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# Genesys Intelligent Automation

Release Notes 9.0.x

12/14/2025

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# Genesys Intelligent Automation 9.0.x Release Note

This Release Note applies to all 9.0.x releases of Genesys Intelligent Automation. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

## Important

This product was previously known as *Genesys App Automation Platform*. Click [here](#) to access its release notes.

## Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">9.0.129.06</a>	12/01/25	General					X
<a href="#">9.0.128.06</a>	07/04/25	General					X
<a href="#">9.0.127.01</a>	07/04/25	General					X
<a href="#">9.0.126.01</a>	10/30/24	Update					X
<a href="#">9.0.125.04</a>	09/20/24	Hot Fix					X
<a href="#">9.0.125.03</a>	06/25/24	General					X
<a href="#">9.0.124.01</a>	04/17/24	General					X
<a href="#">9.0.123.01</a>	03/25/24	General					X
<a href="#">9.0.122.02</a>	12/13/23	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.121.10	10/02/23	General					X
9.0.120.35	08/10/23	Hot Fix					X
9.0.120.32	07/25/23	General					X
9.0.119.11	05/04/23	General					X
9.0.118.07	12/05/22	General					X
9.0.117.18	09/13/22	General					X
9.0.116.21	09/23/22	Hot Fix					X
9.0.116.20	07/06/22	General					X
9.0.115.24	05/05/22	General					X
9.0.114.43	03/08/22	Hot Fix					X
9.0.114.41	01/20/22	Hot Fix					X
9.0.114.39	12/21/21	Hot Fix					X
9.0.114.35	12/13/21	General					X
9.0.113.24	09/03/21	General					X
9.0.112.12	07/15/21	Update					X
9.0.111.35	05/06/21	Hot Fix					X
9.0.111.33	03/31/21	General					X
9.0.110.23	12/14/20	General					X
9.0.109.06	10/13/20	Update					X
9.0.109.03	08/17/20	General					X
9.0.109.02	07/24/20	Hot Fix					X
9.0.109.01	07/08/20	Update					X
9.0.109.00	06/02/20	General					X
9.0.108.00	03/27/20	Update	Under Shipping Control				X
9.0.107.00	12/18/19	Update					X
9.0.106.05	06/18/20	Hot Fix					X
9.0.106.03	02/13/20	Hot Fix	Under Shipping Control				X
9.0.106.02	10/29/19	Update					X
9.0.106.00	09/27/19	General					X
9.0.105.01	07/19/19	General					X
9.0.105.00	06/12/19	General					X
9.0.104.00	03/15/19	General					X
9.0.103.00	01/25/19	General					X
9.0.102.00	12/17/18	Update					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.101.00	10/29/18	Update					X
9.0.100.02	10/01/18	General					X

## Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.004.01	06/26/18	General	Unavailable				X
9.0.003.00	05/14/18	General					X
9.0.002.00	05/01/18	General					X
9.0.001.01	03/02/18	General					X
9.0.000.01	01/12/18	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Intelligent Automation](#) page in the *Genesys Supported Operating Environment Reference Guide*.

## Discontinued Support

### [+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

- 
- Windows Server 2008

**Discontinued as of:** 9.0.104.00

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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Genesys Intelligent Automation, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
  - [Internationalization Issues](#)
-

## Related Resources

For additional information about Genesys Intelligent Automation, see the following documentation:

- The documentation related to this software is available from the [Genesys Intelligent Automation](#) product page.
- The [Genesys Intelligent Automation Deployment Guide](#) provides details about installing and configuring Genesys Intelligent Automation.
- The [Genesys Intelligent Automation](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for this product.

Release Notes for other Genesys components are available [here](#).

# Known Issues and Recommendations

## Genesys Intelligent Automation

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Intelligent Automation. 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](#).

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The issue occurs when upgrading CNLM applications created in IA 9.0.114, where the product relationship becomes null during the upgrade. The workaround for the issue is to update the missing product reference so that the application correctly renders the Display Scripts tab. To fix this in your lab environment, please follow these steps:

1. **Update the missing product\_id** in the configuration DB for the affected applications: UPDATE sites SET product\_id = 97 WHERE id IN (<site\_ids>);
  - 97 is the CNLM product ID.
  - Replace <site\_ids> with the IDs of the affected applications (visible in the application URL).
1. **Restart the Tomcat GUI service** after applying the update.

This will restore the “Display Scripts” tab.

- 
- After the IA upgrade, due to missing product ID mappings.

ID: <b>SPCHSTRM-4735</b>	Found In: <b>9.0.128.XX</b>	Fixed In:
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- Oracle DB is not supported for General Data Protection Regulation (GDPR).

ID: <b>SPCHSTRM-3609</b>	Found In: <b>9.0.114.27</b>	Fixed In:
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The **Company** field is not picked up by SQL queries.

ID: <b>SPCHSTRM-3583</b>	Found In: <b>9.0.114.06</b>	Fixed In: <b>9.0.118.00</b>
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GIA validates the menu options of all available personas with the given alternatives, previously multiple personas would not allow users to edit an application.

ID: <b>SPCHSTRM-3487</b>	Found In: <b>9.0.112.12</b>	Fixed In:
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When selecting the **Production Calls Only** option when generating the **View Customer Journeys** report, the correct information is displayed on the screen but the downloaded report includes both test and production data.

ID: <b>SPCHSTRM-3404</b>	Found In: <b>9.0.111.26</b>	Fixed In: <b>9.0.111.35</b>
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When the value of the VUI preference **Standard Visual Switch menu sms wait prompt iterations** is reached, a recognition failure occurs instead of returning the session to voice only.

ID: <b>SPCHSTRM-3246</b>	Found In: <b>9.0.110.00</b>	Fixed In: <b>9.0.110.23</b>
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The version number is displayed incorrectly as 9.0.108.00 there were no database migrations required for this release.

ID: <b>SPCHSTRM-3099</b>	Found In: <b>9.0.109.00</b>	Fixed In: <b>9.0.109.01</b>
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The VUI preference **Standard Visual Switch read-only prompt mode** did not take effect when using Multimodal.

ID: <b>SPCHSTRM-2944</b>	Found In: <b>9.0.106.02</b>	Fixed In: <b>9.0.106.03</b>
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The error logs are not accurate when using Multimodal.

ID: <b>SPCHSTRM-2936</b>	Found In: <b>9.0.106.02</b>	Fixed In: <b>9.0.106.03</b>
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In Personas UI, the TTS Voice list is not updated automatically when changing languages.

**Workaround:** When changing a persona's language,

1. Turn off TTS voice support.
2. Change the language.
3. Save the persona.
4. Turn on TTS voice support.
5. Select a new voice.

ID: <b>SPCHSTRM-2741</b>	Found In: <b>9.0.106.00</b>	Fixed In:
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A character encoding error that prevented Intelligent Automation from displaying non-Latin characters correctly in chat conversations was resolved in the 9.0.104.00 release of Intelligent Automation but is now impacting VoiceBots running on the PureConnect platform, version 9.0.104.xx.

**Note:** This has no impact on VoiceBots running on the Genesys Engage platform and no impact on Voice IVR functionality on the PureConnect platform.

ID: <b>SPCHSTRM-2453</b>	Found In: <b>9.0.104.00</b>	Fixed In: <b>9.0.105.00</b>
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Callflows containing prompts with uploaded audio files play the fallback TTS text instead of the audio file in versions up to including 9.0.101.xx in the following scenarios:

- When importing the callflow to Intelligent Automation 9.0.102.xx or later.
- When migrating to Intelligent Automation 9.0.102.xx or later.

**Workaround:** For all applications and menus that contain uploaded audio files, open the **Prompt List** page for the callflow and click **Save** at the bottom of the page. Then deploy all applications and sub-modules to production.

ID: <b>SPCHSTRM-2458</b>	Found In: <b>9.0.102.00</b>	Fixed In: <b>9.0.105.00</b>
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On an application's Settings page, if you skip the **Callflow Editor** tab and go directly to the **Prompt List** tab and select a chat persona, rich media prompts fail to load.

**Workaround:** From the **Prompt List** tab, return to the **Callflow Editor** tab, and then go back to the **Prompt List** tab and select a chat persona. All prompts will then load correctly.

ID: <b>SPCHSTRM-2369</b>	Found In: <b>9.0.102.00</b>	Fixed In: <b>9.0.105.00</b>
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The rich media editor for the chat channel includes support for the UK English (en-gb) language only. It does not include support for French (fr-fr), German (de-de), or Mexican Spanish (es-mx) languages.

ID: <b>SPCHSTRM-2312</b>	Found In: <b>9.0.102.00</b>	Fixed In: <b>9.0.103.00</b>
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The hive-off process now functions correctly after the server cache was flushed. Previously, the hive-off process might have attempted to use invalid connections after the server cache was flushed.

ID: <b>SPCHSTRM-2109</b>	Found In: <b>9.0.004.01</b>	Fixed In: <b>9.0.100.02</b>
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In Cognitive IVR, users might experience IOExceptions when starting a call that causes the call to end.

ID: <b>SPCHSTRM-2453</b>	Found In: <b>9.0.104.00</b>	Fixed In: <b>9.0.105.00</b>
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The logging method used to print the full XML response from WorldPay uses a non thread-safe Marshalling/Unmarshalling jaxb library. In certain concurrent situations, this might cause delays on the process of "unwrapping" the information and printing the logs. It will only happen:

- If the debug settings for the full XML logging are on.
  - If two concurrent calls try to print to file at the same time.
-

**Workaround:** Set the **Worldpay.Debug.LogResponse** property to false at the **merchantXXX\_worldpay.properties** file:

There is no loss of information as a result of setting the previous property to false, since all the non PII information necessary for debugging purposes is logged in a prior step.

ID: <b>SPCHSTRM-2602</b>	Found In: <b>9.0.103.00</b>	Fixed In:
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Flex LM must be active before the first call is handled.

**Workaround:** Restart VUI Tomcat.

ID: <b>SPCHSTRM-2602</b>	Found In: <b>9.0.103.00</b>	Fixed In:
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Genesys Intelligent Automation roles and permissions do not appear in GAX.

ID: <b>SPCHSTRM-1776</b>	Found In: <b>9.0.004.01</b>	Fixed In:
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Users created outside of Intelligent Automation are unable to arbitrarily change their passwords.

ID: <b>SPCHSTRM-1775</b>	Found In: <b>9.0.004.01</b>	Fixed In:
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Multimodal transfers allows only bridged transfers or requires custom routing.

ID: <b>SPCHSTRM-1757</b>	Found In: <b>9.0.003.00</b>	Fixed In:
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If using Nuance Vocalizer 6 in a PCI-compliant environment, disable logging at the Nuance level.

ID: <b>SPCHSTRM-1412</b>	Found In: <b>9.0.000.01</b>	Fixed In:
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Whisper transfer records are not written to Elasticsearch reporting databases.

ID: <b>SPCHSTRM-1297</b>	Found In: <b>9.0.000.01</b>	Fixed In:
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When using an Elasticsearch reports database, an error page will display if you create a new company and run a Block Results report before you've created any applications.

ID: <b>SPCHSTRM-1280</b>	Found In: <b>9.0.000.01</b>	Fixed In:
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- The fallback to voice on client error functionality now works properly.

