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iWD Manager

9.0.009.08

5/14/2025

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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.