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Genesys Intelligent Automation

9.0.123.01

12/20/2025

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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
03/25/24	General						X

What's New

This release contains the following new features and enhancements:

- To support changes in the Google Speech-to-text recognition feature, two new options, **telephony** and **telephony_short** are added under the **preferences > Google use appropriate model** drop down. (SPCHSTRM-4305)
- GIA now supports TLS 1.3. (SPCHSTRM-4259)

Resolved Issues

This release contains the following resolved issues:

To ensure the installer uses the VUI's pre-packaged and validated Tomcat, clear any existing CATALINA_HOME environment variable before running the installation. (SPCHSTRM-4312)

Due to the security vulnerability (CVE-2023-51074), the json-path library is updated to 2.9.0. (SPCHSTRM-4301)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Intelligent Automation](#)

Genesys Products

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In Oracle database installations, the **journey** field has been changed to an NCLOB (National Character Large Object) datatype. (SPCHSTRM-4272, SPCHSTRM-4299)

The timeout value for a web page session expiration configured in the Messaging.Api.SessionTimeoutInMins parameter now has a default value of 120 seconds. (SPCHSTRM-4261)

Tomcat Server has been updated to 9.0.84 to address various security vulnerabilities (CVE-2023-46589, CVE-2023-44487, CVE-2023-41080, CVE-2023-42795, CVE-2023-45648, CVE-2023-42794, CVE-2023-46589). (SPCHSTRM-4186, SPCHSTRM-4208, SPCHSTRM-4233)

Czech language characters are now handled correctly. (SPCHSTRM-4162)

Due to the security vulnerability (CVE-2020-18032), the Graphviz library has been updated to 9.0.0. (SPCHSTRM-4074)

Due to the security vulnerability (CVE-2023-34462), the Netty library has been updated to 9.0.0 as part of an PSDK 900.10.6 update. (SPCHSTRM-4073)

When a WhatsApp client sends an image, GIA's response to DMS (9.1.008.08 version) no longer displays the invalid response of *the attachment was not delivered*. (SPCHSTRM-4269)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.123.01.