\* Switching back to the Voice option from the Multi-modal option will no longer trigger execution of the Visual Mandatory On VUI preferences.

\* Browsers can now use Web IVR without requiring cookies to be set.

- \* Additional contingency messaging is added to the VisualMessages.properties file to cover scenarios when no sessions are available.
- \* WebIVR pages now change the location to EndSession.jsp after loading. This resolves the issue where requests made with expired sessions caused errors.
- \* Logging has been included for multimodal sessions when a new session request is received. The logs will now include information on the validity of the session ID.
- \* The footer buttons now display correctly in WebIVR when cookies are not enabled.

ID: **SPCHSTRM-2617**Found In: **3.6.000.28**Fixed In: **9.0.107.00**

If Media Control Platform (MCP) is using MRCPv2 in a Genesys Engage environment, it generates an error and terminates unexpectedly when working with Intelligent Automation.

**Workaround:** To avoid this error, add &mrcpversion=2 to the end of the MCP start command. For example:

```
http://fce-0138.us.int.genesyslab.com:5082/fish-ui/start/
GenesysGVP8_NR9_Vocalizer5.jsp?&mrcpversion=2
```

If MCP is using MRCPv2, and this parameter is set to 2, Intelligent Automation does not provide the specific information that causes MCP to generate the error and terminate. Therefore, MCP will not terminate and operations will proceed as expected.

ID: **SPCHSTRM-1477**Found In: **3.6.000.28**

Fixed In:

Oracle databases might fail when used with GAAP 3.6.x because the number of available cursors can exceed the default Oracle setting.

**Workaround:** As a SYS user, execute the following command in Oracle:

```
alter system set open_cursors = 600 scope=both;
```

ID: **SPCHSTRM-650**Found In: **3.6.000.26**

Fixed In:

Firefox might become unresponsive if you use the browser's Find feature to search for text in the GAAP user interface.

**Workaround:** Use the Find feature in another supported browser.

ID: **SPCHSTRM-590**Found In: **3.6.000.26**

Fixed In:

When using SSML for TTS, the maximum pause duration is 750ms.

**Workaround:** Use multiple **pause** statements to achieve desired effect.

ID: **SPCHSTRM-2601**Found In: **3.3.0**

Fixed In:

The medial hundreds dynamic prompts (that is, 100, 200, 300, 400, 500, 600, 700, 800, and 900) are incorrect and are listed without the and; for example, one hundred instead of one hundred and. This list is provided to the prompt recording team to record the dynamic prompts. So, if a variable has a value of 123, it will be read as one hundred twenty three instead of one hundred and twenty

three.

**Workaround:** Re-record the affected audio file with a corrected version of the prompts.

ID: <b>SPCHSTRM-1218</b>	Found In: <b>3.3.0</b>	Fixed In:
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Dashboard graphs don't show today's calls on some environments.

ID: <b>SPCHSTRM-MANTIS-2722</b>	Found In:	Fixed In:
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System Pulse query can run slowly (SQL Server).

ID: <b>SPCHSTRM-MANTIS-2721</b>	Found In:	Fixed In:
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End-of-call HTTP timeouts are not handled gracefully.

ID: <b>SPCHSTRM-MANTIS-2663</b>	Found In:	Fixed In:
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GDPR currently only works using historical tables for MS-SQL. Since version 9.0.113.xx, historical tables are not used.

ID: <b>SPCHSTRM-3745</b>	Found In:	Fixed In: <b>9.0.118.00</b>
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- When using Multimodal, the visual grammar settings are not utilized by Web IVR.
- Web IVR did not display the next prompt even if the previous prompt evaluated to an empty string.

ID: <b>SPCHSTRM-2945</b>	Found In:	Fixed In: <b>9.0.106.03</b>
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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 Intelligent Automation unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 9.0.1

## Genesys Intelligent Automation Release Notes

You can find links to Release Notes for particular 9.0.1 releases of Genesys Intelligent Automation, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.129.06

## Genesys Intelligent Automation Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/01/25	General						X

### What's New

This release includes the following new features and enhancements.

- The new release now supports tomcat 9.0.106, and that resolves reported security vulnerabilities and meets compliance requirements.

### Resolved Issues

This release contains the following resolved issues:

---

Updated all report-related JSPs to correctly handle date parsing across all languages, fixing report generation failures in German and other non-English locales. (SPCHSTRM-4733)

---

Updated schema to NVARCHAR2 and improved log writing to fix Unicode issues and delayed logging behavior (SPCHSTRM-4727)

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Improved handling of large journey data to prevent truncation and ensure stable Customer Journeys Report generation. (SPCHSTRM-4724)

---

Corrected message-type detection so image messages properly follow the “Customer has sent a message with image” flow path. (SPCHSTRM-4715)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.129.06.



9.0.128.06

## 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
07/04/25	General						X

### What's New

This release contains the following new features and enhancements:

- Java 17 has been upgraded to Java 21 to use the latest Long-Term Support (LTS) features, enhanced performance, and modern language improvements. (SPCHSTRM-4663)
- Genesys Intelligent Automation now supports Microsoft SQL Server 2022. See the [Genesys Intelligent Automation \(formerly GAAP\)](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (SPCHSTRM-4266).

### 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 no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.128.06.

9.0.127.01

## 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
03/26/25	Update						X

### What's New

This release includes the following new features:

- Apache Tomcat has been upgraded to version 9.0.98 to address security vulnerabilities in the 9.0.87 version. (SPCHSTRM-4497, SPCHSTRM-4618)

### 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](#)

### Important

The Tomcat upgrade required changing relative paths to absolute paths in Jakarta Server Pages (JSP), resulting in a version upgrade for all products. Ensure that the latest products are imported following the migration to Apache Tomcat 9.0.98.

- Support for Windows Server 2022. See the [Genesys Intelligent Automation \(formerly GAAP\)](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (SPCHSTRM-4267)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.127.01.

9.0.126.01

# 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
10/30/24	Update						X

## What's New

This release includes the following new features:

- The Flex license usage has now been removed and Flex licensing manager is no longer required. All code related to Flex licensing manager is removed from GIA. (SPCHSTRM-4505, SPCHSTRM-4294)

## Resolved Issues

This release contains the following resolved issues:

Due to the security vulnerabilities (BDSA-2024-694), the Apache Commons IO third-party library is updated from 2.11.0 to 2.15.1. (SPCHSTRM-4590)

Due to the security vulnerabilities (BDSA-2024-6519), the protobuf-java third-party library is updated to 4.58.0. (SPCHSTRM-4589)

In the iHub JDBC Database Selection options, the 'MySQL' and 'PostgreSQL' options were removed.

## 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](#)

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This reintroduces both options back in to this release. (SPCHSTRM-4569)

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Due to the security vulnerability (BDSA-2024-0720), the Netty third-party library has been updated to 4.1.109.Final as part of an Platform SDK 9.0.010.28 update. (SPCHSTRM-4540)

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Due to the security vulnerabilities (BDSA-2024-0706, BDSA-2024-0705), the Apache Commons Configuration third-party library has been updated to 2.11.0. (SPCHSTRM-4539)

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If the path to *Platform* and *FISH\_credentials.keystore* contains spaces, they are handled correctly in **SS\_FW\_Install.bat** and **Encryption.bat** files respectively. (SPCHSTRM-4512)

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The `getAccountDetails.jsp`, part of fish-services pulled in by VUI, no longer receives favicons. This change was made optional within the browsers. This fixes the *org.xml.sax.SAXParseException* error. (SPCHSTRM-4503)

---

Due to the security vulnerabilities (BDSA-2024-1961, BDSA-2024-1960, BDSA-2023-3876, BDSA-2024-2378), the Bouncy Castle third-party library is upgraded to 1.78.1 from 1.75. (SPCHSTRM-4498)

---

The product page and the application creation page of the Custom Natural Language Menu both had different descriptions. This has been changed so that there is now a single, consistent description across both pages. (SPCHSTRM-4479)

---

Due to the security vulnerabilities (CVE-2023-51074), the json-path third-party library is updated to 2.9.0. (SPCHSTRM-4363)

---

The opening hours have changed from a 5-minute interval to an 1-minute interval. The end time is now the switchover time. (SPCHSTRM-4050)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.126.01.

9.0.125.04

# 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
09/20/24	Hot Fix						X

## What's New

This release includes only resolved issues.

In the iHub JDBC Database Selection options, the *MySQL* and *PostgreSQL* options were removed. This hotfix reintroduces the *MySQL* option. The *PostgreSQL* option will be included as part of a future release. (SPCHSTRM-4562)

## Resolved Issues

This release contains the following resolved issues:

## Helpful Links

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- [9.0.x Known Issues](#)

### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.125.04.



9.0.125.03

## 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	Mac	Solaris	Windows
06/25/24	General						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

GIA now supports Oracle 19C RAC with TDE. (SPCHSTRM-4068, SPCHSTRM-4473)

---

If the resources folder does not exist in VUI and a call flow is exported, an error message is displayed. (SPCHSTRM-4376, SPCHSTRM-4450)

---

GIA now allows updating certificates for NLU. Earlier, new certificates could not be uploaded. (SPCHSTRM-4428)

---

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---

Due to the security vulnerabilities (CVE-2024-25710, CVE-2024-26308), the Apache Commons Compress library has been removed. (SPCHSTRM-4362)

---

Due to the security vulnerabilities, the log4j library has been updated to 2.17.1. (SPCHSTRM-4318)

---

The issue where call monitoring failed with the error message, *java.lang.NullPointerException: Cannot invoke com.speechstorm.fish.runtime.CallMonitor.isTooOld()* has been resolved. (SPCHSTRM-4309)

---

The CME transaction list now returns a list of key-value pairs when using the `GetSiteParametersPair.jsp` file. (SPCHSTRM-4314)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.125.03.

9.0.124.01

# 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
04/17/24	General						X

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

The Apache Tika third-party library has been updated from 1.18 to 2.9.2 to address security vulnerabilities. The custom language module no longer displays certificate errors when parsing and loading. (SPCHSTRM-4381)

Tomcat Server has been updated to 9.0.87 to address the security vulnerability (CVE-2024-23672). (SPCHSTRM-4373)

The issue where VUI Server used an incorrect grammar for a non-default persona with Google Speech start URLs is now fixed. (SPCHSTRM-4063)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.124.01.

9.0.123.01

## 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
03/25/24	General						X

### What's New

This release contains the following new features and enhancements:

- To support changes in the Google Speech-to-text recognition feature, two new options, **telephony** and **telephony\_short** are added under the **preferences > Google use appropriate model** drop down. (SPCHSTRM-4305)
- GIA now supports TLS 1.3. (SPCHSTRM-4259)

### Resolved Issues

This release contains the following resolved issues:

---

To ensure the installer uses the VUI's pre-packaged and validated Tomcat, clear any existing CATALINA\_HOME environment variable before running the installation. (SPCHSTRM-4312)

---

Due to the security vulnerability (CVE-2023-51074), the json-path library is updated to 2.9.0. (SPCHSTRM-4301)

---

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---

In Oracle database installations, the **journey** field has been changed to an NCLOB (National Character Large Object) datatype. (SPCHSTRM-4272, SPCHSTRM-4299)

---

The timeout value for a web page session expiration configured in the Messaging.Api.SessionTimeoutInMins parameter now has a default value of 120 seconds. (SPCHSTRM-4261)

---

Tomcat Server has been updated to 9.0.84 to address various security vulnerabilities (CVE-2023-46589, CVE-2023-44487, CVE-2023-41080, CVE-2023-42795, CVE-2023-45648, CVE-2023-42794, CVE-2023-46589). (SPCHSTRM-4186, SPCHSTRM-4208, SPCHSTRM-4233)

---

Czech language characters are now handled correctly. (SPCHSTRM-4162)

---

Due to the security vulnerability (CVE-2020-18032), the Graphviz library has been updated to 9.0.0. (SPCHSTRM-4074)

---

Due to the security vulnerability (CVE-2023-34462), the Netty library has been updated to 9.0.0 as part of an PSDK 900.10.6 update. (SPCHSTRM-4073)

---

When a WhatsApp client sends an image, GIA's response to DMS (9.1.008.08 version) no longer displays the invalid response of *the attachment was not delivered*. (SPCHSTRM-4269)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.123.01.

