215)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.17.

8.5.303.16

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/30/18	Update		X	X	X	X

What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2016 operating system. See the GRS page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

- Support for the MS SQL 2016 database. See the GRS page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases. (GRS-3204)

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Resolved Issues

This release contains the following resolved issues:

GRAT has been upgraded to protect against a deserialization vulnerability discovered in Jackson 2.9.2. This release of GRAT is now built with Jackson 2.9.4 and Jersey 2.2.6.

Warning: Genesys Web Engagement (GWE) libraries that are included in GRAT still use versions of Jackson that contain this vulnerability, and this can cause problems when deploying rules to the GWE engine. So, only when GRAT is used in conjunction with GWE, customers should revert to GRAT version 8.5.303.14. (GRS-3192)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.16.

8.5.303.14

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/17	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- Advanced Disconnect Detection Protocol (ADDP) is enabled by default in this release.

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Resolved Issues

This release contains the following resolved issues:

A problem with delays in inserting new rules has been corrected in this release by modifications to the way salience (priority order) is generated. The problem arose previously in scenarios involving large rule packages that contained many rules. (GRS-3144)

A classpath error has been corrected in this release. Previously, on some platforms running Tomcat 8 or 8.5, the error made GRAT unable to initialize properly, resulting in the following error in the logs:

```
Database not created on startup, Replacement not found for ${grs_db_driver}.
```

(GRS-3113)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.14.

8.5.303.12

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/12/17	Hot Fix			X		X

What's New

This release contains the following new features and enhancements:

- **Support for Dynamic Loading**—To improve the responsiveness of the GRAT user interface when there are a large number of business nodes and/or rule packages, a new Dynamic Loading feature has been implemented. When this feature is enabled, nodes and rule packages are loaded dynamically when the user expands the folders (on the left-hand side), rather than the entire hierarchy being loaded up-front when the user first logs in. In addition, the performance of creating, updating, and deleting rule packages has been improved. A new configuration option controls this feature:

    - **enable-dynamic-loading**

        Default Value—`true`

        Valid Values—`true, false`

        Description—With value `true`, GRAT loads the business hierarchy and related rule packages on demand when the user opens folders. With value `false`, the entire hierarchy is loaded at user login.

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Resolved Issues

This release contains the following resolved issues:

A problem with formatting any chosen dates for the month of October (month "10") when a rule was used with a "date" parameter (pop-up calendar) has been corrected. (GRS-3138)

New Genesys branding has been applied to Genesys Rules Authoring Tool. (GRS-3118)

Deployments that are invoked from the GRAT REST API now conclude successfully. Previously, an error in saving the history script in Configuration Server caused such REST API deployments to fail. (GRS-3106)

The Undeploy method in the GRAT REST API now correctly returns snapshot and operation values. Previously these values were missing. (GRS-3081)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.12.

Supported Languages

See Release 8.5.x Translation Support.

8.5.303.08

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/02/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The importing of Decision Tables as XLS files has been streamlined in scenarios where the Decision Table references Configuration Server objects like Business Attributes and Transaction Lists, and/or List objects like Agents, Agent Groups, Skills, and so on. (GRS-3115, GRS-3116)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.08.

8.5.303.07

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/02/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **OK** acknowledgement button now displays correctly when a deployment message is displayed. Previously, it was visible for longer messages only after scrolling. (GRS-3074)

An updated version of the Genesys Web Engagement (GWE) library is included with this version. (GRS-3088)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.07.

8.5.303.06

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for Undeploying Rules Packages**—A new **Undeploy** button has been added to the **Outstanding Deployments** dialog for users with the PACKAGE_UNDEPLOY role privilege. Such users can now select a target GRE or cluster and undeploy a package from that location/cluster. Deployment history displays the undeployment. MORE DETAILS

- **Automated Snapshots on Deployment**—GRAT can now be configured to take snapshots automatically at deployment. In the **Deploy** and **Schedule Deployment** dialogs, a **Create snapshot to deploy** check box is now displayed for the LATEST version only of a rules package, for users with relevant permissions. MORE DETAILS

- **Package History Improvements**—Several improvements are implemented in the **Package History** tab:

  - A new column indicates the location in the business structure for changes in the rules.

  - Package history now shows only changes from those business structure nodes to which the user has access.

  - The **Changed by** column can now be hidden by a role privilege (PACKAGE_HISTORY_VIEW_CHANGED_BY).

  - A new column shows the snapshot in which the change is present. MORE DETAILS

- **Support for Database Connection Monitor**—GRAT now detects any loss of connectivity to the repository database and reports the issue in **status.jsp** for load balancers. GRAT continuously monitors the database connection status at a regular configurable intervals. If the database connection fails, the monitor now sets the status to SYSTEM_STATUS_DB_NOT_CONNECTED. Later when the database connection is detected to be normal, the monitor resets the status to normal. MORE DETAILS

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- **Application Server Support**—Tomcat 8 and 8.5 are supported in this release of GRS.

- **Linear Rule Improvements**—The maximum limit of 6 segments (text plus variables) on Conditions or Actions in linear rules has been increased to 9 in this release. An error message is displayed if this limit is breached.

- **Business Calendar Enhancements**—Business Calendar exceptions can now be prioritized by users in order to avoid potential clashes. MORE DETAILS

- **Rule Export Enhancements**—When exporting Rule Templates as XML, users now can choose which rule packages to export. Previously, all rule packages from the repository were exported.

