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## iWD GAX Plug-In

Release Notes 9.0.x

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# iWD GAX Plug-In 9.0.x Release Note

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

This Release Note applies to all 9.0.x releases of iWD GAX Plug-In. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

### [+] Note about release order

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 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.022.17	10/13/25	Update			X		X
9.0.022.09	05/02/25	Update			X		X
9.0.022.05	12/20/24	Update			X		X
9.0.021.02	10/07/24	Update			X		X
9.0.020.13	06/20/24	Update			X		X
9.0.020.08	03/28/24	Update			X		X
9.0.019.35	12/21/23	Update			X		X
9.0.019.30	09/07/23	Update			X		X
9.0.019.29	08/07/23	Update			X		X
9.0.019.01	12/22/21	Update			X		X
9.0.018.06	11/22/21	Update			X		X
9.0.018.01	10/07/21	Update			X		X
9.0.017.10	08/12/21	Update			X		X
9.0.017.01	07/06/21	Update			X		X
9.0.016.05	03/31/21	Update			X		X
9.0.015.06	03/03/21	Update			X		X
9.0.015.04	12/23/20	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.014.03	09/30/20	Update			X		X
9.0.013.08	06/30/20	Update			X		X
9.0.012.07	03/24/20	General			X		X
9.0.011.08	12/23/19	General			X		X
9.0.010.16	10/01/19	General	Under Shipping Control		X		X
9.0.009.23	07/30/19	General	Under Shipping Control		X		X
9.0.009.07	06/28/19	Update	Under Shipping Control		X		X
9.0.008.06	03/19/19	General	Under Shipping Control		X		X
9.0.007.07	02/07/19	Update	Under Shipping Control		X		X
9.0.007.05	12/03/18	General	Under Shipping Control		X		X
9.0.006.01	09/18/18	General	Under Shipping Control		X		X
9.0.005.04	08/16/18	General	Under Shipping Control		X		X
9.0.004.07	06/22/18	General	Under Shipping Control		X		X
9.0.003.07	03/14/18	General	Under Shipping Control		X		X
9.0.002.20	12/22/17	General	Under Shipping Control		X		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 [IWD](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of iWD GAX Plug-In, see the [8.5 Release Note \(Cumulative\)](#).

## 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 *Supported Operating Environment Reference Guide*.

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- Red Hat Enterprise Linux 6 operating system

<b>Discontinued as of</b>	Date: <b>March 24, 2020</b>	Release: <b>9.0.012.07</b>
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- Java 1.7 and 1.6
- Red Hat Enterprise Linux 5 operating system
- Microsoft IE 8, 9 and 10 browsers
- MS SQL Server 2005
- Windows Server 2008 operating system

<b>Discontinued as of</b>	Date: <b>December 22, 2017</b>	Release: <b>9.0.0002.20</b>
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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 iWD GAX Plug-In, 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 iWD GAX Plug-In, see the following documentation:

- The documentation related to this software is available from the [iWD](#) page.
  - The [iWD Deployment Guide](#) provides details about installing and configuring the iWD GAX Plug-in.
  - The [iWD GAX Plug-in Help](#) describes how to use the GAX Plug-in application's user interface to configure your iWD Solution.
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- The **IWD** 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 iWD components.

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

# Known Issues and Recommendations

## iWD GAX Plug-In

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of iWD GAX Plug-In. 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](#).

The installer for Windows does not include a countersignature. Windows will consider this installer as unsigned after the Genesys certificate expires.

ID: <b>IWD-9972</b>	Found In: <b>9.0.017.10</b>	Fixed In: <b>9.0.018.06</b>
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A connection to iWD History Node or an iWD History Node Cluster is not automatically added after iWD Data Mart is selected for a given Business Solution. A connection must be manually added for a iWD Data Mart configuration object.