9.0.122.02

## 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
12/13/23	General						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

[Oracle database only] The dba\_\* tables have been replaced with user\_\* tables to ensure limited permission user scopes. (SPCHSTRM-4190)

---

Tomcat server has been updated to 9.0.82. (SPCHSTRM-4231)

---

Due to the security vulnerability (CVE-2023-24998), the apache-common-fileupload library has been updated to 1.5. (SPCHSTRM-4091, SPCHSTRM-4181)

---

Due to the security vulnerability (CVE-2022-42004, the Jackson Databind library is updated to

---

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---

### 2.15.3.(SPCHSTRM-4139)

---

Due to the security vulnerability (CVE-2023-2976), the Google Guava library has been updated to 32.1.2-jre. (SPCHSTRM-4138)

---

Due to the security vulnerability (CVE-2021-33813), the JDOM library has been updated to 2.0.6.1. (SPCHSTRM-4088)

---

Due to the security vulnerability (BDSA-2012-0001), the Apache Commons Codec library has been updated to 1.16.0. (SPCHSTRM-4087)

---

Due to the security vulnerability (CVE-2020-28491), the Jackson dataformat library been removed as GIA no longer uses the library.(SPCHSTRM-4081)

---

Due to the security vulnerability (CVE-2020-10693), the Hibernate Validator library has been updated to 8.0.1.Final. (SPCHSTRM-4080)

---

Due to the security vulnerabilities (CVE-2019-12415,CVE-2022-26336 ), the Apache POI library has been updated to 5.2.1. (SPCHSTRM-4078)

---

Due to the security vulnerability (CVE-2023-2976), the protobuf-java library has been updated to 3.24.4. (SPCHSTRM-4075)

---

GIA now includes the correct language code for Chinese (zh-cn) in dynamic prompts. Previously the language code was incorrectly displayed as 'zh-ma'. (SPCHSTRM-4017)

---

GIA now supports using special characters like umlaut, semicolon, grave accent, less than, greater than symbols in block names.Previously, using these special characters were not allowed. (SPCHSTRM-4179)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.122.02.



9.0.121.10

# 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
10/02/23	General						X

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

OpenJDK 17 is no longer included as part of the GIA installation package. (SPCHSTRM-4114, SPCHSTRM-4104)

The GIA\_JAVA\_PATH environment variable has to be set to OpenJDK17. (SPCHSTRM-4164)

[Oracle database only] The migration scripts from 9.0.116.21 to 9.0.120.32 have been corrected. (SPCHSTRM-4115)

[Oracle database only] The field data type for the FISHREPORTS.CALL\_SITES.LAST\_RESULT and

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---

FISHREPORTS.HISTORICAL\_CALL\_SITES.LAST\_RESULT tables been updated to support localization as some language use two bytes for characters. (SPCHSTRM-4093)

---

Due to the security vulnerability (CVE-2022-25647), the google-gson library is upgraded to 2.8.6. (SPCHSTRM-4090)

---

Due to the security vulnerability (CVE-2022-28366), the nekohtml library is removed as it is not used by GIA. (SPCHSTRM-4089)

---

Due to the security vulnerability (CVE-2023-34981), the Apache Tomcat server is upgraded to 9.0.80. (SPCHSTRM-4090, SPCHSTRM-4079)

---

Due to the security vulnerability (CVE-2023-28709), the xmlbeans library is removed as it is not used by GIA. (SPCHSTRM-4085)

---

The Apache Xerces2 Java Parser is upgrade from 2.11.0 to 2.12.2. (SPCHSTRM-4076)

---

Due to the security vulnerability (CVE-2022-30973), the Apache Tika library is upgraded to 1.28.5. (SPCHSTRM-4072)

---

Setting the **Confidential Mode** option as true in the Interceptor Block preference will not log any sensitive information passed to Integration Hub in the GIA VUI logs. (SPCHSTRM-4062)

---

In CallFlow Editor, paths can be edited and DTMF can be modified to '\*' successfully. Earlier, this caused a warning error in the UI. (SPCHSTRM-4044)

---

If multiple servers had been added to the default setting of *HttpClient.Proxy.NonProxyHosts*, all servers are displayed. Previously, only the first server was displayed. (SPCHSTRM-4043)

---

Due to the security vulnerabilities (CVE-2022-31197 and CVE-2022-41946), PostgreSQL is upgraded to 42.6.0. (SPCHSTRM-4011)

---

The GDPR Export feature works when there are multiple parameters in the CTI fields. (SPCHSTRM-3912)

---

The Execution Results logs are no longer empty and a dynamic rolling appender is created to populate the logs when the execution results task is run. (SPCHSTRM-3906)

---

## Upgrade Notes

Refer to the [migration process](#) before upgrading.

9.0.120.35

## 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
08/10/23	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

This release addresses a critical issue that was identified in the earlier 9.0.120.32 release. This release is specific to the Oracle database migration that have been corrected. (SPCHSTRM-4115)

The hive-off process has been updated for improved performance for the Oracle database:

- The days-tables are partitioned vertically, day sized.
- Keys used for partitioning are indexed.
- Additional indexes (*CALL\_STEPS\_IDX1*, *DAILY\_HEALTH\_AGGREGATES\_IDX1*, *DAILY\_DASHBOARD\_AGGREGATES\_IDX1*, *DAILY\_DASHBOARD\_AGGREGATES\_IDX2*, and *DAILY\_HEALTH\_AGGREGATES\_START\_IDX1*) are added for performance.

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- 
- Hive-off will now not copy from day-tables to historical-tables.
  - Old historical data will be deleted from the day tables, instead of from the historical tables. This helps in dropping partitions quickly improving performance.

(SPCHSTRM-3907, SPCHSTRM-4021, SPCHSTRM-4022)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.120.35.

9.0.120.32

# 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
07/25/23	General	Unavailable					X

## What's New

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### Important

As of August 09, 2023, this release is no longer available. A critical issue was discovered during testing. If you've already downloaded the software, please refer to the Knowledge Article on the Customer Case site.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.120.32.

9.0.119.11

## 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
05/04/23	General						X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation supports the Digital Messaging Server events for image attachments for WhatsApp messages for both NOTICE and MESSAGE events. Earlier, images were sent to GIA using the MESSAGE method. DMS now sends the information using the NOTICE event (modified in DMS 9.0.008.08). (SPCHSTRM-3931)
- A new configuration, **ReportsDatabase.Backlog.JDBC.Timeout** is now available in the **database.properties** file. This value will override the value configured in the **ReportsDatabase.JDBC.Timeout** option. The backlog process will wait for the **ReportsDatabase.Backlog.JDBC.Timeout** value before verifying if the data is written to the database. If the timeout expires, the unwritten data is re-added to the backlog process. (SPCHSTRM-3926)

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## Resolved Issues

This release contains the following resolved issues:

---

Due to the security vulnerabilities, (CVE-2022-45143, CVE-2022-42252, CVE-2023-28708), the Apache Tomcat server is upgraded to 9.0.72. (SPCHSTRM-3958 SPCHSTRM-3987)

---

Due to the security vulnerability (BDSA-2022-3447), the SnakeYAML library have been removed as GIA no longer uses the library. (SPCHSTRM-3951)

---

Genesys-produced artifacts (WAR and JAR files) will be signed. (SPCHSTRM-3935)

---

Due to the security vulnerability, the jquery library is upgraded from 1.10.2 to 3.6.3. (SPCHSTRM-3930)

---

The **database.properties** file has been updated to include supported DB versions only. (SPCHSTRM-3910)

---

Due to the security vulnerability (CVE-2022-4288), Apache Commons Text is upgraded to Version 1.10.0. (SPCHSTRM-3901, SPCHSTRM-3895)

---

Config Server users with the **Application Maintainer** permissions/role were unable to view the **Personas** tab. Intelligent Automation will use the new **IA\_SPD\_roles.xml** file for permissions. (SPCHSTRM-3841)

---

The number of currently active sessions is now displayed correctly in the **GUI servers** page. When a WebIVR window is opened, the count is incremented and when closed, the count is decremented. (SPCHSTRM-3307)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.119.11.

9.0.118.07

## 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
12/05/22	General						X

### What's New

This release contains the following new features and enhancements:

- The **escapejson** and **unescapejson** methods are added to iHUB scripting API. (SPCHSTRM-1414)
- Intelligent Automation now supports the new **latest\_long** and **latest\_short** models supported in Google Cloud for speech-to-text recognition. (SPCHSTRM-3758)
- Intelligent Automation now supports the following JSPs for speech transcription:
  - **GenesysGVP8Plus\_GoogleSR\_GoogleSS.jsp** — GVP 8+ for Speech Transcription + Google Cloud TTS (GenesysGVP8\_GoogleSR\_GoogleSS.jsp is for backward compatibility).
  - **GenesysGVP8Plus\_GoogleSR\_Vocalizer7.jsp** - GVP 8+ for Speech Transcription (GenesysGVP8\_GoogleSR\_Vocalizer7.jsp is for backward compatibility). (SPCHSTRM-3699)
- Intelligent Automation now uses PSDK jars of version 9.0.008.28 (SPCHSTRM-3826 , SPCHSTRM-3789)

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---

## Resolved Issues

This release contains the following resolved issues:

---

The performance of the Hive-off process has been improved for Oracle databases. (SPCHSTRM-3854)

---

GDPR now works with both day and historical tables in MS-SQL. (SPCHSTRM-3847)

---

Due to the security vulnerability (CVE-2019-13990), the Quartz Job scheduler is upgraded to 2.3.2. (SPCHSTRM-3827)

---

Intelligent Automation has improved the External User authentication process for Custom Roles. (SPCHSTRM-3825)

---

Due to the security vulnerability (CVE-2016-3506), the Oracle database driver is upgraded to 21.6.0.0.1. (SPCHSTRM-3824)

---

Due to the security vulnerability (CVE-2021-27568), the Jjson-smart library is upgraded to 2.4.7. (SPCHSTRM-3820)

---

Due to the security vulnerability (CVE-2021-22573), the Google OAuth library to use the Google API Client 1.35.0. (SPCHSTRM-3818)

---

Due to the security vulnerability (CVE-2022-33980), the Commons-configuration2 library is upgraded to 2.8. (SPCHSTRM-3817)

---

Due to the security vulnerability (CVE-2018-14720), the Jackson Databind library is upgraded to 2.13.3. (SPCHSTRM-3815)

---

Due to the security vulnerability (CVE-2019-16869), the Netty Jar files is upgraded to 4.1.73. (SPCHSTRM-3803)

---

The CTI fields are now trimmed down to 4000 characters from the earlier limit of 1000 characters. (SPCHSTRM-3802)

---

Due to a limitation present in the Google Chrome browser, Intelligent Automation will support uploading 500 audio files across all Prompts of any Personas in an application. If there is a need to save additional audio files, the uploads must be saved before uploading the additional files. This action is required for every 500 audio files are uploaded. (SPCHSTRM-3794)

---

---

As part of improving security, any special characters or symbols are validated to prevent XSS vulnerabilities. (SPCHSTRM-3778)

---

The Hive-off process has been improved by removing non-essential reindexing of calls and call step tables in MS-SQL. (SPCHSTRM-3774)

---

In a Web IVR callflow, the input values can be validated based on the DTMF validation.