Resolved Issues

This release contains the following resolved issues:

Previously, when exporting a decision table to XML, or exporting an entire rule package containing decision tables as XML, GRAT injected an XSD section into the first column of each decision table. When a user imported the rule or rule package again, it could sometimes cause the DROOLS compiler to hang when rendering package source, creating a snapshot or deploying. This has now been corrected. (GRS-3044)

An exception generated when a user selected a SNAPSHOT from the Deploy screen and then clicked "Show Package Source" has been corrected in this release. (GRS-3043)

GRAT now correctly handles template parameters that are defined as "string" and contain embedded curly brace characters ({). (GRS-3037)

GRAT now correctly handles German UTF letters in solution names. Previously this problem caused the whole solution's business structure to fail to load. (GRS-3036)

GRAT now creates the RBAC mappings script folder at the correct location in a single-tenant environment. (GRS-3028)

GRAT now copies and pastes timezone selection correctly in Test Scenarios. Previously, copy and paste operations caused the pasted timezone to render incorrectly as GMT. (GRS-3011)

A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the

GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)

GRAT's health check jsp (status.jsp) now only returns HTTP 200 (OK) when status is healthy (SYSTEM_STATUS_OK). This makes it consistent with how GRE's **status.jsp** works, and helps load balancers to direct traffic to healthy GRAT nodes without having to inspect the text response. (GRS-2974)

GRAT now no longer generates $env for Decision Tables when using templates that support Complex Event Processing (such as Genesys Web Engagement). (GRS-2966)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.303.06.

8.5.302.12

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/13/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

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Previously, when exporting a decision table to XML, or exporting an entire rule package containing decision tables as XML, GRAT injected an XSD section into the first column of each decision table. When a user imported the rule or rule package again, it could sometimes cause the DROOLS compiler to hang when rendering package source, creating a snapshot or deploying. This has now been corrected. (GRS-3044)

An exception generated when a user selected a Snapshot from the **Deploy** screen and then clicked **Show Package Source** has been corrected in this release. (GRS-3043)

GRAT now correctly handles template parameters that are defined as "string" and contain embedded curly brace characters ({). (GRS-3037)

GRAT now correctly handles German UTF letters in solution names. Previously this problem caused the whole solution's business structure to fail to load. (GRS-3036)

GRAT now creates the RBAC mappings script folder at the correct location in a single-tenant environment. (GRS-3028)

A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.12.

8.5.302.09

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/11/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

All fields in GRAT are now exported to Excel as text fields. Previously, numeric fields were exported as numeric cells in Excel, which caused problems with numbers containing more than 15 digits. Leading zeroes were also stripped. (GRS-2933)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.09.

8.5.302.08

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/19/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A problem with inconsistent encoding and formatting of October dates (month "10") has been corrected. All dates now encode correctly to the format defined for the locale. (GRS-2978)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.08.

8.5.302.07

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/19/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for Role-Based Access Control at rule-package level**—Previously, GRAT used Configuration Server Roles to provide only global access control to all packages in a given node of the business hierarchy. Release 8.5.302 now provides package-level overrides to these global roles—role privileges can be restricted to specific rule packages by applying Role-Based Access Control at the rule package level. See **New Features By Release**.

- **Deployment to Genesys Web Engagement Clusters**—In this release GRS supports deployment to Genesys Web Engagement (GWE) clusters.

- **New Business Calendar template sample**—In this release a sample template, rule package, and some test scenarios are added to the samples directory. A new section is added to the **Best Practice Guide** to explain the new template.

- **Streamlining of GRAT node removal**—Removing a node from a GRAT cluster has been streamlined to avoid manual database interventions. The removal and database clean-up processes are now automated and controlled by new configuration options. See **New Features By Release**.

- **Database Support Changes**—The following changes are made in database support:
  - Support for Oracle 12c RAC is implemented.
  - Support for all variants of DB2 is discontinued.

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Resolved Issues

This release contains the following resolved issues:

A problem that caused shifting of action/condition values to another action/condition of a Decision Table or Test Scenario has been fixed. The issue occurred when a user tried to remove an existing action/condition before a newly added action/condition had been completely saved in the Decision Table or Test Scenario. (GRS-2961)

A problem that caused forced deployments to fail has been corrected. Previously, if a deployment was already in progress when a forced deployment of the same rules package was initiated, the forced deployment would fail to complete and would not appear in deployment history. (GRS-2949)

A problem that caused SessionManager to throw an exception when trying to clean up an expired user who was still logged on has been corrected. (GRS-2941)

The handling of scheduled deployments has been made more robust in order to prevent terminations of the Schedule Deployment thread occurring whenever errors or exceptions were encountered. (GRS-2940)

The default value of the `clear-repository-cache` configuration option has been changed to `true`. Previously, the default value was set to `false` so that the GRAT server could start quickly in cold HA scenarios. Active HA is now supported by GRAT and this option setting for cold standby HA is no longer advised. (GRS-2939)

A problem with calendar locking has been corrected. Previously, although calendars were correctly locked, users might not see the locked indication until attempting to save a change. (GRS-2911)

A problem with use of the hashtag (#) character in rule syntax has been fixed. This was causing the creation of snapshots of rules that contained the hashtag to fail to complete and deployments to remain in pending state. (GRS-2885)

A problem that caused changes to rules being inadvertently saved has been corrected. Previously, if a user made a change to a rule (without saving) and then clicked **Validate rule**, the unsaved changes were inadvertently committed. Also, if user made a change to a rule (without saving) and then clicked **Save**, but later tried to cancel, the unsaved changes were inadvertently committed. (GRS-2852)

Validation has been added to detect invalid values for the `splitTest` field in the Create Rule and Modify Rule REST APIs. (GRS-2802)

The Create Package REST API now should supports the `global` attribute as well as the wildcard (*)

attribute. (GRS-2783)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.302.07.

