iWD Manager

Release Notes 9.0.x

11/5/2025

Table of Contents

iWD Manager 9.0.x Release Note

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

This Release Note applies to all 9.0.x releases of iWD Manager. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

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.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.022.19	11/05/25	Update			X		X
9.0.022.09	05/02/25	Update			X		X
9.0.022.07	04/30/25	Update			X		X
9.0.022.05	12/20/24	Update			X		X
9.0.021.02	10/07/24	Update			X		X
9.0.020.13	06/20/24	Update			X		X
9.0.020.08	03/28/24	Update			X		X
9.0.019.35	12/21/23	Update			X		X
9.0.019.30	09/07/23	Update			X		X
9.0.019.29	08/07/23	Update			X		X
9.0.019.19	05/11/23	Update			X		X
9.0.019.13	12/01/22	Update			X		X
9.0.019.07	07/21/22	Update			X		X
9.0.019.04	04/05/22	Update			X		X
9.0.019.02	12/22/21	Update			X		X
9.0.018.06	11/22/21	Update			X		X
9.0.018.05	10/21/21	Hot Fix			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.018.01	10/07/21	Update			X		X
9.0.017.12	09/15/21	Hot Fix			X		X
9.0.017.07	07/06/21	Update			X		X
9.0.016.06	03/31/21	Update			X		X
9.0.015.06	03/03/21	Update			X		X
9.0.015.04	12/23/20	Update			X		X
9.0.014.03	09/30/20	Update			X		X
9.0.013.11	06/30/20	Update			X		X
9.0.012.08	03/24/20	General			X		X
9.0.011.12	12/23/19	General			X		X
9.0.010.16	10/01/19	General	Under Shipping Control		X		X
9.0.009.08	06/28/19	Update	Under Shipping Control		X		X
9.0.008.05	03/19/19	General	Under Shipping Control		X		X
9.0.007.07	02/07/19	Update	Under Shipping Control		X		X
9.0.007.05	12/03/18	General	Under Shipping Control		X		X
9.0.006.01	09/18/18	General	Under Shipping Control		X		X
9.0.005.04	08/16/18	General	Under Shipping Control		X		X
9.0.004.07	06/22/18	General	Under Shipping Control		X		X
9.0.003.08	03/14/18	General	Under Shipping Control		X		X
9.0.002.20	12/22/17	General	Under Shipping Control		X		X

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 IWD page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of iWD Manager, see the 8.5 Release Note (Cumulative).

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*.

Red Hat Enterprise Linux 6 operating system

Discontinued as of	Date: **March 24, 2020**	Release: **9.0.012.08**

- Java 1.7 and 1.6
- Red Hat Enterprise Linux 5 operating system
- Microsoft IE 8, 9 and 10 browsers
- MS SQL Server 2005
- Windows Server 2008 operating system

Discontinued as of	Date: **Dec 22, 2017**	Release: **9.0.002.20**

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of iWD Manager, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about iWD Manager, see the following documentation:

- The documentation related to this software is available from the IWD page.

- The *iWD Deployment Guide* provides details about installing and configuring iWD Manager.

- *iWD Manager Help* describes what you can do in the Global Task List of the iWD Manager application.

- The IWD 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 iWD components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

iWD Manager

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of iWD Manager. 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.

Redirects from iWD Manager from UI does not work with GRAT versions starting 9.0.001.01 to GRAT 9.0.003.05.

| ID: **IWD-10456** | Found In: **GRAT 9.0.001.01** | Fixed In: **GRAT 9.0.004.02** |

Starting with version 9.0.021.02, iWD Manager does not support SSO configuration. **Workaround**: Use regular authentication with Config Server or if you use SSO use earlier version of iWD Manager.

| ID: **IWD-10453** | Found In: **9.0.021.02** | Fixed In: |

The installer for Windows does not include a countersignature. Windows will consider this installer as unsigned after the Genesys certificate expires.

| ID: **IWD-9972** | Found In: **9.0.017.07** | Fixed In: **9.0.018.06** |

In some cases, wrong requests sent to iWD Manager API do not return the expected BAD_REQUEST responses.

| ID: **IWD-9617** | Found In: **9.0.015.04** | Fixed In: **9.0.015.06** |

Browser bookmarks of iWD Manager pages are not supported if external identification (OAUTH) is enabled.

| ID: **IWD-9577** | Found In: **9.0.015.04** | Fixed In: **9.0.016.06** |

If you have set a Default filter and want to remove an applied filter on the Global Task List tab by clicking on "No filter" from the drop-down menu, the Default filter is applied instead.

