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## iWD Runtime Node

Release Notes 9.0.x

10/9/2025

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# iWD Runtime Node 9.0.x Release Note

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

This Release Note applies to all 9.0.x releases of iWD Runtime Node. 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
9.0.022.08	05/02/25	Update			X		X
9.0.022.01	12/20/24	Update			X		X
9.0.021.01	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
9.0.019.15	04/14/23	Update			X		X
9.0.019.14	02/13/23	Update			X		X
9.0.019.13	12/01/22	Update			X		X
9.0.019.12	09/26/22	Update			X		X
9.0.019.08	07/21/22	Update			X		X
9.0.019.04	04/05/22	Update			X		X
9.0.019.02	12/22/21	Update			X		X
9.0.018.06	11/22/21	Update			X		X
9.0.018.03	10/07/21	Update			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.017.05	07/06/21	Update			X		X
9.0.016.03	03/31/21	Update			X		X
9.0.015.03	12/23/20	Update			X		X
9.0.014.05	10/20/20	Hot Fix			X		X
9.0.014.04	09/30/20	Update			X		X
9.0.013.12	10/06/20	Hot Fix			X		X
9.0.013.11	06/30/20	Update			X		X
9.0.012.07	03/24/20	General			X		X
9.0.011.13	01/31/20	Update			X		X
9.0.011.10	12/23/19	General			X		X
9.0.010.17	10/01/19	General	Under Shipping Control		X		X
9.0.009.10	11/19/19	General	Under Shipping Control		X		X
9.0.009.08	06/28/19	Update	Under Shipping Control		X		X
9.0.008.09	11/06/19	General	Under Shipping Control		X		X
9.0.008.08	10/23/19	Hot Fix	Unavailable		X		X
9.0.008.07	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

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
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 Runtime Node, 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](#).

- 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
- MS SQL Server 2005
- Windows Server 2008 operating system

<b>Discontinued as of</b>	Date: <b>Dec 22, 2017</b>	Release: <b>9.0.002.20</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 Runtime Node, 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 Runtime Node, 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 iWD Runtime Node.
- 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 Runtime Node

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of iWD Runtime Node. 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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iWD 9.0 does not support use of Universal Contact Server 9.1.

ID:	Found In: <b>IWD 9.0</b>	Fixed In:
-----	--------------------------	-----------

When iWD Runtime Node is launched with Java 1.8, it may fail to start if the `--add-opens` option is used. The error produced will be **Unrecognized option: --add-opens**.

**Workaround:** Remove the `--add-opens=java.base/java.lang=ALL-UNNAMED` option from **iwd\_runtime.sh** or **JavaServerStarter.ini** (depending on OS being used). This workaround is applicable only up to version 9.0.019.xx.

**Note:** Beginning with version 9.0.020 JDK 8 support is deprecated and as a result this issue is no longer reproducible in versions higher than JDK 8.

ID: <b>IWD-10259</b>	Found In: <b>9.0.019.30</b>	Fixed In:
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An incorrect version is shown in the corresponding **META-INF/MANIFEST.MF** and **iwd\_dm.lms** files. For example, the version 9.0.019.11 is shown instead of the correct version 9.0.019.12.

ID: <b>IWD-10076</b>	Found In: <b>9.0.019.10</b>	Fixed In: <b>9.0.019.13</b>
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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>9.0.017.05</b>	Fixed In: <b>9.0.018.06</b>
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To ensure correct operation of StatServer Java Extensions, you must add option `java-extensions-bpr-iwd/java-extension-jar = BPR_iWD_Extension.jar` to StatServer options, as described in [iWD Manual Configuration](#).



ID: <b>IWD-7872</b>	Found In: <b>9.0.004.04</b>	Fixed In: <b>9.0.005.03</b>
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EventStopProcessing, sent by the Removal (or any other) strategy, might cause double counting of a task that is completed but not yet archived.

ID: <b>IWD-9569, IWD-9561</b>	Found In: <b>9.0.002.20</b>	Fixed In: <b>9.0.014.05</b>
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Centralized logging is not available in the initial 9.0 release of iWD Runtime Node.

**Workaround:** Use machine local logging instead.

ID: <b>IWD-6953</b>	Found In: <b>9.0.002.20</b>	Fixed In: <b>9.0.005.04</b>
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You cannot use spaces in Application names on Linux platforms.