8.5.301.03

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/07/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **GRAT Clustering**—In release 8.5.301, you can now configure clusters of GRAT servers which deliver much greater resilience and availability, enabling instant switchovers between GRAT nodes that are members of the cluster.

  - **Load Balancing**—A load balancer can evenly distribute the load across the available GRAT nodes in the cluster, or can distribute the load based on other criteria, such as the geographic location of the browser.

  - **High Availability**—An n-node cluster configuration can be used to deliver High Availability—for example, if a customer wants to use one GRAT server as primary and another as a secondary/backup warm-standby server, a load balancer could be configured to send all traffic to the primary server. In the event of a failure (or planned maintenance) of the primary GRAT server, the load balancer switches and sends traffic to the warm-standby secondary/backup GRAT server.

- **Additional Columns Support**—The previous limit of 30 columns in GRAT Decision Tables and Test Scenarios has been increased to 50 columns in this release.

FULL DETAILS

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Resolved Issues

This release contains the following resolved issues:

Unschedule and Edit functionality for scheduled deployments now works as expected. Previously, you could neither successfully unschedule, reschedule nor edit a scheduled deployment at the Tenant level in the **Deployment History** tab, unless the rules package was first selected from the tree node. Such attempts might appear successful but would leave the deployment permanently scheduled or the edits unsaved. (GRS-2826)

Scheduled deployments that could not be started at deployment time, because of Configuration Server unavailability, and also failed to deploy at the retry time (after Configuration Server connection was re-established) are now correctly deployed. (GRS-2818)

Session timeout information messages now display correctly when such timeouts occur. Previously, only a login screen displayed. (GRS-2777)

Errors in displaying Test Scenario results for rules package with long names and/or descriptions have been corrected. (GRS-2726)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.301.03.

8.5.300.08

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/30/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A problem with database parameter types in GRAT, because of which parameter values were not successfully fetched from the database, has been corrected. Previously, this might have required the user to log in several times to see the parameter values. To make the correction effective, database users must have read access to these system tables:

- V$VERSION for Oracle
- SYSIBM.SYSDUMMY1 for DB2.

(GRS-2793)

The following problem related to export and import of a rule has been corrected: when you exported a rule into .xls-format and then imported it back, the rule condition or action value was not selected. This happened only in the cases in which the rule had a selected condition or action value that included consecutive spaces. The problem still remains in the case of Context Service rules, which will be fixed in a future release. (GRS-2799)

A new version of the Split Testing template is provided in this release. Previously, importing of .xml- and .xls-format rules failed in **Split Test Configuration**. To enable the fix, you need to load the

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new version of the Split Test template (`grs_splittest_template.xml`) and re-add the template to any rule that used the former version. (GRS-2801)

A security vulnerability known as *session fixation*, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)

Conversation Manager template-related classes now integrate correctly with Composer. Previously, there were some instances of mismatches in Fact fields in Composer. To enable the correction, you must re-import the Conversation Manager template and update the rule package to point to the newly imported template. (GRS-2810)

When a Test Scenario is run for Conversation Manager rule packages, any updates to Customer Profile fields that were already specified in expected results are now correctly verified. Previously, this was not the case and, as a result, Test Scenario results did not reflect the updates. (GRS-2813)

After the upgrade to 8.5.300 and Java 8, certain rule packages—such as the ones using the Conversation Manager rule template—could not be deployed. This was caused by the lack of Java 8 support in version 3.5.1 of the Eclipse Compiler for Java (ECJ). ECJ has been upgraded in this release to 4.5.1 (the latest stable version as of the release of 8.5.300.08) which appropriately supports Java 8. (GRS-2814)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.08.

8.5.300.06

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **A/B/C Split Testing** allows you to compare the business outcomes of alternative rule scenarios before rolling out significant changes to the way you make your business decisions. With Split Testing you can make, test and review changes incrementally to test their effects before committing to a particular change set. See the **Deployment Guide** for full information.

- **Enhanced Rule Locking/Unlocking**—Further enhancements are made in this release to record locking/unlocking, as follows:

  - If a rule, calendar or test scenario are locked, a new mouseover tooltip over the ID column shows who has locked the rule.

  - Users/administrators with the new `OVERRIDE_LOCKS` permission can unlock rules locked by other users.

  - The unlock feature is also applied to Business Calendars as a new drop-down. The behavior is the same as for rules—a user can lock/unlock their own calendar, and users/administrators with `OVERRIDE_LOCKS` permission can override such locks.

- Support for Java 8 is implemented and mandatory for GRAT and GRE in this release.

- Support for JBOSS 7.x is discontinued in this release.

- Support for RHEL 5 32-bit is discontinued in this release.