Workaround: Since "No filter" could be represented by a filter with a pre-defined column set and no criteria, you could create a new filter instead.

| ID: **IWD-9577** | Found In: **9.0.015.04** | Fixed In: **9.0.016.06** |

The **Global Task List** and **Filter** tabs are not working as expected when a user does not have Read permission for at least one Agent Group.

Workaround: Add Read permission to at least one Agent Group for the impacted Access Group or Agent.

| ID: **IWD-9799** | Found In: **9.0.013.11** | Fixed In: **9.0.017.07** |

If external identification (OAUTH) is enabled and cookies are cleared while working with iWD Manager, you can neither continue working nor re-login until the session expires or you reload the page in the browser.

| ID: **IWD-9799** | Found In: **9.0.013.11** | Fixed In: **9.0.017.07** |

Bulk actions (**Resume** / **Hold** / **Cancel** / **Modify** / **Restart**) do not work for task selections that contain more than a half of the tasks from the Global Task List, when a custom query is applied.

Workaround: Perform bulk actions in small batches or one by one. For the REST API, use the 'include' option explicitly. Alternatively, configure a filter and apply it without a custom query to use bulk actions as usual.

| ID: **IWD-9637** | Found In: **9.0.013.11** | Fixed In: **9.0.015.06** |

iWD Manager REST connectors do not support PEM and Windows certificates.

| ID: **IWD-7840** | Found In: **9.0.005.04** | Fixed In: |

Because of a problem with GAX, installation of iWD Manager using GAX is broken on both UNIX and Windows.

Workaround—Use installation via IPs instead.

| ID: **IWD-6807** | Found In: **9.0.004.07** | Fixed In: |

You cannot use spaces in Application names on Linux platforms.

| ID: **IWD-5867** | Found In: **8.5.106.04** | Fixed In: |

ORS routing breaks if you try to hide reporting activity on the strategy level. This occurs because ORS internally uses Interaction Server reporting events to supply routing functionality.

| ID: **IWD-8453** | Found In: | Fixed In: |

iWD Manager fails to open the Global Task List when started without the line
`-Dfile.encoding=UTF-8` in the **JavaServerStarter.ini** file.

Workaround: Run iWD Manager with the `-Dfile.encoding=UTF-8` added. You must also configure all other components in UTF-8, otherwise there could be issues with non-Latin characters.

ID: **IWD-9253**	Found In: **9.0.011.12**	Fixed In: **9.0.012.08**

Display of tasks in the Global Task List does not work correctly when a custom attribute has no **translate-to** option.

ID: **IWD-8453**	Found In:	Fixed In:

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 iWD Manager unless otherwise noted in the issue description.

Localization is available for this component from release 9.0.007.05.

Release 9.0.0

iWD Manager Release Notes

You can find links to Release Notes for particular 9.0.0 releases of iWD Manager, if available, in the tree menu on the left or in the list of Available Releases.

9.0.022.19

iWD Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/05/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- iWD Manager 8.5 migration scripts now require Python 3.12. (IWD-10575)

Resolved Issues

This release contains the following resolved issues:

Now, the language selection is working correctly in iWD Manager. Previously, the language selection did not work properly. (IWD-10615, IWD-10629)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.19.

Helpful Links

Releases Info

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

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9.0.022.09

iWD Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/02/25	Update			X			X

What's New

This release contains the following new features and enhancements:

- iWD Manager now supports OpenJDK 21. (IWD-10542)
- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (IWD-10532)
- iWD Manager third-party Spring library has been updated to version 6.2. (IWD-10544)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.09.

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9.0.022.05

iWD Manager Release Notes

9.x   **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries were updated. (IWD-10455)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.05.

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9.0.021.02

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/07/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries were updated. (IWD-10429, IWD-10463)

- Spring has been upgraded to version 6 and Spring Boot has been upgraded to version 3. As a result, iWD Manager now requires JDK 17 to run. (IWD-10324)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.02.