### Important

This **DTMF\_Validation** option (available under **Preferences**) is to be set for each module than as a global value.

(SPCHSTRM-3747)

---

Only MS SQL GDPR now works with both day and historical tables. (SPCHSTRM-3745)

---

For GDPR, the **Company** field is now picked up by SQL queries. (SPCHSTRM-3583)

---

Extra characters are eliminated when uploading phrase hints with UTF-8 BOM. (SPCHSTRM-3361)

---

When iHub processes are imported, if a process exists with the same name, then the imported process name is appended with a number. (SPCHSTRM-2675)

---

The error messages displayed when a mandatory request parameter is missing now includes the HTTP status code and the missing parameter name in iHub test cases (SPCHSTRM-1413)

---

## Upgrade Notes

When upgrading from the previous version, please test all existing call flows in a test environment. This is highly recommended due to the major upgrade of key libraries, such as Groovy and OpenJDK 17.

9.0.117.18

## 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
09/13/22	General						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Intelligent Automation now uses the latest Platform SDK 9.0.008.28 version JAR files. (SPCHSTRM-3826)

---

Intelligent Automation now uses the latest Groovy 4.0.0 version libraries. (SPCHSTRM-3715)

### Warning

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---

This update to Groovy includes breaking changes that require customers to update their existing scripts. It is highly recommended to upgrade and test the scripts before upgrading the production environment. See [Apache Groovy 4.0 release notes](#) for more information. This version introduces the concept of modules in Groovy and this release of Intelligent Automation includes the JSON, JMX, SQL, SERVLET, TEMPLATES, TEST, and XML modules.

---

Intelligent Automation now includes OpenJDK 17 version. (SPCHSTRM-3612)

---

Catalina logs include the correct Windows Server versions used. Earlier, the log files displayed incorrect versions of Windows Server. (SPCHSTRM-3597)

---

## Upgrade Notes

When upgrading from the previous version, please test all existing call flows in a test environment. This is highly recommended due to the major upgrade of key libraries, such as Groovy and OpenJDK 17.

9.0.116.21

## 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
09/23/22	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The incorrect format of the Grammar XML file is now fixed and the missing tag-format parameter is now included. See [sample snippet](#) for more information. (SPCHSTRM-3870)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.116.21.



9.0.116.20

## 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
07/06/22	General						X

### What's New

This release contains the following new features and enhancements:

- If the same DTMF option is added, the request is rejected and a warning message is displayed. (SPCHSTRM-3513)

### Resolved Issues

This release contains the following resolved issues:

The historical tables were not trimmed in Oracle databases and an exception was generated. This issue is now fixed. (SPCHSTRM-3801)

**(Applicable only for MS-SQL databases)** Aggregate tables (around 11 tables) are now updated as part of the hive-off and report generation process. A new **Aggregate Table - Cleanup** option is available in the **Maintenance** page to perform this operation. In previous releases, additional rows were added from the day tables to these tables during the hive-off process causing duplicate rows. This issue is now fixed. An additional benefit with this fix is improved hive-off processing times due to a smaller dataset. (SPCHSTRM-3762)

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---

The issue with text overflow in the buttons in web IVR calls is now fixed. (SPCHSTRM-3759)

---

Due to the security vulnerabilities (CVE-2022-21724, CVE-2022-26520, CVE-2020-13692, CVE-2018-10936), the PostgreSQL database has been updated to 42.3.3.

### Important

PostgreSQL database is not supported by Intelligent Automation.

(SPCHSTRM-3755)

---

The issue with importing callflows that had any special character like parenthesis as part of the callflow name is now fixed. They can be opened but if there are any changes made to the callflow, the callflow name must be changed not to include special characters. (SPCHSTRM-3727)

---

The GUI Tomcat server now supports larger header and payload data sizes. (SPCHSTRM-3723)

---

The new **Aggregate Table - Trim** option in the **Maintenance** page now allows deleting records from the earliest date to the current date from the Aggregate Tables.

- [Aggregate tables in Oracle](#)
- [Aggregate tables in MSSQL](#)

### Important

The Block size can be changed dynamically by adding in the **Default Server Settings** with the name, **Maintenance.AggregateTable.BlockDeleteSize** with a default size of 50000.

(SPCHSTRM-3717)

---

The Google and Nuance TTS voice options are now fetched correctly based on the **Prompts** language selected in the **Persona** option. (SPCHSTRM-3708)

---

Unused imports are removed if they are not used in the project. (SPCHSTRM-3686)

---

External users such as CME-generated users are now mapped to Intelligent Automation user roles

---

---

and external users will have the same permissions as the IA user roles. (SPCHSTRM-3681)

---

Custom Voice Grammar files can now be uploaded and the voice output is generated based on the match from the voice grammar file. (SPCHSTRM-3399)

---

The issue with duplicate names overriding the iHUB process is now fixed as the UUIDs are different for each file even if they have the same file name. (SPCHSTRM-3364)

---

The company-specific data in Integration Hub tables is cleared when a company is deleted. (SPCHSTRM-831)

---

When no file is chosen for import, GIA displays an error message, Please choose a file to import. (SPCHSTRM-738)

---

The **json-simple-1.1.1.jar** files included as part of other packages are removed. The packages are now added to the servers manually. (SPCHSTRM-3782)

---

The unused kainos library is removed to reduce the package size. (SPCHSTRM-3781, SPCHSTRM-3777)

---

Due to the security vulnerability (CVE-2020-13956), the httpClient library has been updated to 4.3.13. (SPCHSTRM-3772)

---

Due to the security vulnerability (CVE-2018-1000180), the bouncycastle library has been updated to 1.70. (SPCHSTRM-3771)

---

Due to the security vulnerability (CVE-2019-10086), the commons-beanutilslibrary has been updated to 1.9.4. (SPCHSTRM-3770)

---

Due to the security vulnerability (CVE-2019-10086), the unused XStream library is removed. (SPCHSTRM-3769, SPCHSTRM-3748)

---

Due to the security vulnerability (CVE-2015-6420), the commons-collections has been updated to 1.9.4. (SPCHSTRM-3754)

---

Due to the security vulnerability (CVE-2017-12629), the Apache Lucene library has been updated to 8.2.0. (SPCHSTRM-3749)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.116.20.

9.0.115.24

## 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
05/05/22	General						X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation now supports Thai language (th-th) within prompts. (SPCHSTRM-3646)
- A new menu option is now available to allow trimming the iHub processes up to a specified date. In earlier releases, there was no option available to remove the iHub processes that were no longer in use. This caused the iHub Production menu to fail due to the longer access and processing time with a log exception error, `'/fish-gui/IntegrationDeployToProductionGroupedAndGraphed.jsp (status 500)` when there were a large number of processes. (SPCHSTRM-3463)

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### Resolved Issues

This release contains the following resolved issues:

Due to the security vulnerability (CVE-2022-22965), the Apache Tomcat server is upgraded to 9.0.62.

---

#### (SPCHSTRM-3760)

---

Due to the security vulnerability (CVE-2019-17571), the fish-reporting module is upgraded to use log4.2.x. (SPCHSTRM-3746)

---

Due to the security vulnerability (CVE-2022-22965), the Spring libraries have been removed as GIA no longer uses the libraries. (SPCHSTRM-3736)

---

The Natural Language Audio Streaming Module now uses the fields from the persona's **Use Specified TTS voices** names. The voice names are added to the prompt tags within VXML to play the prompts. (SPCHSTRM-3627)

---

Due to the security vulnerability (CVE-2019-17571), the Log4j library (included in the **examples** folder in the **Flex** folder ) is upgraded. (SPCHSTRM-3709)

---

When using multiple VUI servers and Oracle databases, the out-of-sequence call ID allocation by VUIs is resolved and incorrect rows are no longer deleted from the call tables. (SPCHSTRM-3697)

---

When using the Microsoft-SQL - Spanish Edition with Intelligent Automation, some procedures used a different format (US English: *Month-Day-Year*) to process the **datetime** column. This issue is now fixed by checking for other date variations for the **datetime** column. (SPCHSTRM-3594)

---

Intelligent Automation allows using users who do not have the *sysadmin* permission in Microsoft SQL. See **Upgrade Notes** for additional information. (SPCHSTRM-3737, SPCHSTRM-3647)

---

## Upgrade Notes

Intelligent Automation allows configuring the user permission during the upgrade process.

If you do not want to provide sysadmin permissions to *speechstorm* user, comment out the *ALTER SERVER ROLE* line in the upgrade script.

```
use fish/fishreports;
create user speechstorm for login speechstorm;
exec sp_addrolemember N'db_ddladmin', N'speechstorm';
ALTER SERVER ROLE [sysadmin] ADD MEMBER [speechstorm];
grant SELECT, DELETE, INSERT, UPDATE, EXECUTE, VIEW DATABASE STATE to speechstorm;
```

### Important

If the user does not have *sysadmin* permissions, the logs are not available for the

---

user.

No special procedure is required to upgrade to release 9.0.115.24.

9.0.114.43

## 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
03/08/22	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The 9.0.114.41 installer package for Tomcat GUI did not include some PSDK jar files. The missing files are now included in the installer. (SPCHSTRM-3656)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.114.43.

9.0.114.41

## 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
01/20/22	Hot Fix						X

### What's New

This release contains the following new features and enhancements:

- This release includes important security fixes related to the Apache Log4j vulnerability (CVE-2021-44832). In particular, the Log4j version included with Genesys Intelligent Automation has been upgraded to 2.17.1. (SPCHSTRM-3642)

### Resolved Issues

This release contains no resolved issues.

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.114.41.

9.0.114.39

## 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
12/21/21	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

This release includes important security fixes related to the Log4j vulnerabilities (CVE-2021-44228 and CVE-2021-45046). In particular, the Log4j version included with Genesys Intelligent Automation has been upgraded to 2.16.0. (SPCHSTRM-3633)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.114.39.

9.0.114.35

## 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**

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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.

9.0.113.24

## 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
09/03/21	General						X

### What's New

This release contains the following new features and enhancements:

- The SQL Database Hive Off feature is optimized with database partitions to improve processing speeds and prevent data loss during the hive off process. (SPCHSTRM-3381)

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### Important

To support SPCHSTRM-3381, GIA 9.0.113.24 requires Microsoft SQL Server 2017. SQL Server 2012 and 2016 are no longer supported.