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Resolved Issues

This release contains the following resolved issues:

A version retrieval problem in package Deployment History has been corrected. Previously, the version was always reported as 2. (GRS-2778)

Deployment IDs are now handled correctly in cold standby scenarios. Previously if the standby GRAT was started (after a Primary failure), deployments might use deployment IDs that had already been used by the other instance. This could cause issues where GRE Smart Clusters were being used, because the Deployment ID is used to determine if a rule package is current or outdated during synchronization. (GRS-2769)

A problem with the simulated timezone in Test Scenarios being set to GMT in error has been corrected. Previously, this occurred when a user changed any field in the Test Case Summary (Description, Phase or Simulated Date/Time). (GRS-2746)

A misleading error message that was displayed on the GRAT login page when the user did not have execute permission for the client application has now been corrected. (GRS-2739)

A problem with creation of rules via the REST/API that were not visible in GRAT has now been corrected. (GRS-2731)

In the Modify Rule API, modification of the value of the **Phase** field has been tightened to prevent the use of a non-existent field value. (GRS-2727)

A problem with corrupted characters appearing in non-English environments when a rule package was imported as an XML file and a non-English Business Name was specified has been corrected. The previous workaround is no longer required. (GRS-2721)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.06.

Release 8.5.2

Genesys Rules System Rules Authoring Tool Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Genesys Rules System Rules Authoring Tool, if available, in the tree menu on the left or in the list of Available Releases.

8.5.200.18

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/16/17	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

New Genesys branding has been applied to Genesys Rules Authoring Tool. (GRS-3118)

A button display problem has been fixed. Previously, after a Google Chrome upgrade, buttons in the GRAT UI were displaying incorrectly with a pixel gap between the label and the button's edge. (GRS-2987)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.18.

8.5.200.17

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/04/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues

Resolved Issues

This release contains the following resolved issues:

A problem that caused forced deployments to fail has been corrected. Previously, if a deployment was already in progress when a forced deployment of the same rules package was initiated, the forced deployment would fail to complete and would not appear in deployment history. (GRS-2949)

A problem that caused SessionManager to throw an exception when trying to clean up an expired user who was still logged on has been corrected. (GRS-2941)

The handling of scheduled deployments has been made more robust in order to prevent terminations of the Schedule Deployment thread occurring whenever errors or exceptions were encountered. (GRS-2940)

All fields in GRAT are now exported to Excel as text fields. Previously, numeric fields were exported as numeric cells in Excel, which caused problems with numbers containing more than 15 digits. Leading zeroes were also stripped. (GRS-2933)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.17.

8.5.200.16

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/17/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A security vulnerability known as *session fixation*, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)

Conversation Manager template-related classes now integrate correctly with Composer. Previously there were some instances of mismatches in Fact fields in Composer. To enable the correction, you must re-import the Conversation Manager template and the rule package must be updated to point to the newly imported template. (GRS-2810)

Previously, when a Test Scenario was run for Conversation Manager rule packages, any updates to Customer Profile fields that were already specified in expected results were not being correctly verified, thus giving Test Scenario results that did not reflect the updates. This has now been corrected. (GRS-2813)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.16.

8.5.200.15

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/23/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

An intermittent problem with GRAT server initialization has been corrected, Previously, an HTTP 500 error might be generated during deployment. (GRS-2791)

A further modification has been made to the handling of non-English characters in Snapshot names. Previously, such characters could cause Audit History to fail to display correctly. (GRS-2788)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.15.

8.5.200.14

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Non-English characters in Snapshot names are now correctly handled. Previously, such characters would cause deployment of the Snapshot to fail. (GRS-2770)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.14.

8.5.200.11

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/17/15	General		X	X	X	X

- **Rule Authoring REST API**—In this release, API functions to manage Rule Packages, Rules, Business Calendars, Snapshots and Deployment are provided. Applications or custom user interfaces (which can run in parallel to or instead of the Genesys Rules Authoring Tool web application) can use this API to perform rule authoring and deployment. Please read the **GRS REST API reference document** for full information.

- **GRE Clustering Improvements**—Several improvements have been implemented in the way GRE clusters are created and configured, in order to enable partial deployments and auto-synchronization of rules packages across a cluster. See **New in Release 8.5.2**.

- **Enable/Disable Business Calendars in GWE**—Genesys Web Engagement (GWE) did not originally support Business Calendars in its Complex Event Processing (CEP) engine. In GRAT, this feature was disabled for GWE rules. However, to support Business Calendars for CEP in a future GWE release, a new configuration option—enable-cep-calendars—has been implemented to enable users to enable or disable this feature. The default value is false.(disabled). See **New in Release 8.5.2**

- GRS 8.5.2 supports the Safari 8.x browser.

- If a user attempts to log out with rules that have not yet been saved, they are now warned, and shown additional detail about which rule packages and rules have not been saved. Previously, no warnings or prompts were shown.

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Resolved Issues

This release contains the following resolved issues:

An issue with Test Scenarios showing an incorrect rule execution result when using the Date parameter type has been resolved. (GRS-2695)

An XML injection issue, which could lead to a potential security exposure, has been fixed in this version of GRAT. In addition, the configuration options of any applications connected to GRAT will no longer be logged as they could contain sensitive information. (GRS-2665)

An error in the configuration sequence for creating a connection to Configuration Server has been corrected. (GRS-2655)

When a user edits a locked rule, the lock/unlock and save/unsave statuses are now correctly displayed. (GRS-2647)

A problem with incomplete saving of Test Scenario data has been corrected. Previously, only Name, Phase and Time zone were saved. Now all other data fields are also correctly saved. (GRS-2584)

Upgrade Notes

No special procedure is required to for a simple upgrade to release 8.5.200.11. However, to take advantage of clustering auto-synchronization features in this release, please refer to migration information in the Deployment Guide.

