GENESYS™

Genesys Intelligent Automation

9.0.116.20

12/20/2025

9.0.116.20

Genesys Intelligent Automation Release Notes

9.x **Genesys Intelligent Automation** is part of 9.x starting in 9.0.000.01.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/06/22	General						X

What's New

This release contains the following new features and enhancements:

- If the same DTMF option is added, the request is rejected and a warning message is displayed. (SPCHSTRM-3513)

Resolved Issues

This release contains the following resolved issues:

The historical tables were not trimmed in Oracle databases and an exception was generated. This issue is now fixed. (SPCHSTRM-3801)

(Applicable only for MS-SQL databases) Aggregate tables (around 11 tables) are now updated as part of the hive-off and report generation process. A new **Aggregate Table - Cleanup** option is available in the **Maintenance** page to perform this operation. In previous releases, additional rows wereadded from the day tables to these tables during the hive-off process causing duplicate rows. This issue is now fixed. An additional benefit with this fix is improved hive-off processing times due to a smaller dataset. (SPCHSTRM-3762)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Intelligent Automation

Genesys Products

- List of Release Notes

9.0.116.20

The issue with text overflow in the buttons in web IVR calls is now fixed. (SPCHSTRM-3759)

Due to the security vulnerabilities (CVE-2022-21724, CVE-2022-26520, CVE-2020-13692, CVE-2018-10936), the PostgreSQL database has been updated to 42.3.3.

Important

PostgreSQL database is not supported by Intelligent Automation.

(SPCHSTRM-3755)

The issue with importing callflows that had any special character like parenthesis as part of the callflow name is now fixed. They can be opened but if there are any changes made to the calllflow, the callflow name must be changed not to include special characters. (SPCHSTRM-3727)

The GUI Tomcat server now supports larger header and payload data sizes. (SPCHSTRM-3723)

The new **Aggregate Table - Trim** option in the **Maintenance** page now allows deleting records from the earliest date to the current date from the Aggregate Tables.

- Aggregate tables in Oracle
- Aggregate tables in MSSQL

Important

The Block size can be changed dynamically by adding in the **Default Server Settings** with the name, **Maintenance.AggregateTable.BlockDeleteSize** with a default size of 50000.

(SPCHSTRM-3717)

The Google and Nuance TTS voice options are now fetched correctly based on the **Prompts** language selected in the **Persona** option. (SPCHSTRM-3708)

Unused imports are removed if they are not used in the project. (SPCHSTRM-3686)

External users such as CME-generated users are now mapped to Intelligent Automation user roles

and external users will have the same permissions as the IA user roles. (SPCHSTRM-3681)

Custom Voice Grammar files can now be uploaded and the voice output is generated based on the match from the voice grammar file. (SPCHSTRM-3399)

The issue with duplicate names overriding the iHUB process is now fixed as the UUIDs are different for each file even if they have the same file name. (SPCHSTRM-3364)

The company-specific data in Integration Hub tables is cleared when a company is deleted. (SPCHSTRM-831)

When no file is chosen for import, GIA displays an error message, `Please choose a file to import`. (SPCHSTRM-738)

The **json-simple-1.1.1.jar** files included as part of other packages are removed. The packages are now added to the servers manually. (SPCHSTRM-3782)

The unused kainos library is removed to reduce the package size. (SPCHSTRM-3781, SPCHSTRM-3777)

Due to the security vulnerability (CVE-2020-13956), the httpclient library has been updated to 4.3.13. (SPCHSTRM-3772)

Due to the security vulnerability (CVE-2018-1000180), the bouncycastle library has been updated to 1.70. (SPCHSTRM-3771)

Due to the security vulnerability (CVE-2019-10086), the commons-beanutilslibrary has been updated to 1.9.4. (SPCHSTRM-3770)

Due to the security vulnerability (CVE-2019-10086), the unused XStream library is removed. (SPCHSTRM-3769, SPCHSTRM-3748)

Due to the security vulnerability (CVE-2015-6420), the commons-collections has been updated to 1.9.4. (SPCHSTRM-3754)

Due to the security vulnerability (CVE-2017-12629), the Apache Lucene library has been updated to 8.2.0. (SPCHSTRM-3749)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.116.20.