ID: <b>IWD-8593</b>	Found In: <b>9.0.009.07</b>	Fixed In: <b>9.0.010.16</b>
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TLS v1.2 support for the JDBC connection between iWD Plugin for GAX and an Interaction Server database deployed on Oracle does not function. In this scenario, use the following workaround when TLS is required:

1. Download a patched version of the JDBC driver from the following link—<http://www.oracle.com/technetwork/database/application-development/jdbc/jdbc-ucp-cloud-3179120.html>
2. Replace the GAX file in **<GAX\_Installation\_directory>/webapp/WEB-INF/lib/ojdbc7-12.1.0.2.jar** with the one you downloaded in Step 1.
3. Make the following additions to **/genesys/gax/setenv.sh** ;
 

```
export JAVA_OPTS="$JAVA_OPTS -Djavax.net.ssl.trustStore=<storage_location>"
export JAVA_OPTS="$JAVA_OPTS -Djavax.net.ssl.trustStoreType=<storage_type>"
export JAVA_OPTS="$JAVA_OPTS -Djavax.net.ssl.trustStorePassword=<storage_password>"
export JAVA_OPTS="$JAVA_OPTS -Doracle.net.ssl_version=1.2"
```
4. Restart GAX.

---

ID: <b>IWD-6317</b>	Found In: <b>9.0.004.07</b>	Fixed In: <b>9.0.005.04</b>
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**Important:** From release 9.0.003.07 onwards of the iWD Plug-in for GAX, version 8.5.270.06 or higher of GAX is required. If you need to work with versions of GAX that are older than this, you must add the following libraries into the <**GAX Installation dir**>/webapp/**WEB-INF/lib** folder:

- jackson-core-2.9.4.jar
- jackson-databind-2.9.4.jar
- jackson-annotations-2.9.4.jar

ID: <b>IWD-7383</b>	Found In: <b>9.0.003.07</b>	Fixed In:
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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 iWD GAX Plug-In unless otherwise noted in the issue description.

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Localization is available for this component from release 9.0.007.05.

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# Release 9.0.0

## iWD GAX Plug-In Release Notes

You can find links to Release Notes for particular 9.0.0 releases of iWD GAX Plug-In, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.022.09

## iWD GAX Plug-In Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/02/25	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Third-party libraries have been updated with the latest versions in accordance with our security policies and best practices. (IWD-10532)
- iWD GAX Plug-In third-party Spring library has been updated to version 6.2. (IWD-10550)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.09.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Workload Distribution](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.022.05

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Starting from this version, iWD Plug-in for GAX is only compatible with Genesys Administrator Extension (GAX) core version 9.0.108.02 or higher. (IWD-10485)
- Third-party libraries were updated. (IWD-10455)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.05.

9.0.021.02

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/07/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- iWD Plug-in for GAX supports Java 17 starting with GAX 9.0.107 and plugin version 9.0.021.01 (IWD-10267)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.02.

9.0.020.13

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/20/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Support for Windows Server 2022. See the [intelligent Workload Distribution](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (IWD-10321)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.13.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

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9.0.020.08

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/28/24	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Third-party libraries were updated. (IWD-10315)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.08.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [iWD GAX Plug-In](#)

#### Genesys Products

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9.0.019.35

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/21/23	Update			X			X

### What's New

This release contains the following new features and enhancements.

- Third-party libraries were updated. (IWD-10294)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.35.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [iWD GAX Plug-In](#)

#### Genesys Products

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9.0.019.30

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/07/23	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Third-party libraries are updated. (IWD-10240)
- Support for Red Hat Enterprise Linux 9. See the [intelligent Workload Distribution](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (IWD-10214)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.30.

9.0.019.29

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/07/23	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-10204)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.29.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [iWD GAX Plug-In](#)

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- [List of Release Notes](#)

9.0.019.01

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/22/21	Update			X			X

### What's New

- This release contains compatibility updates for iWD release 9.0.019.
- iWD Plug-in for GAX is now fully compatible with Genesys Administrator Extension (GAX) core version 9.0.104.11. (IWD-10012)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.01.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

#### Genesys Products

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9.0.018.06

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/22/21	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The iWD GAX Plug-In installer for Windows is now properly signed. The previous version did not contain a countersignature. (IWD-9972)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.06.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

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9.0.018.01

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/07/21	Update			X			X

### What's New

This release contains compatibility updates for iWD release 9.0.018.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.01.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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9.0.017.10

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/12/21	Update			X			X

### What's New

This release contains the following new features and enhancements:

- iWD Plug-in for GAX is now fully compatible with Genesys Administrator Extension (GAX) core version 9.0.103.05.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

#### Genesys Products

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### Important

If you must temporarily work with an earlier version of GAX, add the following library to the <GAX Installation dir>/webapp/WEB-INF/lib directory:

commons-collections4-4.2.jar

(IWD-9845)



## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.10.