Release 8.5.1

Genesys Rules System Rules Authoring Tool Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Genesys Rules System Rules Authoring Tool, if available, in the tree menu on the left or in the list of Available Releases.

8.5.100.24

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/10/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Help button now points correctly to 8.5.1 Help topics. Previously it pointed to 8.5.0 Help topics. (GRS-2729)

A security vulnerability known as *session fixation*, which results from the session ID not being reset to a new value after a successful login, has been fixed. (GRS-2803)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.24.

8.5.100.23

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/05/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A problem with JBOSS 7.1.1 and WebSphere 8.5 deployments failing because of an invalid character in the `web.xml` file has been corrected. (GRS-2668)

A potential security exposure caused by an XML injection issue has been corrected. In addition, the configuration options of any applications connected to GRAT are longer logged because they might contain sensitive information. (GRS-2665)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.23.

8.5.100.21

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/16/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Automatic Protocol Detection Override**—You can use the new `deploy-method` configuration option to override the automatic detection of the protocol that is used to construct the "callback" URL used by GRE to fetch the DRL. Previously, when deploying from GRAT to GRE, GRAT autoamtically detected whether it was running http or https, and used that protocol in the URL construction. However, when running through an ELB, GRAT could sometimes incorrectly detect https, when the link between the ELB and GRAT server was http. GRE will use the selected method—either `auto` (default) or `http` or `https`—to connect with the GRAT server during rule package deployment.

- **Unlocking Rules**—An **Unlock Rule** option has been added to the **Options** drop-down menu to enable users to unlock and work with a rule that they themselves had previously locked in different browser session. Previously, the rule remained locked until the session timeout was applied.

- **Enable/Disable Nested Solutions**—In GRS 8.5.100.18, a new feature—**Nested Solutions Business Hierarchy**—was added. This enables an authorized user to create a new rule package anywhere in the business hierarchy. Because some customers might want to restrict their users to creating rule packages only under the **Solution** node, in release 8.5.100.21 a new configuration option—`enable-nested-solutions`—has been implemented to allow users to enable or disable this feature. Disabling this feature is recommended for iWD users.

  - Option name—`enable-nested-solutions`

  - Valid values—`true/false`

  - Default value—`true`

  - Description—Controls whether users can create new rule packages under any node in the hierarchy. For iWD, it is recommended to set this option to `false`.

- **Localization Support**—This release supports localization into French Canadian (FRC).

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- **GRE Compatibility**—This release of GRAT depends on Genesys Rules Engine 8.5.100.12. Users should install this GRE to enable all GRAT functionality.

Resolved Issues

This release contains the following resolved issues:

Login security has been further hardened against cross-site scripting attack. (GRS-2624)

Previously, if a rule was locked, GRAT users were still able to add conditions/actions and make changes to the contents, even though when they attempted to save the update, an error was correctly generated saying that the rule was locked. Now, it is not possible to enter any changes to a locked rule. (GRS-2617)

Special characters are now supported in Rule Package descriptions. (GRS-2605)

Column widths in the GRAT Audit Tab can now be altered normally. Previously, the width of the last two columns could not be altered. (GRS-2579)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.21.

Supported Languages

The following table lists the languages supported by this release.

ARA	CHS	CHT	CSY	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
	X			X	X	X	X	X					X		

8.5.100.18

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/20/15	General		X			X	X	X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Rules System Rules Authoring Tool.

- **Support for Test Scenarios for Conversation Manager Templates**—Support for rule test scenarios is extended to include scenarios for rules based on the Conversation Rules template. **FULL DESCRIPTION** (Best Practice/User Guide)