- The size of the **CTI\_field** has been increased from 2000 to 4000 characters in the **calls** and **historical\_calls** tables in the Oracle and SQL databases. (SPCHSTRM-3474)



---

## Resolved Issues

This release contains the following resolved issues:

---

Intelligent Automation now validates the **Block** names for special characters like '(', ')', and tab spaces that are not allowed. (SPCHSTRM-3469)

---

The Dynamic Prompts for Mexican Spanish (es-MX) now reads the **millions** prompts correctly. (SPCHSTRM-3462)

---

Two new variables, **NLMenu\_HandleInputError** and **NLMenu\_HandleInputErrorPrompt** are available in the Natural Language Menu product. These new variables enable opting for a retry prompt or displaying an error message:

- **NLMenu\_HandleInputError** – When this variable is set to true, errors in the input are validated and a retry prompt is made available. When false, the error is handled by the standard application error handler.
  - **NLMenu\_HandleInputErrorPrompt** – If the **NLMenu\_HandleInputError** option is set to true, then this variable is used to prompt for a retry. The default value is "Given input phrase is not supported...Can you rephrase?" (SPCHSTRM-3461)
- 

Configuration Server users with an **IA role** can now log in to Intelligent Automation. Previously, users with multiple roles were denied permission. (SPCHSTRM-3456)

---

The Reports Download feature has been optimized to consider a null check while downloading raw data. (SPCHSTRM-3455)

---

Intelligent Automation uses the correct grammar syntax in the custom DTMF grammar file. (SPCHSTRM-3454)

---

The Script Block **performLookup** function has been optimized to use parameters and flags. Previously, this function did not work as expected. (SPCHSTRM-3434)

---

The **Menu Block** now allows updating paths and phrases successfully without displaying any errors. (SPCHSTRM-3507)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.113.24.

9.0.112.12

## 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
07/15/21	Update						X

### What's New

This release contains the following new features and enhancements:

- Bot Registry page now has a new **Delete Bot** option to delete bots from Nexus Registry. (SPCHSTRM-3435)
- Genesys Intelligent Automation now supports passing audio context to Nexus as part of Audio Streaming application. (SPCHSTRM-3428)

### Resolved Issues

This release contains the following resolved issues:

The issue with the Link Block syntax error that occurred due to a comment in VXML has been fixed. (SPCHSTRM-3451)

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If the TTS field contains any invalid characters, the field is saved but after the values are not available after a user session ends. This issue has been fixed. (SPCHSTRM-3441)

---

The **Transfer to another module options** page in Link Block will retrieve the transaction object values when the **CME.CategoryValueRequired** field in **genesys\_cme.properties** file is set to *false* (default value). Earlier only the transaction object section names were displayed. If the section names are required, the **CME.CategoryValueRequired** field should be set to *true*.

- **Known Limitation:** When retrieving the transaction object values, only primitive values are returned. JSON and complex objects are filtered.

(SPCHSTRM-3420)

---

The stored procedure for Summary reports now can handle date ranges larger than 28 days. (SPCHSTRM-3349)

---

To allow using longer domain names in GIA, the size of the domain fields have been increased. (SPCHSTRM-3332)

---

Fish GUI **web.xml** has been updated to improve security by restricting access to files. (SPCHSTRM-3328)

---

When the menu options are changed between Voice, Chat, or Visual, GIA now validates if the values are equal across the three types. (SPCHSTRM-3429)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.112.12.

9.0.111.35

## 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
05/06/21	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

When selecting the **Production Calls Only** option when generating the **View Customer Journeys** report, the correct information is displayed on the screen but the downloaded report includes both test and production data. (SPCHSTRM-3404)

The issue establishing secure connections to HTTPS servers for Micro Products has been resolved. Previously, Micro Products that required SSL import could not establish secure connections. (SPCHSTRM-3421)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.111.35.

9.0.111.33

## 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
03/31/21	General						X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation now supports direct audio streaming to Google Dialogflow Essentials using Nexus, GWS, and Google Dialogflow. A new Natural Language Audio Streaming Menu microapp has been included to support audio streaming. (SPCHSTRM-3295)
- The Groovy script execution in Script Blocks and the **getRemoteHttpData** method are optimized to use the connection pool feature. A new option, **Script.RemoteHttpClient.connectTimeout** is added to configure the connection timeout value. (SPCHSTRM-3248)
- Intelligent Automation now allows configuring the Menu Controller VXML options from the UI instead of configuring them in the **fish.properties** file. (SPCHSTRM-3317)
- To support localization, the database schema and the column sizes in the tables have been enhanced. (SPCHSTRM-3318)
- Intelligent Automation supports high availability (N+1) chat servers. (SPCHSTRM-3320)
- Intelligent Automation now supports masking user input entries in Visual IVR applications. If the **Confidential Mode** setting is enabled, Visual IVR masks the strings instead of displaying the actual information. This setting does not mask the currencies, dates, numbers, and phone number grammar types. (SPCHSTRM-3322)

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## Resolved Issues

This release contains the following resolved issues:

---

The value of the **maxParameterCount** option has been increased to 50000 from 10000. Earlier, the lower limit caused some issues when working with a large number of prompts. (SPCHSTRM-3045)

---

When the **Customer Journeys Report** was exported, the information in the report did not match the downloaded CSV export. (SPCHSTRM-3257)

---

The incorrect error message that was displayed when using older versions of GAX (pre-9.0.100.xx versions) has been corrected. The correct error message, *Sorry, Unfortunately login is not allowed. Please contact your administrator.* is now displayed. (SPCHSTRM-3292)

---

The nested JSON string values can now be exported. Earlier, the { character was not recognized as a nested JSON string. (SPCHSTRM-3301)

---

The UUID assigned by Intelligent Automation for a process is no longer modified when the process is updated. (SPCHSTRM-3321)

---

JavaScript methods and special characters or symbols in the URL are validated to prevent cross-site scripting vulnerabilities. (SPCHSTRM-3327)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.111.33.



9.0.110.23

## 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
12/14/20	General					X

### What's New

This release contains the following new features and enhancements:

- A new server setting, **GoogleASR.NBestValue.ConfidenceScoreBased** is introduced to pick the N-Best best results based on the confidence score. Previously, only the first entry in the list was chosen. (SPCHSTRM-3247)
- A new server setting, **VoiceXML.SSML.Play.DynamicSSML** is introduced to control Dynamic Speech Synthesis Markup Language (SSML) playback with variables. SSML playback from GIA Prompts and NLM (Natural Language Menu) responses are supported. When this flag is set to true, Genesys Voice Platform (GVP) interprets the SSML tags available in a variable. Previously, GVP played the SSML values present in a variable as a string value. (SPCHSTRM-3246)
- Intelligent Automation now supports Enhanced ASR (Advanced Speech Recognition) properties to support Google Speech Recognizers. Two new Voice UI (VUI) preference options, **google\_use\_enhanced** and **google\_use\_model\_type** are introduced to configure the Enhanced ASR properties. (SPCHSTRM-3220)
- Intelligent Automation now supports single utterance properties to support Google Speech Recognizers. A new VUI preference option, **single\_word\_utterance** is introduced to configure the single utterance option. (SPCHSTRM-3219)
- Question blocks now support the YMD, DMY, and MDY date formats when the incoming call is using

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Visual IVR persona. For other incoming call types such as Voice and Chat, only DMY and MDY date formats are supported. (SPCHSTRM-3211)

- The size of the **cti\_fields** field in the *calls* and *historical\_calls* tables of the Fish Reports database is increased from 1000 to 2000 characters. (SPCHSTRM-3204)

## Resolved Issues

This release contains the following resolved issues:

---

The **Multimodal Visual SMS Cancel** option based on DTMF keys now returns to the voice mode correctly. (SPCHSTRM-3259)

---

An error that occurred when running the **Run test** option in the **Unit Test** tab in a Script block has been fixed. (SPCHSTRM-3256)

---

Web IVR session management has been improved to end inactive sessions. (SPCHSTRM-3215)

---

An issue with the **fish-cbp.jar** file displaying an error for an invalid VUI URL and incorrect JAR file configurations has been fixed. Previously, the Interaction Routing Designer (IRD) application considered incorrect URLs and JAR file configurations as correct values. (SPCHSTRM-3212)

---

The correct language is now picked up when switching personas in the Menu and Message blocks. Previously, the language was not picked up correctly when switching personas. (SPCHSTRM-3210)

---

Fish-CBP has been enhanced to use connection pool mechanism for HTTP requests. Three new optional CBP configuration options, **max\_total\_http\_connections**, **max\_route\_http\_connections**, and **connection\_pool\_maintenance\_delay\_millis** has been included to configure the HTTP connection pool settings. (SPCHSTRM-3209)

---

The SNMP MIB file has been updated to be compliant (Level 4) with FTC standards. (SPCHSTRM-3196)

---

Intelligent Automation now supports both 2-level and 3-level role structures from GAX servers. A new Default Server setting, **GenesysSDK.ConfigServerRoles.UniversalFormat** is included to enable switching between 2-level and 3-level structures. (SPCHSTRM-3190)

---

Fish-CBP and VUI Server are updated to display error messages for unsupported Facebook Rich Media messages or types. (SPCHSTRM-3149)

---

---

Fish-CBP now supports DMS 9.1.005.04 and the Bot Gateway Server 9.0.007.06. (SPCHSTRM-3065)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.110.23.

9.0.109.06

## 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
10/13/20	Update					X

### What's New

This release contains the following new features and enhancements:

- The Tomcat version has been upgraded from 9.0.27 to 9.0.37. (SPCHSTRM-3125)

### Resolved Issues

This release contains the following resolved issues:

#### Important

The fix for SPCHSTRM-3205 ticket has been removed from this release.

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---

iHub processes can now be imported across multiple companies sharing the same UUID. (SPCHSTRM-3200)

---

The Bot Gateway Server (CBP) plugin now supports standard responses from UCS with ListPicker template types for Apple Business Chat. (SPCHSTRM-3192)

---

The standard response handling method now uses the TenantID for a company, if configured. When the tenant ID value is not available, the default company ID configured in **GenesysSDK.ConfigServerLogin.DefaultCompanyID** is used. (SPCHSTRM-3185)

---

The issue with the *Please wait...* message that was displayed when the following pages were saved has been replaced with an appropriate success and failure message:

- **HTTP Settings**
- **JDBC Data Sources**
- **Environment-specific Settings**

(SPCHSTRM-3183)

---

The **context.getRemoteHttpData** method has been updated in the API documentation. (SPCHSTRM-3182)

---

The **Google's Service Account Email** field (**Custom NLU > NLU Scripts**) is now mandatory. (SPCHSTRM-3166)

---

The Dynamic Menu template now includes all mandatory prompts with descriptions. The *missing prompt* error that was displayed when using the template is no longer displayed. (SPCHSTRM-3153)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.109.06.

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.aaaaaaa.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.

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## Resolved Issues

This release contains the following resolved issues:

---

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)

---

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)

---

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)

---

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)

---

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

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.109.03.

9.0.109.02

## 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
07/24/20	Hot Fix					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

A new optional JSON entity, **x\_vui\_default\_error\_msg**, has been added to configure the default error message displayed when the connection between the Chat Bot Platform (CBP) and VUI fails. (SPCHSTRM-3139)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.109.02.