9.0.020.13

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/20/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2022. See the intelligent Workload Distribution page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IWD-10321)

- Third-party libraries were updated. (IWD-10417)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.13.

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9.0.020.08

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/28/24	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries were updated. (IWD-10315, IWD-10314)
- Beginning with this release, iWD Manager supports Java 11 or later versions only. (IWD-10307)
- The error message displayed when Interaction Custom Attributes were in an invalid state now includes the misconfigured attribute name. Previously, in such cases, the error message did not include the misconfigured attribute names. (IWD-10290)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.08.

9.0.019.35

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries were updated. (IWD-10294), (IWD-10288)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.35.

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9.0.019.30

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/07/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Third-party libraries are updated. (IWD-10240)

- Support for Red Hat Enterprise Linux 9. See the intelligent Workload Distribution page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IWD-10214)

- Support for OpenJDK 17. (IWD-10199)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.30.

9.0.019.29

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/07/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-10204)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.29.

9.0.019.19

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/11/23	Update			X			X

What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-10148, IWD-10170, IWD-10162)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.19.

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9.0.019.13

iWD Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/01/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to their latest versions to improve security. (IWD-10100)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.13.

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9.0.019.07

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/21/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- To improve security, various third-party libraries are now updated to the latest versions. (IWD-10051)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.07.

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9.0.019.04

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/05/22	Update			X			X

What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-10018)

Resolved Issues

This release contains the following resolved issues:

iWD Manager now allows configuring multiple Business Processes (BPs) from which queues are displayed. Previously, iWD Manager filters displayed only the queues for BPs that matched the New queue. (IWD-10013)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.04.

9.0.019.02

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-9989)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.02.

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9.0.018.06

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/22/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The iWD Manager installer for Windows is now properly signed. The previous version did not contain a countersignature. (IWD-9972)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.06.

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9.0.018.05

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/21/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Validation for REST API requests has been improved to ensure that parameters are passed in the correct format. (IWD-9961, IWD-9921)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.05.

9.0.018.01

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/07/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-9922)

Resolved Issues

This release contains the following resolved issues:

iWD Manager's performance is now improved. Previously, iWD Manager took longer than expected to load the Global Task List (GTL) data. (IWD-9901)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.01.

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9.0.017.12

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/15/21	Hot Fix			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

iWD Manager's performance is improved. Previously, iWD Manager took longer than expected to load the Global Task List (GTL) data. (IWD-9912, IWD-9878)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.12.

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9.0.017.07

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/06/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- Support for RedHat OpenJDK 11. See the IWD page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all prerequisites. (IWD-9676)

- Various third-party libraries are updated to the latest versions to improve security. (IWD-9754)

Resolved Issues

This release contains the following resolved issues:

An issue that prevented a user from accessing the **Global Task List** and **Filter** tabs is fixed. The issue occurred when the user did not have read permission for at least one Agent Group. (IWD-9799)

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No special procedure is required to upgrade to release 9.0.017.07.

9.0.016.06

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/21	Update			X			X

What's New

This release includes the following new features and enhancements:

- The parameter **[oauth]\redirect.uri** has been removed from iWD Manager Server application options. (IWD-9678)

- The SAML-related properties **logged_with_saml** and **slo_enabled** have been removed from the **/user_settings** endpoint. The **/api/security/saml_enabled** endpoint has also been removed. (IWD-9625)

Resolved Issues

This release contains the following resolved issues:

Bookmarks are now fully supported with external identification (OAUTH) enabled. (IWD-9577)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.06.

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9.0.015.06

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Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/03/21	Update			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Unauthorized API requests now return a 401(Unauthorized) message instead of an incorrect 302(Found) message. (IWD-9684)

Users can now log in immediately after a logout without having to enter login credentials twice. (IWD-9644)

When a custom query is applied, bulk actions (**Resume** / **Hold** / **Cancel** / **Modify** / **Restart**) now work correctly for task selections that contain more than a half of the tasks from the Global Task List. (IWD-9637)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.06.

9.0.015.04

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/23/20	Update			X			X

What's New

This release contains the following new features and enhancements:

- iWD Manager now supports OAuth user authentication with the GWS Authentication Service. Please read OAuth User Authentication for iWD Manager using GWS Auth Service. (IWD-9488)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.04.

