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# Genesys Rules System Rules Authoring Tool

9.0.000.20

12/19/2025

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## Genesys Rules System Rules Authoring Tool Release Notes

**9.x** Genesys Rules System Rules Authoring Tool is part of 9.x starting in **9.0.000.13**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/13/20	Hot Fix			X		X

### What's New

This release includes the following new features and enhancements:

- Support for the following databases is added in this release:
  - Oracle 19C and RAC (GRS-3602)

See the Prerequisites section on the [Genesys Rules System](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites.

### Resolved Issues

This release contains the following resolved issues:

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In a single-tenant environment, the tenant is now automatically selected upon login. Previously, you had to manually select it. (GRS-3608)

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Support for Virtual Queues has been added to GRS Template Development. (GRS-3607)

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A problem that caused the creation of a Template Project to fail in GRAT 9.0 after migration from

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### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Rules System](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.000.20

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8.5.2x has been fixed. (GRS-3600)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.20.