9.0.017.01

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/06/21	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Support for RedHat OpenJDK 11. See the **iWD** page in the **Genesys Supported Operating Environment Reference Guide** for more detailed information and a list of all prerequisites. (IWD-9676)
- Various third-party libraries are updated to the latest versions to improve security. (IWD-9754)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.01.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys intelligent Workload Distribution](#)

#### Genesys Products

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9.0.016.05

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/21	Update			X			X

### What's New

This release includes the following new features and enhancements:

- iWD Plug-in for GAX is now fully compatible with Genesys Administrator Extension (GAX) core version 9.0.101.29. (IWD-9627)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.05.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

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9.0.015.06

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/03/21	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The **iWD Attributes** tab on the Capture Point page now works correctly in GAX with customized base URLs. (IWD-9667)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.04.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

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9.0.015.04

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/23/20	Update			X			X

### What's New

This release includes compatibility updates for iWD release 9.0.015.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.04.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

#### Genesys Products

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9.0.014.03

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/20	Update			X		X

### What's New

This release includes compatibility updates for iWD release 9.0.014.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.03.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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#### Genesys Products

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9.0.013.08

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/30/20	Update			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An issue where GAX failed to show any Data Mart applications for a Solution if the previously assigned Data Mart Application object was deleted has been fixed. (IWD-8896)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.08.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

#### Genesys Products

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9.0.012.07

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/24/20	General			X		X

### What's New

This release contains the following new features and enhancements:

- iWD now fully supports the Interaction Server **Kafka Capture Point**. (IWD-9144)
- Support for Red Hat Enterprise Linux 6 operating system is discontinued. See the **IWD** page in the **Genesys Supported Operating Environment Reference Guide** for more detailed information and a list of all supported operating systems. (IWD-8796)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

---

iWD Plug-in for GAX now correctly shows checkboxes on the **Business Structure > Solution/Department/Process > Permissions** tab when used with GAX 9.0. (IWD-9263)

---

An issue with the display of scrollbars for Tenant Custom Attributes has now been fixed. (IWD-8942)

---



## Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.07.

9.0.011.08

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/23/19	General			X		X

### What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the [intelligent Workload Distribution](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
  - CentOS Linux 7
  - Red Hat Enterprise Linux 8
  - Windows Server 2019

(IWD-8785, IWD-8831)

- iWD Plug-in for GAX is now fully compatible with Genesys Administrator Extension (GAX) core version 9.0.100.52. (IWD-8806)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

#### 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 9.0.011.08.

9.0.010.16

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/19	General	Under Shipping Control		X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Connections to iWD History Node and iWD History Node Cluster are now automatically added after iWD Data Mart selection for a given Business Solution. Previously the connections had to be added manually. (IWD-8593).

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

#### Genesys Products

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.16.

**Important**

---

In release 9, you must upgrade all iWD components to the same release version to guarantee correct functioning.

9.0.009.23

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/30/19	General	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- All standard iWD columns created in Interaction Server database have been converted to type **nvarchar**. The length of all standard columns is also now aligned with the Data Mart database. Standard indexes are recreated during the migration procedure. If you have custom indexes using standard iWD columns, you must drop them before the migration run and recreate them manually after the migration. Click here for [migration instructions](#). (IWD-8141)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.23.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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**Important**

In release 9, you must upgrade all iWD components to the same release version (9.0.xxx must be the same for all components) to guarantee correct functioning.

9.0.009.07

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/28/19	Update	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- **Support for OpenJDK 11**—iWD Plug-in for GAX now supports OpenJDK 11. Limitation: GAX does not yet support OpenJDK 11, so iWD Plug-in for GAX can be used with JDK 8. See the Prerequisites section on the **iWD** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (IWD-8449)

### Resolved Issues

This release contains the following resolved issues:

An issue that prevented the moving of Departments/Processes without metrics on Configuration Server 8.5.101.19+ has been fixed. (IWD-8421)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Intelligent Workload Distribution](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.07.

### Important

In release 9, you must upgrade all iWD components to the same release version (9.0.xxx must be the same for all components) to guarantee correct functioning.

