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Genesys Rules System Rules Authoring Tool

Known Issues and Recommendations

5/9/2025

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The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Rules System Rules Authoring Tool. 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](#).

Genesys Rules Authoring Tool (GRAT) doesn't support importing level-2 structure for roles with Genesys Administrator Extension (GAX) version 9.0.100.x.

Workaround: Use GA or GAX versions prior to 9.0.100.x for importing GRAT roles for users who use GAX 9.0.100.x.

ID: GRS-3861	Found In: 9.0.000.30	Fixed In: 9.0.001.01
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The **Status** drop-down list in the **Deployment History** tab displays incorrectly.

ID: GRS-3684	Found In: 9.0.000.25	Fixed In: 9.0.000.26
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To avoid problems with date and time display, set the following option when using versions of Java newer than version 1.8:

JVM option -Djava.locale.providers=COMPAT

ID: GRS-3688, GRS-3683	Found In: 9.0.000.25	Fixed In:
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Some functionality related to complex event processing and parameter mapping is not implemented in the initial 9.0 release. The result of this is that there is no provision for creating or editing templates that support rule testing scenarios and split testing. However, you can still import such templates that have been created in 8.1 GRDT and base rules and packages on them, but you can't edit or create the templates in the initial 9.0 release.

ID:	Found In: 9.0.000.13	Fixed In: 9.0.000.17
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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 Genesys Rules System Rules Authoring Tool unless otherwise noted in the issue description.

Localization is available only from the 9.0.000.17 release of Genesys Rules Authoring Tool (see the [Translation Support](#) table). Some Help content related to test scenarios and split testing (not implemented in the initial 9.0 release) has not been localized.