ID: <b>IWD-5867</b>	Found In: <b>8.5.106.04</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 Runtime Node unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 9.0.0

## iWD Runtime Node Release Notes

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

9.0.022.01

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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:

- Support for PostgreSQL 16. See the [intelligent Workload Distribution](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases. (IWD-10332)

### 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 9.0.022.01.

9.0.021.01

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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:

- Third-party libraries were updated. (IWD-10463)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.01.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [iWD Runtime Node](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.020.13

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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

- 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)
- Third-party libraries were updated. (IWD-10417)

### 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](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.020.08

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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, IWD-10310)
- Beginning with this release, iWD Runtime Node supports Java 11 or later versions only. (IWD-10307)

### 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 Runtime Node](#)

#### Genesys Products

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9.0.019.35

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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), (IWD-10279)

### 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 Runtime Node](#)

#### Genesys Products

- [List of Release Notes](#)



9.0.019.30

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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)
- Support for the following database. See the [intelligent Workload Distribution](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.
  - MS SQL Server 2022 (IWD-10211)
- Support for OpenJDK 17. (IWD-10199)
- The Maintain job is modified for improved performance when running on MS SQL databases. (IWD-10243)
- A new set of database indexes has been created to improve the performance of the Aggregate Intraday job. (IWD-10237)

### 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](#)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.30.

9.0.019.29

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 Runtime Node](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.019.15

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/14/23	Update			X			X

### What's New

This release contains the following new features and enhancements:

- The **LoadHistorical** job no longer fails to cleanup historical events.  
A new option, **skip-historical-events**, is added to the **[settings]** section which when enabled to true will prevent the **LoadHistorical** job from inserting historical events to the **h\_task\_event\_fact** table. This allows you to save space. By default, this option is set to false. (IWD-10154)
- Various third-party libraries are updated to the latest versions to improve security. (IWD-10148)

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [iWD Runtime Node](#)

#### 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 9.0.019.15.

9.0.019.14

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/13/23	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An error no longer occurs in iWD Runtime when a Custom Attribute had a data type other than string. (IWD-10128)

---

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [iWD Runtime Node](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.14.

9.0.019.13

## iWD Runtime Node Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/01/22	Update			X			X

### What's New

This release contains the following new features and enhancements:

- Various third-party libraries are updated to their latest versions to improve security. (IWD-10100)

### 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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### Resolved Issues

This release contains the following resolved issues:

---

Disabled methods are rejected similarly for each opened port. (IWD-10102)

---

The iWD components' version specified in the supported files and templates now match the released version of the corresponding components. (IWD-10076)

---



## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.13.

9.0.019.12

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/26/22	Update			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

You can now configure iWD Runtime Node to reject HTTP methods for improved security. (IWD-10053)

---

iWD Runtime Node starts when there is a null object in the Configuration Server database. The issue that prevented iWD Runtime Node from starting is now resolved. (IWD-10069)

---

### 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 9.0.019.12.

9.0.019.08

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/21/22	Update			X			X

### What's New

This release contains the following new features and enhancements:

- To help improve the performance of maintenance jobs, a new set of database indexes has been created. (IWD-9965)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.08.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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9.0.019.04

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/05/22	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-10018)

### Resolved Issues

This release contains the following resolved issues:

An Oracle-specific issue that caused duplicate entries in the Dimension tables is now fixed. The issue occurred when a Key-Value Pair (KVP) had an empty value. All empty values such as `IWD_ext_requestedAgent = ""` are now calculated in the same way as NULLs (visible as **Unknown** in reporting). (IWD-10010)

### 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 9.0.019.04.

9.0.019.02

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 the following new features and enhancements:

- Various third-party libraries are updated to the latest versions to improve security. (IWD-9989)
- The calculation logic for the **Accept Time** metric and all related database columns has been updated. Now if a task is accepted multiple times, this metric corresponds to the first assigned time instead of the last assigned time.  
The following iWD DataMart database fields now correspond to the first assigned time instead of the last assigned time:

- **TASK\_FACT Tables**
  - ASSIGNED\_DATE\_KEY
  - ASSIGNED\_TIME\_KEY
  - ASSIGNED\_INTERVAL
  - ASSIGN\_TIME\_FROM\_CREATED\_SEC
- **TASK\_CAPT\_FACT Aggregate**
  - CMPL\_TASK\_ASSIGN\_TIME
  - CMPL\_TASK\_AVG\_ASSIGN\_TIME
- **TASK\_CLASSIF\_FACT Aggregate**

### Helpful Links

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- 
- CMPL\_TASK\_ASSIGN\_TIME
  - CMPL\_TASK\_AVG\_ASSIGN\_TIME
  - **TASK\_QUEUE\_FACT Aggregate**
    - CMPL\_TASK\_ASSIGN\_TIME
    - CMPL\_TASK\_AVG\_ASSIGN\_TIME

This change also impacts the following GCXI iWD Metrics and related reports:

- **Accept Time**
- **Avg Accept Time**

(IWD-9939)

## Resolved Issues

This release contains the following resolved issues:

---

iWD Runtime Node now has an improved stability. (IWD-9956)

---

An issue with the **Load GIM job** is now fixed. iWD Agent Reports now use the latest agent first name and last name while ignoring the previous entries. Previously, iWD Agent Reports displayed data twice for the same employee ID at times. (IWD-9967)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.02.



