



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

iWD Manager

9.0.010.16

12/20/2025

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)

Helpful Links

Releases Info

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

Product Documentation

- [intelligent Wokload Distribution](#)

Genesys Products

- [List of Release Notes](#)

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.