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9.0.014.03

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- **REST API changes**—Logout via the GET method is no longer supported. Only the POST method is now supported. See the *iWD REST API Reference Guide* for details. (IWD-9410)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.03.

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9.0.013.11

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/30/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- **iWD Query Language improvements**—You can now can save and edit iWD QL queries and make them public to share with other users. Details are here. (IWD-9273)

- **Filter and View changes**

  - iWD Manager now remembers the latest GTL view settings and restores them on returning from another page. (IWD-9272)

  - iWD Manager now loads lists of possible values for Disposition Codes and Agent Groups to be used in Filters, iWD Query Language (iWD QL) queries and the Custom Filter Query Wizard. (IWD-9269, IWD-9279)

- **UI improvements**—Several UI improvements and fixes have been made, including:

  - The iWD QL autosuggest panel can now be hidden by pressing the **Escape** button on the keyboard.

  - When the mouse pointer is over the iWD QL status icon, a detailed status message is shown.

    (IWD-9258)

- **REST API changes**—The following changes to the iWD Manager REST API have been introduced:

  - **Fetch paginated list of tasks** query

    - The request format was changed from:

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```
GET /gtl/tasks/{solutionDbid}/{page}

to:

POST /gtl/tasks/{solutionDbid}/{page}/search
```

Full details are in the IWD REST API Reference Guide.

- HTTP Status Code **302 Found** has been replaced with **307 Temporary Redirect**.

- The Request Body format for the following queries has been changed:

  - Bulk operations.

  - Get common task attributes for modification.

  - Export selected tasks.

  (IWD-9346)

- Standard Rules Template changes—iWD Standard Rules Templates are now supplied in both the Eclipse project format and XML format for compatibility with GRAT 9.0. (IWD-8684)

Resolved Issues

This release contains the following resolved issues:

Attributes of type `list` are now available for both "IS LIKE" and "IN" criteria. (IWD-9235)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.11.

9.0.012.08

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/20	General			X		X

What's New

This release contains the following new features and enhancements:

- iWD Manager now loads lists of possible values for Queue Type and Media Type to be used in Filters, iWD Query Language (iWD QL) queries and the Custom Filter Query Wizard. (IWD-9203)

- Significant improvements for iWD QL have been introduced:

  - iWD QL now suggests possible values of attribute names, attribute values and operands.

  - iWD QL now supports the IN <LIST> operator.

  - A number of minor improvements and fixes have been implemented.

    Please see the documentation for details. (IWD-9039)

- iWD Query Language is now fully localized. (IWD-9046)

- iWD now fully supports GRS 9.0. (IWD-8805)

- Support for Red Hat Enterprise Linux 6 is discontinued. See the IWD page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (IWD-8796)

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Resolved Issues

This release contains the following resolved issues:

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iWD Manager's Global Task List now works correctly when started without **-Dfile.encoding=UTF-8** in **JavaServerStarter.ini** (Windows) or **iwd_manager.sh**. (Linux) (IWD-9253)

Custom Attributes without the **translate-to** option can no longer be used for filtering in Filters and the Custom Query Filter Wizard. Previously this scenario generated an error. (IWD-9135).

---

iWD Manager now opens the Global Task correctly even if a custom attribute without the **translate-to** option is presented. (IWD-9120)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.08.

9.0.011.12

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/19	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the intelligent Workload Distribution page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems.

  - CentOS Linux 7

  - Red Hat Enterprise Linux 8

  - Windows Server 2019

  (IWD-8785, IWD-8831)

- Support for query capabilities in iWD Manager enabling users to perform SQL-like queries on the Global Task List. (IWD-8727)

- ORS Business Process improvements for Error handling: fixed several cases where error messages were not provided. (IWD-8464)

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Resolved Issues

This release contains the following resolved issues:

You can now hover over a truncated attribute name in iWD Manager to display the full attribute name. (IWD-8824)

The ORS Business Process now provides a more detailed, and better structured, rule-execution history on the **Task History** tab inside iWD Manager. (IWD-7478)

Fixed an issue with the ORS Business Process where UPDATE events caused by a rules execution were not always shown on the **Task History tab** inside iWD Manager. (IWD-7477)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.12.

9.0.010.16

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/19	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- **Support for custom attribute types**