- **Enhanced Test Scenario Results**—Test scenario results can now show details of how individual rule conditions were evaluated, enabling much more detailed debugging during rule development. Before the 8.5.1 release, only the result of rules that fired were returned to the REST client that made the rule evaluation request. Now, details of the rule execution log can be displayed in the Test Scenario results window. **[+] SHOW RULE EXECUTION LOG**
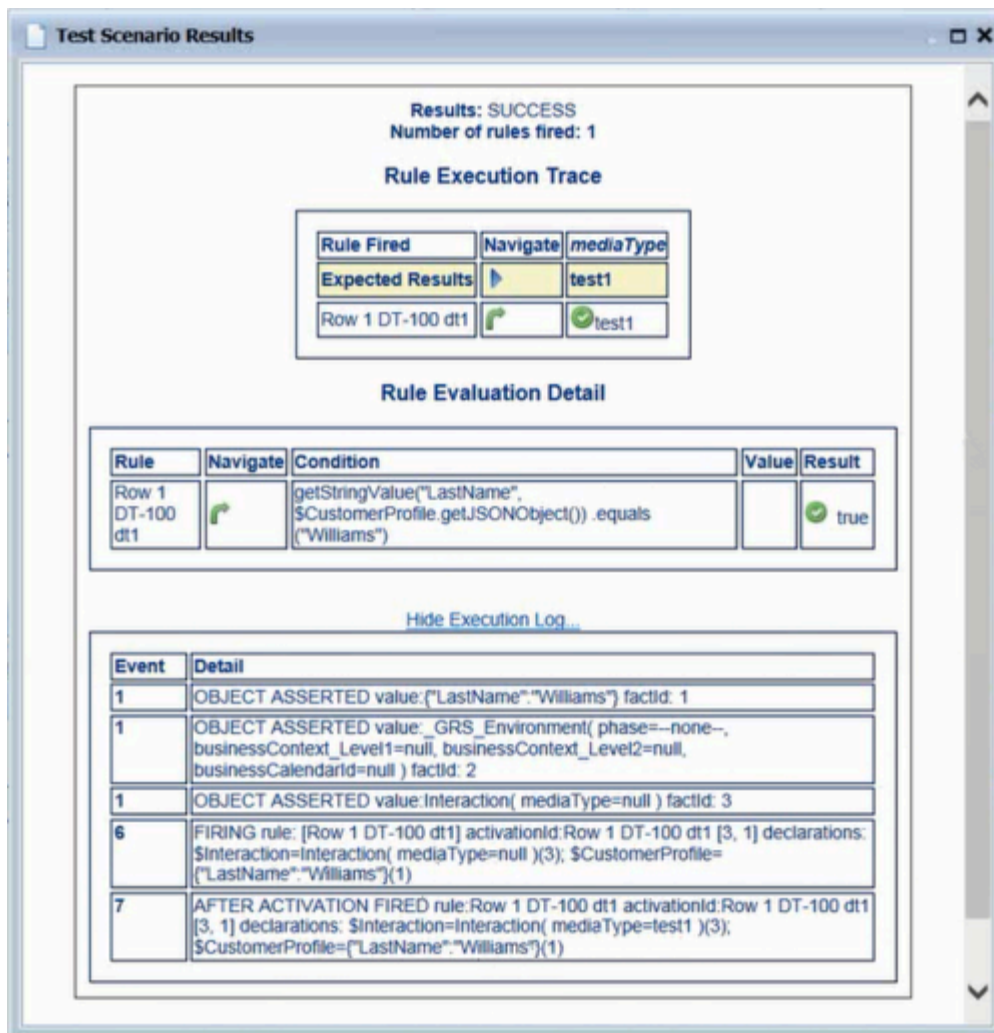
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- **Nested Solution Business Hierarchy**—You can now add a new Rule Package at any node in the business hierarchy (a nested solution), rather than just at the first level. See **FULL DESCRIPTION** (Best Practice/User Guide)

- **Cross-site browser security features** have been enhanced in this release.

- To improve performance, Business Context parameters are now fetched once per user session and cached on the session. The cache is replaced if the user refreshes the browser or logs off.

- Configuration option use-legacy-language-pack-webhelp has been removed. In release 8.5.1, all translated help is available online, so this option is no longer required.

- The **Refresh** button has been globally replaced by a refresh icon (circling arrows). It appears at top of the table on the right for both **Deployment** and **Deployment History** screens.

- **Changes to Supported Platforms**

  - Support for RHEL 7 64-bit native.

  - Support for Windows 2012.

  - Removal of support for Windows 2003.

- **Changes to Supported Application Servers**
  - Removal of support for Java 6. Only version 7 of JDK or JRE is now supported.
- **Changes to Supported Databases**
  - Support for MS SQL Server 2012.
  - Support for Oracle 12c.
  - Support for PostGRESQL 9.4.

Corrections and Modifications

This release also includes the following corrections or modifications:

Previously, multiple GRAT users sharing the same browser could use a previous user session if the previous user did not log off properly. This issue has been fixed in this release. (GRS-2601)

When permissions `Rule Modify` is `true` but `Rule Delete` is `false`, users were not able to delete rows within a Decision Table. The logic has been corrected to allow a user to add/copy/delete rows within a Decision Table in this case, but not delete the Decision Table rule itself. (GRS-2597)

Users who do not have `Modify Rules` permission now no longer have the **Revert** option enabled. (GRS-2590)

Column widths in the GRAT **Audit** Tab can now be altered normally. (GRS-2579)

Rule export is now disabled until a rule has been saved. Attempting to export an unsaved rule now generates an error message. (GRS-2542)

The export of a rule as an XLS file was not working properly when the configuration option `list-object-use-name` was set to `true`. This error has been corrected in this release. (GRS-2538)

A problem with the handling of an incorrect date in Test Scenarios has been corrected in this release. (GRS-2502)

Simulated Time Zones are now correctly processed during the export of a Test Scenario. (GRS-2484)

It is no longer possible to create, edit or schedule a snapshot that contains an incorrectly formatted time. (GRS-2461)

A problem with a snapshot's name being changed in error to LATEST after a modification to a scheduled deployment has been corrected. Snapshot names are now handled correctly. (GRS-2460)

Release 8.5.0

Genesys Rules System Rules Authoring Tool Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Rules System Rules Authoring Tool, if available, in the tree menu on the left or in the list of Available Releases.

8.5.001.21

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/22/15	Hot Fix		X			X	X	X

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

- Business Calendars Dynamic Timezone Support—Business calendars have been enhanced to allow the timezone to be provided at rule-evaluation time.

  When the GRAT user configures a business calendar, a timezone is chosen along with the other attributes of the calendar (normal work week, exceptions, holidays). In some cases, you might want to have the same calendar reused for different timezones.

  In this release, the standard methods that can be accessed from within the rule template have been extended to allow the timezone ID to be passed in at rule evaluation time. If the timezone ID is not passed in in this way, then the "saved" timezone is used. If the timezone ID is passed in, then it overrides the saved timezone and the calculations will be done using the passed-in timezone.