9.0.109.01

## 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
07/08/20	Update					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

- Multi-modal applications in IA will now check for the ORS session status before transitioning to the final **vxml.jsp**. This prevents IA runtime sessions from timing out while waiting for new requests. (SPCHSTRM-3126)
- Optional port numbers can be defined for the default load balancer in the **Server Configuration** page. This allows the WebIVR to send only the URL in the SMS. Earlier the port number was included as part of the SMS. (SPCHSTRM-3117)
- The French language package did not include some .wav files. After uploading the files, the **medium.properties** files at the following locations have to be updated:
  - ... \Platform\TomcatVUI\webapps\fish-vui.war\WEB-INF\lib\fish-core-9.0.109.511-customer.jar\com\speechstorm\fish\runtime\cpr\fr-fr\

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- ...\\Platform\\TomcatGUI\\webapps\\fish-gui.war\\WEB-INF\\lib\\fish-core-9.0.109.511-customer.jar\\com\\speechstorm\\fish\\runtime\\cpr\\fr-fr\\ (SPCHSTRM-3113)
- The FlexNet Licensing version has been updated to v11.16.6.0. (SPCHSTRM-3107)
- The **CLIData.Mobiles.Prefix** option now recognizes the prefix + when placing calls and it would be considered as MOBILE (2) and not UNKNOWN(0) as part of the report generation. (SPCHSTRM-3077)
- The installation script (**SS\_FW\_Install.bat**) now allows adding Subject Alternative Name (SAN) certificates. (SPCHSTRM-2597)
- The version migration files have been included. Earlier, the UI displayed the version number incorrectly as 9.0.106 or 9.0.108. (SPCHSTRM-3099)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.109.01.

9.0.109.00

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

## Genesys Intelligent Automation Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/02/20	General					X

### What's New

This release contains the following new features and enhancements:

- The **createNativePrompt** method has been enhanced to support an optional parameter (JSON) to supply Rich Media related key-value pairs in the structured transcript message. This allows IA to send Rich Media UI-related properties to be sent to Chat clients. See [Adding custom rich media](#) for more information. (SPCHSTRM-3067)
- The fish-cbp plugin now supports using proxy servers to communicate with IA servers. See [Using Bots](#) for more information. (SPCHSTRM-3041)

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### Resolved Issues

This release contains the following resolved issues:

---

The audio file playback has been fixed when the **VoiceXML.SSML.AlwaysUseSSML** flag is enabled

---

---

in **Server** settings. Previously, enabling this flag caused an error due to an invalid audio path. (SPCHSTRM-3040)

---

Double quotation marks and other characters which required escaping in Chat conversations are now escaped properly and handled by fish-vui server at runtime, requiring no additional configuration. (SPCHSTRM-2998)

---

The hard-coded password issue with iHub HTTP has been resolved. (SPCHSTRM-3056)

---

## Upgrade Notes

### Important

Before installing new version of IA or before migrating databases to a new version, ensure that you take a backup of the existing database before proceeding.

9.0.108.00

## Genesys Intelligent Automation Release Notes

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

### Important

This release has been placed Under Shipping Control. Please contact your Genesys Customer Care representative if you want to download this release.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/20	Update	Under Shipping Control				X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation now provides methods to access the list of slots within an NLU session through a scriptblock: *addSlot*, *getSlotValue* and *saveSlotToVariable*. (SPCHSTRM-2984)
- Intelligent Automation now provides a new product to support bot capabilities for earlier versions of Intelligent Automation. (SPCHSTRM-2907)
- Google Dialogflow sessions now persist across multiple visits to **Natural Language Menu** in a single call. (SPCHSTRM-2858)

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## Resolved Issues

This release contains the following resolved issues:

---

Intelligent Automation's Bot Gateway Server (BGS) plugin now uses the new BGS logging mechanisms. Earlier releases did not include the logs in the plugin. (SPCHSTRM-2958)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.108.00.

9.0.107.00

## 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
12/18/19	General					X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation now supports Google Dialogflow's follow-up intents and output contexts. (SPCHSTRM-2836)
- Intelligent Automation now supports Microsoft Bot Framework using Direct Line v3 API. (SPCHSTRM-2784)
- The version number now displays on the login page. (SPCHSTRM-2881)
- Speech Synthesis Markup Language (SSML) pauses can now be added in increments of 50 milliseconds. (SPCHSTRM-2823)
- When the Debug logging is enabled, requests and responses between Genesys Dialog Engine and Google Dialogflow are now logged. (SPCHSTRM-2822)
- Concatenated prompt recording (CPR) packs for dynamic prompt playback, if configured, are now used even if the environment setting, **VoiceXML.SSML.AlwaysUseSSML** is set to true. (SPCHSTRM-2812)
- The Date Picker in Web IVR now supports DMY (default), MDY and YMD date formats. (SPCHSTRM-2844)

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---

## Resolved Issues

This release contains the following resolved issues:

---

Multimodal feature now provides appropriate warnings when a WebIVR session is expired.  
(SPCHSTRM-2874)

---

HTTP Patch requests now work correctly in Integration Hub (SPCHSTRM-2860)

---

Personas will now save without errors when TTS voices have not been configured for a TTS language.  
(SPCHSTRM-2850)

---

When using Google SR, data now correctly attaches to the call when exiting to a routing strategy.  
(SPCHSTRM-2832)

---

SNMP heartbeat traps are now sent from the Messaging, Integration, and Load Balancer servers.  
(SPCHSTRM-2817)

---

The correct exception message is now displayed when exceeding the maximum number of nested modules of a given product type. (SPCHSTRM-2815)

---

"Confidential variables to send" VUI preferences now works as documented. Previously, spaces were required between the variable names (for example, CardNumber, AccountNumber, and so on).  
(SPCHSTRM-2811)

---

The Channel no longer resets to Voice during a session using the Voice with transcription channel.  
(SPCHSTRM-2810)

---

Web IVR question block will now display a retry prompt if the user attempts to submit a blank entry.  
(SPCHSTRM-2794)

---

Product templates are now updated to support additional character sets. (SPCHSTRM-2769)

---

The **Preview Prompt** button now correctly appears for Retry, Timeout, and Help prompts. The Preview Prompt button will now correctly appear for Retry, Timeout and Help prompts.  
(SPCHSTRM-2768)

---

Intelligent Automation no longer generates an error when the session is being ended in the GUI.  
(SPCHSTRM-2764)

---

---

IA internationalised in French now allows you to select all report tabs. (SPCHSTRM-2043)

---

The non-Internationalised tree view no longer provides a link to virtual call. (SPCHSTRM-1028)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.107.00.

# 9.0.106.05

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

## Genesys Intelligent Automation Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/18/20	Hot Fix					X

### What's New

This release contains the following new features and enhancements:

- Multi-modal applications in IA will now check for the ORS session status before transitioning to the final vxml.jsp. This prevents IA runtime sessions from timing out while waiting for new requests. (SPCHSTRM-2789)

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### Resolved Issues

This release contains the following resolved issues:

---

Intelligent Automation will log a warning when closing an VUI session forcibly and adds an extra check before closing a VUI session for Multimodal. (SPCHSTRM-3093)

---

A corrupted JAR file stopped the fish-services component from starting correctly in 9.0.106.03. This has been resolved. (SPCHSTRM-3037)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.05.

9.0.106.04

## 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
03/31/20	Hot Fix					X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

A corrupted JAR file that stopped the fish-services component from starting correctly in 9.0.106.03 has been resolved. (SPCHSTRM-3037)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.04.

9.0.106.03

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

## Genesys Intelligent Automation Release Notes

### Important

This release has been placed Under Shipping Control. Please contact your Genesys Customer Care representative if you want to download this release.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/13/20	Hot Fix	Under Shipping Control				X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

When the value of the VUI option, **Standard Visual Switch menu sms wait prompt iterations** is reached, a recognition failure does not occur. Instead, the session returns to Voice only. (SPCHSTRM-2963)

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---

#### Updates to Web IVR:

- When using Multimodal, Web IVR now uses the visual grammar settings.
- Web IVR now displays the next prompt even if the previous prompt evaluated to an empty string. (SPCHSTRM-2945)

---

The VUI option, **Standard Visual Switch read-only prompt mode** now takes effect when using Multimodal. (SPCHSTRM-2944)

---

Error logging is improved when using Multimodal. (SPCHSTRM-2936)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.03.



9.0.106.02

## 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
10/29/19	Update					X

### What's New

This release includes only resolved issues.

- The fallback to voice on client error functionality now works properly.
- Switching back to the Voice option from the Multi-modal option will no longer trigger execution of the **Visual Mandatory On VUI** preferences.
- Browsers can now use Web IVR without requiring cookies to be set.
- Additional contingency messaging is added to the **VisualMessages.properties** file to cover scenarios when no sessions are available.
- WebIVR pages now change the location to **EndSession.jsp** after loading. This resolves the issue where requests made with expired sessions caused errors.
- Logging has been included for multimodal sessions when a new session request is received. The logs will now include information on the validity of the session ID.
- The footer buttons now display correctly in WebIVR when cookies are not enabled.

(SPCHSTRM-2617)

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## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.02.

9.0.106.00

## 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
09/27/19	General					X

### What's New

This release contains the following new features and enhancements:

- The default Text Responses from Google Dialogflow can now be accessed using the NLTextResponse variable. (SPCHSTRM-2744)
- Session variables can now be sent to Dialog Engine or Dialogflow for slot filling purposes. (SPCHSTRM-2707)
- The Natural Language Menu product now displays only the first five utterances for each intent. (SPCHSTRM-2705)
- Intelligent Automation personas now allow selecting a TTS voice to use for both Nuance and Google TTS. (SPCHSTRM-2704)
- Intelligent Automation can now provide a maximum limit for the number of attempts to collect a slot value. (SPCHSTRM-2698)
- Intelligent Automation now allows you to use separate variables and slot names when skipping questions. Previously, the variable could only be created with the same name as the slot. (SPCHSTRM-2623)
- Intelligent Automation now supports Dialogflow's SmallTalk feature. (SPCHSTRM-2621)
- Intelligent Automation now reads the DialogFlow fulfilment messages field rather than the fulfilment text. This allows multiple messages to be returned and now supports text returned from fulfilment webhooks. (SPCHSTRM-2605)
- Intelligent Automation now supports fulfillment from Dialogflow. (SPCHSTRM-2575)

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- 
- Intelligent Automation now supports Dialogflow System Entities. (SPCHSTRM-2574)
  - Intelligent Automation now supports the ability to pass a variable to Natural Language menu to use as the first utterance. Intelligent Automation also provides the ability to configure a path/module to use if no intent is found. (SPCHSTRM-2537)

## Resolved Issues

This release contains the following resolved issues:

---

Integration Hub servlets now return UTF-8 character encoding in the response metadata. (SPCHSTRM-2690)

---

Callflows can now be imported/exported between environments pre- and post- chat persona support. (SPCHSTRM-2663)

---

The IA installation process now creates the IA Flex license Manager Windows service with the start type of *Automatic* instead of *Automatic (delayed)*. (SPCHSTRM-2644)

---

Some connections to Interaction Server previously wrote constant error messages to Intelligent Automation log files. This has been rectified. (SPCHSTRM-2590)

---

If an intent name returned from an AI contains colons, this no longer causes errors when saving an instance of a Natural Language Menu. (SPCHSTRM-2511)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.00.