  You can now configure custom attributes types in Genesys configuration layer. iWD Manager uses these types for validation in filter criteria and for proper display of task details. Configuration details are here. Please perform the migration as described here.

- **ORS Business Process improvements**

  - The maximum number of retries to connect GRE/UCS is now restricted for the InvokeGRE and InvokeUCS strategies in order to prevent an infinite loop if GRE/UCS is down. (IWD-8602)

  - The iWD Business Process now properly handles ORS timeouts and GRE/UCS unavailability. (IWD-8579)

- You can now create a bookmark for any page in the Global Task List (for example, for a custom filter). If you navigate to this bookmark after being logged out, you are routed to login and then redirected to the desired URL after authentication. In previous versions, bookmarked pages could be used only after logging in explicitly. (IWD-6033)

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Resolved Issues

This release contains the following resolved issues:

An issue with missing testLinks in Standard Rules Templates has been fixed. (IWD-8651)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.16.

> ### Important
> In release 9, you must upgrade all iWD components to the same release version to guarantee correct functioning.

9.0.009.08

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/19	Update	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- **Support for OpenJDK 11**. See the Prerequisites section on the iWD page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (IWD-8449)

- **iWD Manager filters:**

  - You can now set a default filter to be applied when users open the Global Task List. (IWD-8383)
    MORE DETAILS

  - A **Create Copy** button has been added to the **Filters** dialog, which enables you to create a copy of any filter. (IWD-8415)
    MORE DETAILS

  - A Queue selector for filter criteria now shows all iWD queues for the selected tenant. (IWD-8413)
    MORE DETAILS

  - REST API changes—A mandatory `tenantId` parameter has been added to the FetchFilterCriteriaTemplates method. This is not backwards-compatible. (IWD-8541)

- **Improvement to the iWD Business Process**—A guard timer has been added for Route Interaction blocks to prevent ORS from getting stuck. This fixes the following problem in the iWD Business Process for ORS: previously, when an interaction was waiting to be routed in URS, URS performed failover to the backup instance and the backup tried to produce an **error.queue.submit** event, ORS sometimes

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missed the event because it had not yet switched to the backup URS instance. (IWD-8540) MORE DETAILS

- Character encoding can now be specified for the connection from iWD Manager to Configuration Server. This helps to display non-English characters where there is usage of a single-language Configuration Server. (IWD-8477)

Resolved Issues

This release contains the following resolved issues:

A configurable timeout for interaction userdata updates—vWaitTimeoutSec—has been added to the iWD Business Process for Composer/ORS. (IWD-8445)

An issue with missing fields in tasks exported to XML has been fixed. (IWD-8443)

An issue with saving User Settings on Configuration Server 8.5.101.19+ has been fixed. (IWD-8419)

Events for the **MarkInteractionAsDone** strategy in iWD Business Process for IRD have been hidden to prevent incorrect calculation of Data Mart statistics. Note: The iWD Business Process for ORS still has this problem (COMPOSER-16104). It can be fixed manually by setting **[default]\hide-activity** = true in the Script object for **iwd_bp_comp.Main.MarkInteractionAsDone** strategy. (IWD-8260)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.08.

Important

In release 9, you must upgrade all iWD components to the same release version (9.0.xxx must be the same for all components) to guarantee correct functioning.

9.0.008.05

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/19/19	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- iWD Manager filters now support "is like" and "value in list" criteria. (IWD-8170)
     MORE DETAILS

- Support for OpenJDK 8 is introduced. See the Prerequisites section on the IWD page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (IWD-8175)

Resolved Issues

This release contains the following resolved issues:

Filters now correctly display tasks for the current day when the user timezone is set to `default`. Previously in this scenario, tasks for the previous day were displayed. (IWD-8248)

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iWD Manager logging was previously configured via the log4j.properties file. This file has been removed and configuration properties have moved to Configuration Server. Logging configuration has also been unified for all iWD components. LMS files now contain full log messages, so Message Server alarms can be set up in the same way as other Genesys products. (IWD-8088) MORE DETAILS

Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.05.

9.0.007.07

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/07/19	Update	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- iWD Manager has been localized to the following languages: Chinese (Simplified), French (France), German (Germany), Portuguese (Brazilian), Russian, and Japanese. Language support is integrated into the Installation Package—there are no separate Language Packs to install. (IWD-8269)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.07.