9.0.008.06

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/19/19	General	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- Support for OpenJDK 8 is introduced. See the Prerequisites section on the *IWD* page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (IWD-8175)

### Resolved Issues

This release contains the following resolved issues:

---

The iWD GAX Plug-in now works correctly in IE11. (IWD-8382)

---

It is now possible to create Departments and Processes without specifying Department/Process Attributes and Metrics. (IWD-8361)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.06.

9.0.007.07

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/07/19	Update	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- iWD Plug-In for GAX has been localized to the following languages: Chinese (Simplified), French (France), German (Germany), Portuguese (Brazilian), Russian, and Japanese. Language support is integrated into the Installation Package—there are no separate Language Packs to install. (IWD-8269)

### 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 issue:

---

iWD Plug-In for GAX now works properly in Microsoft IE 11. (IWD-8246)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.07.

## Supported Languages

The following languages are supported by this release:

- Chinese (Simplified)
- French (France)
- German (Germany)
- Japanese
- Portuguese (Brazilian)
- Russian
- Spanish (Latin America/Mexico)

9.0.007.05

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/03/18	General	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- iWD Plug-in for GAX has been localized into Spanish (Mexican) and Spanish (Latin American). Language support is integrated into the Installation Package—there are no separate Language Packs to install.
- From this release, JDBC Driver Class, JDBC Driver JAR File and JDBC URL can be explicitly configured. These configuration options are optional. By default iWD Stat Server Extensions will use values from iWD Data Mart and default values. [MORE DETAILS](#).

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.05.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

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## Supported Languages

The following languages are supported by this release:

- Spanish (International)

9.0.006.01

## iWD GAX Plug-in Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/18/18	General	Under Shipping Control		X		X

### What's New

This release includes the following new features and enhancements:

- This release of iWD GAX Plug-in is compatible with iWD release 9.0.006.01.

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [intelligent Workload Distribution](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.01.

9.0.005.04

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/16/18	General	Under Shipping Control		X		X

### What's New

This release includes the following new features and enhancements:

- **Centralized logging**—A new **Enable Centralized Logging** checkbox in the **Data Mart tab of the iWD GAX Plug-in** allows you to enable/disable centralized logging to Message Server. (IWD-7890)

### Resolved Issues

This release contains the following resolved issues:

---

The JDBC connection between iWD Plugin for GAX and the Interaction Server database deployed on Oracle now supports TLS out of the box. GAX version 8.5.290.05 or higher is required. (IWD-6317)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

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#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.04.

9.0.004.07

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/18	General	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- Transport Layer Security (TLS) 1.2 is supported in this release. See the [Configuring TLS for iWD](#) guide for details and known limitations.
- This release of the iWD GAX Plug-in requires GAX version 8.5.280.06 or above.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
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#### Product Documentation

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.07.

9.0.003.07

## iWD GAX Plug-In Release Notes

**9.x iWD GAX Plug-In** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/14/18	General	Under Shipping Control		X		X

### What's New

This release includes the following new features and enhancements:

- Support for Windows Server 2016 operating system. See the **IWD** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.07.

9.0.002.20

## iWD GAX Plug-In Release Notes

**9.x** This is the first 9.x release of **iWD GAX Plug-In**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General	Under Shipping Control		X		X

### What's New

This release contains the following new features and enhancements:

- **Support for Interaction Server Cluster via Proxy**—In release 9.0 a single Solution can be handled by multiple Interaction Servers via an Interaction Server Proxy. [MORE INFORMATION](#)
- The **Configure Ixn Custom Properties** functionality in iWD Manager has been moved to the iWD Plug-in for GAX. [MORE INFORMATION](#)
- Support for Java 1.8 is implemented and mandatory in this release.
- Support for Red Hat Enterprise Linux 7 is implemented in this release.
- Support for Apple Safari 10 is implemented in this release.
- Support for Microsoft IE 8, 9 and 10 is discontinued in this release.
- Support for Windows Server 2008 is discontinued in this release.
- Support for Java 1.7 is discontinued in this release.
- Support for Java 1.6 is discontinued in this release.
- Support for Red Hat Enterprise Linux v5 is discontinued in this release.

### 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 no resolved issues.

## Upgrade Notes

Detailed migration information is in the **migration** section of the Deployment Guide.