9.0.105.01

## 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
07/19/19	General					X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation now reads the **Dialogflow fulfilment messages** field rather than the fulfilment text. This allows multiple messages to be returned and now supports returned text from fulfilment webhooks. (SPCHSTRM-2605)

### Resolved Issues

This release contains no resolved issues.

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.01.

9.0.105.00

## 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
06/12/19	General					X

### What's New

This release contains the following new features and enhancements:

- You can now set the length of time a HTTP connection lives in the connection pool before it is closed. This is configured by the default server setting, `HttpClient.ConnectionPool.ConnectionLifetimeInSeconds`. This will be useful in environments where firewalls or other systems kill idle connections without informing the client. (SPCHSTRM-2516)
- Intelligent Automation now supports Genesys Dialog Engine's v2 API. (SPCHSTRM-2489)
- Intelligent Automation now supports Google Text-To-Speech for both Genesys Engage and PureConnect voicebots. (SPCHSTRM-2508)

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### Resolved Issues

This release contains the following resolved issues:

---

The **Visual Display Text** option is now displayed correctly for all visual personas. (SPCHSTRM-2558)

---

Incorrect paths to a CSS file and an image file have been rectified. (SPCHSTRM-2554)

---

The **Visual Display Text** option for the Chat and Visual personas is now automatically added to a menu options synonym list. (SPCHSTRM-2551)

---

The standard responses (Help, Back, and Repeat) now work correctly using DTMF in PureConnect. (SPCHSTRM-2542)

---

The Web IVR **Submit** button for questions now resizes correctly based on the text defined in the **Standard visual submit button prompt** within the Intelligent Automation GUI. (SPCHSTRM-2535)

---

The **Forgot Password** page now reflects the re-branding work included with 9.0.102. (SPCHSTRM-2461)

---

Intelligent Automation installations no longer require the JAVA\_HOME environment variable to be set manually. (SPCHSTRM-2460)

---

Callflows created in IA v9.0.101 or earlier, containing prompts that have uploaded audio files, now play the appropriate audio when imported in IA v9.0.102 or later. (SPCHSTRM-2458)

---

Deleted microapp configurations no longer remain in the database. (SPCHSTRM-2454)

---

Voicebot calls no longer fail in PureConnect. Previously, the PureConnect issue ASE-222 caused them to fail. (SPCHSTRM-2453)

---



---

Chat interactions over HTTPS now use the configured certificates when performing validation. (SPCHSTRM-2450)

---

If multiple grammar validation rules are configured in a voicebot Question block, IA now applies all the configured rules to the Question block. Previously, IA applied only the first rule. (SPCHSTRM-2448)

---

SNMP traps have been increased to 21,474,836,470 milliseconds (~249 days). Previously, SNMP traps failed after 2,147,483,647 milliseconds (~25 days) after the server started. The server uptime cannot currently be increased further as the field uses a 32-bit integer. (SPCHSTRM-2444)

---

A specific error message is now displayed if an attempt is made to export a product while the server setting, **Product.DigitalSignature.PrivateKeyStorePath** is empty. (SPCHSTRM-2370)

---

Prompt audio files are no longer removed when updating the prompt TTS by using the filtered prompts functionality. (SPCHSTRM-2086)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.105.00.

9.0.104.00

## 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
03/15/19	General					X

### What's New

This release contains the following new features and enhancements:

- Intelligent Automation is now fully integrated with Google Dialogflow. This latest AI integration enables conversation powered by machine learning and natural language understanding to take place between customers and chat bots. Refer to the [Natural Language AI Integration](#) page in the *Intelligent Automation Help* manual for more information. (SPCHSTRM-2365)
- Support for Windows Server 2016 operating system. (SPCHSTRM-2404)

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### Resolved Issues

This release contains the following resolved issues:

A character encoding error that prevented Intelligent Automation from displaying non-Latin characters correctly has been resolved. (SPCHSTRM-2423)

---

For two-factor authentication, if a user does not have a phone number as a verified contact method, Intelligent Automation no longer presents the user with the SMS authentication option. Previously, in this scenario, Intelligent Automation offered the SMS authentication option. (SPCHSTRM-2418)

---

The system no longer returns an error when you specify an iHub or URL in a configuration field. (SPCHSTRM-2416)

---

Intelligent Automation now references a phone number correctly in a two-factor authentication prompt. Previously, Intelligent Automation played the phone number variable name instead of the phone number. (SPCHSTRM-2392)

---

Rich media prompts are now categorized and described correctly when exported to a Microsoft Excel spreadsheet. Previously, the description of rich media prompts displayed as **other prompt** in the Excel file. (SPCHSTRM-2366)

---

Rich media prompts no longer appear under **Manage Prompts** if no chat persona is present. (SPCHSTRM-2363)

---

The **Customer Journeys Report** now generates and displays data as expected. Previously, the value of the **isProduction** parameter for the **Show Calls** URL was incorrectly set to **false**, resulting in empty reports. (SPCHSTRM-2355) For speech recognition, Intelligent Automation now chooses the first answer in the list of interpretations returned from the Google Cloud Speech-to-Text service. (SPCHSTRM-2414) Rich media buttons are now arranged in ascending order based on their menu option's DTMF value. (SPCHSTRM-2390)

---

Intelligent Automation now clears cached authentication tokens every time an **NLU Settings** page (in a natural language application) is saved. (SPCHSTRM-2353)

---

Intelligent Automation no longer throws an error when you create a new instance of a two-factor authentication template. (SPCHSTRM-2350)

---

If a Recording block or Transfer block contains an opening hours prompt, and it is the first block to be executed in a session, Intelligent Automation correctly plays the opening hours prompt. Previously, in this scenario, Intelligent Automation skipped the prompt. (SPCHSTRM-2343)

---

Rich Media fallback text now references all variables in the prompt text. Previously, the fallback text referenced only the first variable. (SPCHSTRM-2341)

---

A database error that affected configured prompts in Intelligent Automation applications has been resolved. (SPCHSTRM-2336)

---

---

Variables with **Null** values no longer impact Web IVR context transfers. (SPCHSTRM-2330)

---

When calling on Genesys Dialog Engine, only the **DialogEngine.JOPv2.BaseURL** setting needs to be configured on the **Administration > Default Server Settings** tab. All other JOP server settings can be defined at the module level. Previously, all JOP\* server settings had to be configured on the **Default Server Settings** tab. (SPCHSTRM-2175)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.104.00.

9.0.103.00

## 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
01/25/19	General					X

### What's New

This release contains the following new features and enhancements:

- Natural Language Menu modules now include an Intents List tab, which displays all Intents associated with a Dialog Engine domain. Use the Intents List tab to map each Intent to a module, and Intelligent Automation will create or update an application's callflow accordingly.  
For more information, refer to the [Integrating Dialog Engine](#) page in the *Intelligent Automation Deployment Guide*. (SPCHSTRM-2323)
- Intelligent Automation now supports two types of two-factor authentication in self-service applications:
  - Internal authentication - Intelligent Automation generates a code internally and delivers the code to the user's verified email address or phone number (SMS).
  - External authentication - Customers use their own systems to verify a user.For more information about this feature, refer to the [Two-Factor Authentication](#) page in the MicroApps section of the *Intelligent Automation Help* manual. (SPCHSTRM-2320)
- Web IVR's context transfer tokens are now made up of only alphanumeric characters. This addresses issues encountered with web interfaces that forbid certain characters. (SPCHSTRM-2319)
- The chat persona now supports Opening Hours prompts. (SPCHSTRM-2344)

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## Resolved Issues

This release contains the following resolved issues:

---

Intelligent Automation no longer concatenates TTS prompts when using the [letters:] or [digits:] keywords. Previously, in this scenario, these keywords rendered one word or letter at a time in message prompts. (SPCHSTRM-2347)

---

For rich media, when you add multiple prompts for Description, Header, and Submit Button text, Intelligent Automation now displays all prompts. Previously, Intelligent Automation displayed only the first prompt. (SPCHSTRM-2340)

---

URLs generated for Intelligent Automation's hosted rich media now use the load balancer's protocol, host, and port if a load balancer is in use. (SPCHSTRM-2337)

---

The Dynamic Menu Settings page no longer throws an unexpected error when the chat persona is used. (SPCHSTRM-2335)

---

Rich media prompts no longer appear in the Prompt List if the chat persona is not selected. (SPCHSTRM-2316)

---

Intelligent Automation now supports both visual and chat personas in all imported modules. Previously, a module imported from the 9.0.102.xx version or earlier did not include support for the visual or chat persona. (SPCHSTRM-2314)

---

The rich media editor now includes support for French (fr-fr), German (de-de), and Mexican Spanish (es-mx). (SPCHSTRM-2312)

---

In Chat channels, canonicalization of input to natural numbers now uses the Locale to ensure language-specific rules are applied. (SPCHSTRM-2331)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.103.00.

---

9.0.102.00

## 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
12/17/18	Update					X

### What's New

- You can now create chat personas for use in chat-based applications.
- Visual elements within the user interface have been rebranded to align with the latest Genesys design standards. This includes visual enhancements to the login screen and color changes to UI elements such as buttons, toggles, menus, text fields, and icons. These visual changes do not impact functionality.
- Intelligent Automation now supports rich media in the chat channel. This includes the ability to enhance chat messages with images, videos, buttons, rich text, and hyperlinks.
- Support for OpenJDK 8.
- Changes to TLS support include the following:
  - Intelligent Automation no longer supports SSLv2, SSLv3, or TLS 1.0 as a default supported protocol.
  - Intelligent Automation now supports secure communication using only TLS 1.1 and TLS 1.2 by default.

If you require TLS 1.0 or any other configuration, you must explicitly specify it in the **HttpClient.Security.SupportedProtocols** default server setting. This will override the default.

### 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:

Users can now access the user interface when a reporting table is locked. Previously, the system waited until the reporting table was unlocked before granting access. (SPCHSTRM-2146)

---

In the event there are multiple VUI servers in a cluster with no available load balancer, Intelligent Automation now randomly assigns the workload to any server within the cluster. Previously, it defaulted to the first VUI server in the cluster, meaning that all WebIVR sessions failed in the event of an outage. (SPCHSTRM-2236)

---

WebIVR application input fields now support responses containing quotation marks. (SPCHSTRM-2148)

---

**Retry** prompts now display as expected in the user interface. Previously, selecting **Add another prompt** multiple times disabled the highlighting feature that indicates that a prompt is draggable. (SPCHSTRM-2177)

---

Users can now log in with external credentials if there are multiple applications using the **CfgGenericServer** type in Configuration Server. Previously, users with roles assigned to them from other **CfgGenericServer** applications received an error when logging in. (SPCHSTRM-2235)

---

You can now deploy Integration Hub processes without having to also deploy environment and library processes. Previously, if you did not check the **Include Environment** and **Include Library** boxes during an Integration Hub deployment, the system returned an error. (SPCHSTRM-1681)

---

Calls in a PureConnect IVR can now correctly read attached variables that are specified in a **Start** block. (SPCHSTRM-2298)

---

The system no longer returns an error when a caller confirms a **No** response on the first attempt at answering a question. (SPCHSTRM-2300)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.102.00.