Supported Languages

The following languages are supported by this release:

- Chinese (Simplified)
- French (France)
- German (Germany)
- Japanese
- Portuguese (Brazilian)
- Russian
- Spanish (International)

9.0.007.05

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/03/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- iWD Manager along with Standard Rule Templates have been localized into Spanish (International). Language support is integrated into the Installation Package—there is no separate Language Pack to install.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.05.

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Supported Languages

- Spanish (International)

9.0.006.01

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/18/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- iWD Manager now supports Local Control Agent (LCA).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.01.

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9.0.005.04

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/16/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- The Application type of IWD Manager Server has been changed from `Third Party Server` to `Genesys Generic Server` in this release.

- New configuration options **relaxedPathChars** and **relaxedQueryChars** have been implemented to allow certain specified characters to be correctly processed in URL paths and URL queries. See IWD Manager options.

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.04.

9.0.004.07

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- Transport Layer Security (TLS) 1.2 is supported in this release. See the Configuring TLS for iWD guide for details and known limitations.

- Configuration settings for iWD Manager that were previously taken from the **iwd.properties** file are now handled in Configuration Server. See the intelligent Workload Distribution Deployment Guide for details.

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Resolved Issues

This release contains the following resolved issues:

Updates to IWD Business Process for Composer—A **Pause** block with a configurable delay has been added to the InvokeGRE workflow to guarantee that interaction updates will be received. By

default, the delay value is set to 0. Previously during the task life cycle, when the Genesys Rules Engine changed interaction properties, ORS did not always have enough time to receive an acknowledgement of the changes from Interaction Server and so it continued executing the workflow. This could lead to unexpected behavior. For example, tasks might go to the `ErrorHeld` queue sporadically without visible reasons. For more information, see IWDBP Strategies & Subroutines. (IWD-7465)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.07.

9.0.003.08

iWD Manager Release Notes

9.x **iWD Manager** is part of 9.x starting in 9.0.002.20.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/14/18	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

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

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.08.

9.0.002.20

iWD Manager Release Notes

9.x This is the first 9.x release of **iWD Manager**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General	Under Shipping Control		X		X

What's New

This release contains the following new features and enhancements:

- A new REST API for iWD Manager is now available to customers who want to develop custom solutions.

- The user interface of iWD Manager has been updated to bring it into line with other Genesys applications and components. As part of this update, the Custom Interaction Properties functionality has been moved into the iWD Plug-in for GAX. iWD Manager Help and iWD Plug-in for GAX Help have also been updated accordingly.

- iWD Manager now runs as a standalone Java application using embedded Tomcat, and so needs no external servers.

- iWD Manager no longer has a separate database for configuration objects. Configuration of iWD Manager filters, icons and user settings has been moved to Configuration Server.

- iWD Manager now searches for tasks by either Task ID or Capture ID.

- Global Task List History now supports the reporting of more than one call to Genesys Rules Engine (GRE) within a single strategy.

- Content Security Policy has been implemented in this release.

- Support for Role-Based Access Control is implemented in this release.

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- Support for Macintosh OS X, Apple Safari v9 and 10 is implemented in this release.

- Support for Red Hat Enterprise Linux 7 is implemented in this release.

- Support for Java 1.8 is implemented and mandatory in this release.

- Support for Java 1.7 and 1.6 is discontinued.

- Support for Red Hat Enterprise Linux 5 is discontinued.

- Support for Microsoft IE 8, 9 and 10 is discontinued.

- Support for MS SQL Server 2005 is discontinued.

- Support for Windows Server 2008 is discontinued.

MORE INFORMATION

Resolved Issues

This release contains the following resolved issues:

Incorrect passwords now give the same error message on primary and backup Configuration Servers. (IWD-5514)

Some filter criteria have been renamed to be more intuitive. (IWD-5488)

A problem with switching to a different page has been corrected in the new iWD Manager UI. (IWD-5535)

Upgrade Notes

Detailed migration information is in the migration section of the Deployment Guide.