  The following new method signatures have been added to the `BusinessCalendar` object, and can be invoked from within a rule function:

  - `public boolean isWorkingDay(Date theDate, String timeZoneID);`
  - `public boolean isHoliday(Date theDate, String timeZoneID);`
  - `public boolean isException(Date theDate, String timeZoneID);`
  - `public boolean isWorkingTime(Date theTime, String timeZoneID);`
  - `public int diffWorkingDays(Date date1, Date date2, String timeZoneID);`
  - `public int diffWorkingHours(Date date1, Date date2,String timeZoneID);`
  - `public int diffWorkingMinutes(Date date1, Date date2, String timeZoneID);`
  - `public long diffWorkingSeconds(Date time1, Date time2, String timeZoneID);`

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- `public Date beginningOfWorkingDay (Date time, String timeZoneID);`

- `public Date endOfWorkingDay (Date time, String timeZoneID);`

- Business calendars have been enhanced to distinguish between holidays and non-working days. Four new methods have been added to the business calendar object:

  - `isHoliday()`—Returns whether this calendar day is a holiday. Holidays are always non-working days.

  - `isHoliday(date)`—As for `isHoliday()` but allows you to specify the date to check.

  - `isException()`—Returns whether the day is an exception to the standard work schedule. An exception includes either a time change or a holiday.

  - `isException(date)`—As for `isException()` but for a specified day.

- Timezone names are now prefixed with their UTC offset to enable easier sorting and display in drop-down lists. For example; `(UTC-5) Eastern Standard Time`.

- A new role privilege—`Business Rule - Edit Only`—allows a user to edit and save **only** the parameter values of a rule. (No other permissions are granted with this role privilege—such as adding new conditions or actions, moving rules or changing their order, adding, deleting or copying rows, making changes to the rule summary.) If `Business Rule - Modify` has value `false` and `Business Rule - Edit Only` has value `true`, this behavior is enabled. If `Business Rule - Modify` has value `true`, then `Business Rule - Edit Only` is ignored.

- In order to enable users to control whether either the name or the display name of a Configuration Server list object is encoded in the DROOLS rule file, a new configuration option has been implemented:

  Option name: **list-object-use-name**
  Valid values: true/false
  Default: false

  When parameters are used that reference Configuration Server list objects, this option controls whether the name or display name is encoded in the rule file. Specify `true` to use the **Name** field or `false` (default) to use the display name.

- You can now choose to either show or hide the **ID** and **NAME** columns in individual Decision Tables. The user interface now displays the 'hide' option (**X**) on both **ID** and **Name** columns of a Decision Table body. (Previously this was displayed only for Conditions/Actions.) Click **X** to hide the column for any Decision Table. This preference is saved, so it will persist.

  When the **ID** or **NAME** column is hidden, under **Add Condition** you will also see new entries—**Show ID Column** and/or **Show Name Column**—at the top of the list. These options allow you to show a previously hidden column.

Corrections and Modifications

This release also includes the following corrections or modifications:

In certain situations, the order of execution of the rows within a decision table can be unpredictable, especially when using wildcards. This has been corrected by forcing all rows of a decision table to

have a unique salience (priority) value. For this to take effect, any rule package where this is occurring must be re-deployed to GRE. (GRS-2520)

An incorrect message that was generated when deleting a scheduled snapshot has been corrected. The correct message now displays. (GRS-2447)

Incorrect parsing of Web Service parameters that could occur if the web service returned a character set encoding (for example, UTF-8) has been fixed. (GRS-2440)

Business calendars can now support a 24-hour workday. To specify a 24-hour workday, specify midnight for both start/end times. (GRS-2439)

The full list of time zones is now available in both Business Calendars and Test Scenarios. Previously, the list of time zones in the business calendars was inconsistent with the time zones visible in Test Scenarios. (GRS-2438)

GRAT has been modified to resolve an internal error (`ArrayOutOfBoundsException`) which could occur if a linear rule exceeded the maximum number of parameter columns because of a bug in the rule template. (GRS-2410)

8.5.001.13

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/03/14	General		X			X	X	X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Rules System Rules Authoring Tool.

- **Conversation Manager Template and Rules**—A new standard template and rules package specifically for use with Conversation Manager has been developed to enable much faster deployments that can later be scaled up according to customers' requirements. A new document describes the contents of these new templates and some special configuration requirements you must make in order to use them. See Conversation Rules Templates Guide.

- **Support for Wildcards in Decision Tables**—You can now use a wildcard symbol (*) in row data in a decision table if the feature is enabled by option `decision-table-enable-wildcards`. For more information see Decision Table Wildcards.

- **Online Help files for GRAT are now in the cloud.** Previously, a WebHelp module was supplied with the installation package. Now, Help content is delivered by default via the docs.genesys.com website. One new configuration option—`help-file-url`— controls the default URL of the Help content for customers who require locally hosted Help content. Another new configuration—`use-legacy-language-pack-webhelp`— allows users to specify whether to revert to the previous version of localized embedded WebHelp where a current translated version is not available in the cloud. See GRAT Configuration Options.

- On import of a rule package, the default value of the `auto-save` option has been changed to on.

- A status monitor—status.jsp—has been added to GRS to allow load balancers to easily monitor heartbeat/status of GRAT and GRE servers without creating new user sessions for each status request. Example—`http://<host>:port/genesys-rules-authoring/status.jsp` returns the following simple strings representing current status:

  - SYSTEM_STATUS_OK—System is OK.

  - SYSTEM_STATUS_CONFIG_SERVER_NOT_CONNECTED—Unable to connect to primary/backup Configuration Server.

  - SYSTEM_STATUS_DB_INITIALIZING—Currently initializing repository.

