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# Genesys Intelligent Automation

9.0.109.03

12/23/2025

# 9.0.109.03

## 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	Solaris	Windows
08/17/20	Update					X

### What's New

This release contains the following new features and enhancements:

- The Tomcat Session ID can now be included in the Tomcat logs (**localhost\_access\_log.\*\*\*\*\*.txt**) by adding the regex pattern, %S to the existing list of patterns: pattern="%h %l %u %t %r %s %S %b %T %{CallId}s". (SPCHSTRM-3160)

The following pattern codes are supported:

- %h - Remote host name (or IP address if *enableLookups* for the connector is false)
- %l - Remote logical username from identd (always returns '-')
- %u - Remote user that was authenticated (if any), else '-'
- %t - Date and time, in Common Log Format
- %r - First line of the request (method and request URI)
- %s - HTTP status code of the response
- %S - User session ID
- %b - Bytes sent, excluding HTTP headers, or '-' if zero
- %T - Time taken to process the request, in seconds.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Intelligent Automation](#)

#### Genesys Products

- [List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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At times, when a status event was returned from ORS, the JSON response could not be decoded due to the agent state including a field called NULL (this field was a reserved value for some Java libraries). This issue has been resolved. (SPCHSTRM-3116)

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On some rare occasions, if the user hangs up the call while MCP was processing the user data, the message responses were not received in the right order. This issue has been resolved. (SPCHSTRM-3103)

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When the **maximum number of tries** condition was reached, the Visual switch back to IVR was performed. Now the switch back to IVR happens automatically. The **Visual Mandatory Off** option is not required to be set now. (SPCHSTRM-3102)

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There was an issue when only a sub-set of grammar build rules were validated and matched against the given input. Now, all grammar rules are validated and a re-prompt condition will be triggered if any of the patterns fail to match. (SPCHSTRM-3074)

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The NLU responses in the Fish-VUI logs are now masked based on the **Confidential Mode** settings. (SPCHSTRM-3151)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.109.03.