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Genesys Intelligent Automation

9.0.114.35

12/20/2025

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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	Mac	Solaris	Windows
12/13/21	General						X

What's New

This release contains the following new features and enhancements:

- The logging framework for GIA servers have been upgraded to log4j 2.14.1 for performance improvements. The earlier 1.2.17 version caused the GIA servers to run slowly when the debug option was enabled in log4j configurations. The new framework uses the **log4j2.xml** file for storing the configuration information. The older framework, shipped with the GIA installer, used the **log4j.properties** file to configure the logging options. (SPCHSTRM-3556, SPCHSTRM-3511)
- Apache Tomcat has been upgraded to version 9.0.53 to address security vulnerabilities present in 9.0.37. (SPCHSTRM-3543)
- The default configuration for the Tomcat server (-Dfile.encoding=UTF8) has been updated to support runtime handling of scripts or variables that use South-Eastern European language characters. (SPCHSTRM-3542)
- The documentation now includes additional Tomcat configuration parameters to optimize performance. (SPCHSTRM-3544)
- Intelligent Automation now supports:
 - Windows 2019 Server.
 - Microsoft SQL 2019 Server.

See the **Genesys Intelligent Automation** page in the **Genesys Supported Operating**

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Intelligent Automation](#)

Genesys Products

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Environment Reference Guide for detailed information about the supported operating environments and databases for this product. (SPCHSTRM-3540, SPCHSTRM-3541)

- Context control is now supported for the Natural Language Audio Streaming Module using Nexus. Select the context policy in the **Nexus Configuration** tab. (SPCHSTRM-3528)
- A new server setting, **TurnBasedController.Active_Channel_preference** is now included to validate the recognition phrases against the current active channel. When set to true, the recognition phrases are validated against the current active channel. If the setting is set to false, the recognition phrase is validated in all channels. (SPCHSTRM-3487)

Resolved Issues

This release contains the following resolved issues:

The Summary Report generation queries for Oracle and SQL have been optimized to generate reports for more than 30 days. (SPCHSTRM-3533)

The **DBOvernightJobs.NumDaysHistoricalDataToKeep** and **DBOvernightJobs.PartitionsDaysInFuture** fields in the **Default Server Settings** page are now validated. (SPCHSTRM-3514)

There was an issue with iHUB not freeing the sockets when there were no values returned from the database. This issue is now fixed. (SPCHSTRM-3267)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.114.35.