9.0.018.06

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 Runtime Node 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](#)

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#### Genesys Products

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9.0.018.03

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 the following new features and enhancements:

- Performance of the standard Aggregate Historical plugins is improved. Most of the aggregation is now performed on the database server side. As a result, the amount of data transferred from the database to the application and the amount of memory consumed by the application are reduced by up to 80 percent. (IWD-9812)
- Various third-party libraries are updated to the latest versions to improve security. (IWD-9922)

### Resolved Issues

This release contains the following resolved issues:

The warning message that is recorded in the log when a value is outside acceptable limits includes the parameter name for better troubleshooting. (IWD-9876)

### 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 9.0.018.03.

9.0.017.05

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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)
- A new job, **Load GIM**, is introduced. The job uses the Genesys Info Mart (GIM) database to load agents' information into iWD Data Mart database. Once agents' information is loaded, the **Agent Name** column is shown (instead of **Employee ID**) in the following reports:
  - **Resource Performance Report**
  - **Task Detail Report**
  - **Task Work Detail Report**
  - **Resource Performance Dashboard**(IWD-9813)

### 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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---

## Resolved Issues

This release contains the following resolved issues:

---

An issue with identifiers in the Oracle Real Application Clusters (RAC) environment is fixed. Previously at times, the sequence numbers were not generated in the order in which the requests were received. As a result, iWD Data Mart did not receive the events from History Node which led to data loss.

The schema of the History Node Database is updated. For more information on how to update the database to the new schema, refer to [iWD History Node Database Schema Migration](#). (IWD-9793)

---

An issue with calculation of historical data in the Age plugin is fixed. Starting from this release, the embedded (native) Age plugin calculates the pending metrics at the end of the given time and age interval. Previously, the Age plugin calculated the [Age Range](#) for pending metrics ([total\\_overdue\\_task\\_count](#) and [total\\_pending\\_task\\_count](#)) for each interval during the day.

Additionally, an option to use the previous calculation logic is available. Configure the following property in the **plugins.properties** file to use the old approach: `${KETTLE_REPOS_DIR}\plugins\age,task_age_fact,native,old_approach`

### Important

The Kettle implementation remains unchanged. Genesys recommends using the native plugins provided with iWD.

(IWD-9805)

---

iWD Runtime Node now provides improved protection against removing facts. The Maintain job does not remove expired records from H\_TASK\_aggr\_FACT\_15min if they are not aggregated by the Aggregate Historical job. (IWD-9814)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.05.

9.0.016.03

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 contains only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

---

Dimension mapping is now case-insensitive. Previously, non-lower-case properties in custom attributes did not map correctly to custom dimensions. (IWD-9714)

---

### Upgrade Notes

See **Migration**.

### Helpful Links

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

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9.0.015.05

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/14/21	Update			X			X

### What's New

This release includes the following new features and enhancements:

- Support for new dimensions, such as multimedia type and interaction type, has been added.
- The core fact tables (**TASK\_WORK\_FACT**, **TASK\_FACT**) have been expanded. They now allow you to describe facts with media type and interaction type.
- Aggregate tables have been extended with new attributes:
  - MEDIA\_TYPE\_KEY for **Age**, **Agent**, **Capt**, **Classif** aggregate plugins.
  - INTERACTION\_TYPE\_KEY for **Agent** aggregate plugins.

### Helpful Links

#### Releases Info

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

#### Product Documentation

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### Important

Starting with this release, Genesys strongly recommends using native plugins provided with iWD. Kettle aggregation plugins do NOT support the new dimensions added in this release. Use of custom Kettle plugins is fully supported.

## Resolved Issues

This release contains the following resolved issues:

---

Existing historical data in GCXI detailed reports is now correctly updated with the default media type value. (IWD-9661)

If you have already installed release 9.0.015.03, please follow the [migration procedure here](#).

---

Incorrect calculation of the "Number of completed tasks" (**cmpl\_task\_count**) metric has been fixed. EventStopProcessing, sent by the Removal (or any other) strategy, no longer causes double counting of a task that is completed but not yet archived. (IWD-9573)

---

## Upgrade Notes

See [Migration](#).