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- SYSTEM_STATUS_DB_NOT_CONNECTED—Unable to connect to or access repository database.

- Additional information has been added to GRAT describing the all-or-nothing way deployment to a cluster works.

- A new Best Practice/User Guide is delivered with this release. This document describes how to create templates, author rules and work with the Composer Business Rule Block to develop a rules solution. The document is here.

- Introduction of Genesys Rules Authoring Tool Language Packs. Language Packs allow installers to select the language in which the user interface (UI) and online help files display.

Corrections and Modifications

This release also includes the following corrections or modifications:

GRAT logging has been modified to ensure that application database IDs are correctly sent to Message Server. GRAT alarms, which were not being generated, now function correctly. (GRS-2370)

The Composer Rule Block was unable to fetch the Fact information from certain rule packages that contained custom classes. This has been fixed in this release. (GRS-2360)

GRAT Server failover to backup Configuration Server was not working properly, especially with logged in GRAT users. This has been corrected in this release. (GRS-2344)

Scheduled deployment times could become corrupted if users first select a decision table before deploying. In this case the default time was shifted to the GMT timezone. This issue has been corrected in this release. (GRS-2309)

Rule package deployment processes have been optimized to stop errors from causing unnecessary load on Configuration Server. (GRS-2279)

8.5.000.18

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Further modifications have been made to ensure that the fix to the problem with database parameter types in GRAT, because of which parameter values were not being successfully fetched from the database, functions correctly across all supported databases. To make the correction effective, database users must have read access to these system tables:

- V$VERSION for Oracle
- SYSIBM.SYSDUMMY1 for DB2.

(GRS-2793)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.18.

8.5.000.17

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/12/15	Hot Fix		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A status monitor—status.jsp—has been added to GRS to allow load balancers to easily monitor heartbeat/status of GRAT and GRE servers without creating new user sessions for each status request. Example—`http://<host>:port/genesys-rules-authoring/status.jsp` returns the following simple strings representing current status:

  - `SYSTEM_STATUS_OK`—System is OK.

  - `SYSTEM_STATUS_CONFIG_SERVER_NOT_CONNECTED`—Unable to connect to primary/backup Configuration Server.

  - `SYSTEM_STATUS_DB_INITIALIZING`—Currently initializing repository.

  - `SYSTEM_STATUS_DB_NOT_CONNECTED`—Unable to connect to or access repository database.

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Resolved Issues

This release contains the following resolved issues:

A problem with Database Parameter type in GRAT, because of which parameter values were not successfully fetched from the database, has been corrected. Previously, this might require the user to log in several times to see the parameter values. (GRS-2793)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.17.

8.5.000.16

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/09/15	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Previously, if the user's template contained a large number of conditions or actions, it was difficult/impossible to select them because they were not properly displayed in a scrollable area. This issue has been fixed in this release. (GRS-2760)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.16.

8.5.000.14

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/12/15	Hot Fix		X			X	X	X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

A problem with handling an incorrect semi-colon in the `import` statement of `index.jsp` in some versions of Tomcat has been corrected. (GRS-2534)

Deployments were failing in environments where GRAT was front-ended by a firewall or load balancer whose external port was different from the GRAT application server's. This issue has been corrected. (GRS-2278)

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Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
11/04/14	Hot Fix		X			X	X	X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

A migration problem affecting only iWD 8.0 has been corrected. The System tenant is now correctly mapped to the Resources sub-tenant on a single-tenant Configuration Server. Previously, the migration tool was attempting to map the System tenant to the Environment tenant in this scenario. (GRS-2446)

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8.5.000.11

Genesys Rules System Rules Authoring Tool Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
04/30/14	General		X			X	X	X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Rules System Rules Authoring Tool.

- **Deployment Enhancements**—More details are now available to the user when deploying to a cluster. These details show the deployment status and deployment times of each node in the cluster. Click here for more information.

- **Decision Table Enhancements**—Users can now easily reorder the rows within a decision table. A new configuration option allows the administrator to set the order of evaluation (top to bottom or bottom to top). Click here for more information.

- **Repository Performance Enhancement for Oracle 11 users**—For Oracle users, a performance enhancement is available that is enabled only when you create a new database repository when initially installing or migrating to 8.5.0. Click here for more information.

- **Java runtime changes**—GRAT requires the Java JDK during installation, but only requires the JRE once it is deployed and running in an application server such as Tomcat, JBOSS or IBM WebSphere.

- **Single Sign-On**—GRAT now participates in the Genesys Single Sign-On (SSO) framework where deployment takes place to a Genesys Engage cloud SSO environment. When GRAT is deployed into this environment, GRAT users will log in once to the portal. If they choose GRAT, they will bypass the GRAT login screen if they are still authenticated. Note that this feature does not apply for Genesys on-premise customers deploying GRS. Some additional configuration options have been implemented to support this feature. Click here for more information.

- Support for Internet Explorer 10 and 11.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Start dates in the Simulated Time of test scenarios are now processed correctly where differences between user-selected timezones and server timezones exist. (GRS-2113)

GRAT now prevents deployment if the Configuration Server connection is down. This is necessary to permit GRAT to perform a cross-check of rules against the business hierarchy. (GRS-2260)

Minor problems with resizing of the browser window that previously caused certain buttons to become hidden have been corrected. (GRS-1340)

Decision tables can now be exported as XLS spreadsheets as well as XML files when the Genesys Rules Authoring Tool is deployed on WebSphere. (ER# 276512936)