9.0.101.00

## 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
10/29/18	Update					X

### What's New

This release contains the following new features and enhancements:

- You can now add multiple retry and timeout prompts to **Menu**, **Question**, and **Recording** blocks. To use this feature:
  - You must have the **Application Designer** role or higher. If you are not using standard roles, you must have the **configure\_number\_entry\_retry\_timeout\_prompts** permission.
  - The Default Server Setting **Prompts.RetryTimeout.MaxAllowed** must have a value greater than 1 (as of this release, the default value is 2).
  - In the application or module details page, the **Allowed number of retry/timeout prompts** must have a value greater than 1.
- You can now use TLS v1.2 connections with Genesys servers. Refer to the [migration procedure](#) in the [Genesys Intelligent Automation Migration Guide](#) for more information.
- Support for Microsoft SQL Server 2016 databases. See the [Supported Operating Environment: Genesys Intelligent Automation page](#) for more detailed information and a list of all supported databases.
- Support for Microsoft SQL Server 2017 databases. See the [Supported Operating Environment: Genesys Intelligent Automation page](#) for more detailed information and a list of all supported databases.

### Helpful Links

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- [List of 9.0.x Releases](#)
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- 
- Integration Hub processes now allow underscores in their names. Previously, using underscores in names caused an error.

## Resolved Issues

This release contains the following resolved issues:

---

The Natural Language Menu product now correctly reads slot values from Dialog Engine. Previously, Dialog Engine encountered an error when it tried to read these slot values. (SPCHSTRM-2150)

---

Visual channels now correctly use the visual persona. Previously, visual channels would incorrectly use the voice persona. (SPCHSTRM-2144)

---

Intelligent Automation now allows you to import the Natural Language Menu and Incident Alert products simultaneously. Previously, importing these two products simultaneously caused an error. (SPCHSTRM-2114)

---

Intelligent Automation now notifies the agent of all progress in **Menu** and **Question** blocks when a customer is using a WebIVR application. This information is provided by a URL with the name of the block that is being processed. (SPCHSTRM-2101)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.101.00.

9.0.100.02

## 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
10/01/18	General					X

### What's New

This release contains the following new features and enhancements:

- VoiceBots (previously known as Cognitive IVR), which uses Google Cloud Speech-to-Text to improve the performance of natural-language interfaces such as Dialog Engine. VoiceBots makes it easier for callers to use spoken natural-language phrases to navigate through a Genesys Intelligent Automation application.

#### Important

The VoiceBots feature is currently part of the Early Adopter Program (EAP). For more information, contact Product Manager Jonathan McKenzie.

- You can now use Personas with the Dynamic Menu builder product, which allows you to configure display labels for digital channels and separate lists of recognition phrases for voice channels.
- Support for MS SQL Server 2017 (Windows) databases. See the [Supported Operating Environment](#):

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
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[Genesys Intelligent Automation page](#) for more detailed information and a list of all supported databases.

- The plugin for Bot Gateway Server now calls directly from the Bot Gateway Server driver (on Digital Messaging Server) to the Intelligent Automation VUI Server, bypassing the Intelligent Automation Messaging Server.
- Connections to other Genesys servers (for example, Configuration Server or Interaction Server) now use Genesys ADDP functionality.
- Intelligent Automation can now reference the **menuoption\_switch\_visual\_phoneno\_variable** when the multi-modal mode is set to **Visual Mandatory On** or **Visual Optional**. Previously, Intelligent Automation referenced the phone number variable only when the multi-modal mode was set to **Visual Optional**.

## Resolved Issues

This release contains the following resolved issues:

---

The hive-off process now functions correctly after the server cache was flushed. (SPCHSTRM-2109)

---

Oracle databases no longer produce an error during the hive-off process if there are two different block types with the same name in the same module. (SPCHSTRM-2093)

---

This release includes enhanced security to better protect against specific server attacks. (SPCHSTRM-2066, SPCHSTRM-2045)

---

Audio prompts now play correctly if fallback TTS text was not specified. Previously in this scenario, the prompt was skipped. (SPCHSTRM-2048)

---

On the PureConnect platform, Intelligent Automation now correctly escapes prompt wording that contains special XML characters such as & < > ". Previously, the presence of these characters in a prompt caused Intelligent Automation to skip the block. (SPCHSTRM-1982)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.100.02.

# Release 9.0.0

## Genesys Intelligent Automation Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Genesys Intelligent Automation, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.004.01

## 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
06/26/18	General	Unavailable				X

### What's New

#### 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](#)

### Important

As of September 25, 2018, this release is no longer available. A critical issue was discovered during testing. If you've already downloaded the software, please refer to the Knowledge Article on the Customer Case site.

9.0.003.00

## 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
05/14/18	General					X

### What's New

This release contains the following new features and enhancements:

- Support of Apple Business Chat: This feature allows customers using iOS devices to interact via chat directly with enterprises.
- New severity levels for SNMP traps: When generating an SNMP trap when failing, the Hiveoff process can now assign one of the following two new levels of severity, as appropriate:
  - SEVERITY\_MAJOR -- When registering an error on the database or deleting historical data.
  - SEVERITY\_CRITICAL -- When failing for unknown reasons.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Resolved Issues

This release contains the following resolved issues:

The data in a Call Steps preview of a Raw Data Report is now ordered correctly in an MS SQL Server SQL Server environment. Previously in this scenario, the data was not displayed in chronological order based on timestamps. (SPCHSTRM-1352)

The full en-gb and full en-us Intelligent Automation language packs have been updated with extra prompts to better handle playback of currency values that end in one. For example, 1001 dollars is now read back as "One thousand and one dollars". Previously, a currency value ending in one was read back as a singular value. Using the above example, the value was read back as "One thousand and one dollar".

The following prompts have been added to full en-gb packs:

```
curr_gbp_plural_final_1=one pounds.  
curr_gbp_plural_medial_1=one pounds ... [and n pence]  
curr_eur_plural_final_1=one euro.  
curr_eur_plural_medial_1=one euro ... [and n cent]  
curr_usd_plural_final_1=one dollars.  
curr_usd_plural_medial_1=one dollars ... [and n cents]
```

The following prompts have been added to full en-us packs:

```
curr_usd_plural_final_1=one dollars.  
curr_usd_plural_medial_1=one dollars ... [and n cents]
```

(SPCHSTRM-445)

---

Multiple questions that use the **Date** standard grammar no longer cause errors within a Web IVR application. (SPCHSTRM-1435)

---

## Upgrade Notes

If you are upgrading to 9.0.003.00 and are currently using dynamic CPR prompts, you'll need to re-upload the prompts, including the prompts mentioned [above](#).

## Supported Languages

For a list of languages supported in this release by the various elements of Genesys Intelligent Automation, refer to the [Supporting Languages](#) page in the Deployment Guide.



9.0.002.00

## 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
05/01/18	General					X

### What's New

This release contains the following new features and enhancements:

- Genesys Intelligent Automation is now compliant with the General Data Protection Requirement (GDPR). For information about GDPR and how to configure it, refer to the [Genesys Intelligent Automation Support for GDPR](#) section of the [Genesys Security Deployment Guide](#).

### Resolved Issues

This release contains the following resolved issues:

---

Product files are now imported properly in non-development environments. Previously in these environments, product files were not uploaded. (SPCHSTRM-1482)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.00.

## Supported Languages

For a list of languages supported in this release by the various elements of Genesys Intelligent Automation, refer to the [Supporting Languages](#) page in the Deployment Guide.

9.0.001.01

## 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
03/02/18	General					X

### What's New

This release contains the following new features and enhancements:

- Genesys Intelligent Automation now supports PureConnect 2017 R4.
- You can now specify proxy servers when configuring outbound HTTP/HTTPS requests from a dialog flow or Integration Hub Process. New **Server** settings are:
  - **HttpClient.Proxy.HttpHost**
  - **HttpClient.Proxy.HttpPort**
  - **HttpClient.Proxy.HttpsHost**
  - **HttpClient.Proxy.HttpsPort**
  - **HttpClient.Proxy.NonProxyHosts**—This setting is a comma-separated list of hostnames for which the proxy server will not be used. You can use the \* character as a wildcard here.

### 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 no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.01.

## Supported Languages

For a list of languages supported in this release by the various elements of Genesys Intelligent Automation, refer to the [Supporting Languages](#) page in the Deployment Guide.

9.0.000.01

## Genesys Intelligent Automation Release Notes

**9.x** This is the first 9.x release of **Genesys Intelligent Automation**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/12/18	General					X

### What's New

This release contains the following new features and enhancements:

- A user can now see all the call data stored in the database for a particular journey.
- The passwords for the core and reporting databases can now be encrypted, to lessen the risk of unauthorized users accessing the data.
- Genesys Intelligent Automation can now use the Genesys Dialog Engine (in chat sessions only) to parse natural-language sentences instead of requiring responses in a specific format and order, thereby making it easier and less error-prone for a user to respond to a prompt. Dialog Engine can also navigate through Genesys Intelligent Automation call flows more efficiently by recognizing information that was already provided by the user in compound responses, and by anticipating what the user wants based on their responses.
- Integration Hub (iHub) users can now specify database connections (JDBC Data Source Configurations), and iHub handles the creation and maintenance of database connection pools to allow efficient access to the required data.
- Genesys Intelligent Automation applications that use chat bots can now interact with clients using SMS (Short Message Service) communications.

### Helpful Links

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

#### Product Documentation

- [Genesys Intelligent Automation](#)

#### Genesys Products

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- 
- Integration Hub processes now come with default success and error response templates.
  - You can now click on a company name in the **Administration > Companies** tab to switch to another company.
  - Fuzzy matching in digital channels now includes questions that use Grammar Builder.
  - Support for the following open-source databases. See the [Genesys Supported Operating Environment Guide: Genesys Intelligent Automation page](#) for more detailed information and a list of all supported databases.
    - PostgreSQL 10 for the core database only.
    - Elasticsearch 5.6.4 for the reports database only.

## Resolved Issues

This release contains the following resolved issues:

---

Integration Hub processes now use the locale specified by the GUI display language. Previously, these processes used the operating system's locale. (SPCHSTRM-1257)

---

Personas with visual alternatives now save correctly after the user changes the flag and/or language configuration. Previously, this action caused an error and the changes were not saved. (SPCHSTRM-1214)

---

Genesys Intelligent Automation now uses additional checks to ensure a user cannot assign themselves a role with greater privileges than their current role. (SPCHSTRM-1135)

---

Intelligent Automation now rejects requests to embed WebIVR sessions that come from unknown domain sources. (SPCHSTRM-1133)

---

Intelligent Automation now correctly handles ambiguous century entries (for example, 17 instead of 2017). Previously, a wide allowed date range caused MCP Server to crash and require a restart. (SPCHSTRM-1106)

---

**Interceptor** blocks now gracefully handle situations in which a Integration Hub server is unavailable by displaying appropriate error messages. (SPCHSTRM-963)

---

The **close** button is now visible on **cx-speechstorm** widget windows when using Genesys Widgets version 8.5.007.02 or higher. (SPCHSTRM-947)

---

---

You can now successfully change the persona when using the Questionnaire Builder and Random Questionnaire Builder modules. Previously, the prompts did not change after you changed the persona. (SPCHSTRM-862)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.01.

## Supported Languages

For a list of languages supported in this release by the various elements of Genesys Intelligent Automation, refer to the [Supporting Languages](#) page in the Deployment Guide.