9.0.015.03

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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	Removed		X			X

### What's New

This release includes the following new features and enhancements:

- Support for new dimensions, such as multimedia type and interaction type, has been added.
- The core fact tables (**TASK\_WORK\_FACT**, **TASK\_FACT**) have been expanded. They now allow you to describe facts with media type and interaction type.
- Aggregate tables have been extended with new attributes:
  - MEDIA\_TYPE\_KEY for **Age**, **Agent**, **Capt**, **Classif** aggregate plugins.
  - INTERACTION\_TYPE\_KEY for **Agent** aggregate plugins.

### 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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### Important

Starting with this release, Genesys strongly recommends using native plugins provided with iWD. Kettle aggregation plugins do NOT support the new dimensions added in this release. Use of custom Kettle plugins is fully supported.

## Resolved Issues

This release contains the following resolved issues:

---

Incorrect calculation of the "Number of completed tasks" (**cmpl\_task\_count**) metric has been fixed. EventStopProcessing, sent by the Removal (or any other) strategy, no longer causes double counting of a task that is completed but not yet archived. (IWD-9573)

---

## Upgrade Notes

See [Migration](#).

9.0.014.05

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/20/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Incorrect calculation of the "Number of completed tasks" (**cmpl\_task\_count**) metric has been fixed.  
**EventStopProcessing**, sent by the Removal (or any other) strategy, no longer causes double counting of a task that is completed but not yet archived. (IWD-9569)

---

### 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 9.0.014.05.

9.0.014.04

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 contains the following new features and enhancements:

- Performance of **CAPT**, **CLASSIF** and **QUEUE** aggregation plugins has been improved by removing unnecessary table joins that were previously used in the calculation of the "number of pending overdue tasks" column (TOTAL\_OVERDUE\_TASK\_COUNT). (IWD-9554)
- CAPT** and **QUEUE** aggregation plugin logic has been enhanced to make segmentation/aggregation using just one fifth of the BUSINESS\_VALUE and PRIORITY dimensions' FK values without affecting current reports. This reduces both iWD Data Mart storage usage and ETL calculation time. (IWD-9463)
- The iWD Data Mart database schema has been changed. Please follow the detailed migration information in the **migration** section of the Deployment Guide.
  - Aggregate Intraday tables (**I\_TASK\_<SUBJ>\_FACT\_15MIN**) have been removed from the iWD Data Mart schema. From now on the Aggregate Intraday job directly populates **H\_TASK\_<SUBJ>\_FACT\_15MIN** tables. There is no need to move data from Aggregate Intraday to Aggregate Historical tables any more.
  - Aggregate Historical tables (**H\_TASK\_<SUBJ>\_FACT\_15MIN**) now contain the data for every aggregated 15-minute interval, which expedites data fetching for reporting purposes.
  - Population of **H\_TASK\_<SUBJ>\_FACT\_DAY** table is now triggered by the fact that the corresponding **H\_TASK\_<SUBJ>\_FACT\_15MIN** table contains a full set of 15-minute intervals for that particular day. (IWD-9489)

### Helpful Links

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#### Product Documentation

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## Resolved Issues

This release contains the following resolved issues:

---

An issue that prevented mapping of **custom task attributes** configured with the use of uppercase characters to the iWD Data Mart table columns has been fixed. From now on, the custom attribute name can contain both lowercase and uppercase characters. (IWD-9535)

---

The **Capture\_id** column size has been extended from 64 to 256 characters in the following iWD Data Mart tables:

- **i\_task\_event\_fact**
- **h\_task\_event\_fact**
- **i\_task\_fact**
- **h\_task\_fact**
- **i\_task\_work\_fact**
- **h\_task\_work\_fact**

(IWD-9512)

---

## Upgrade Notes

Please follow the detailed migration information in the **migration** section of the Deployment Guide.

9.0.013.12

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/06/20	Hot Fix			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

An issue that prevented mapping of **custom task attributes** configured with the use of uppercase characters to the iWD Data Mart table columns has been fixed. From now on, the custom attribute name can contain both lowercase and uppercase characters. (IWD-9535)

The **Capture\_id** column size has been extended from 64 to 256 characters in the following iWD Data Mart tables:

- **i\_task\_event\_fact**
- **h\_task\_event\_fact**
- **i\_task\_fact**
- **h\_task\_fact**
- **i\_task\_work\_fact**
- **h\_task\_work\_fact**

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(IWD-9512)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.12.

9.0.013.11

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 contains the following new features and enhancements:

- **Migration**—Improved and extended Data Migration from iWD 8.5.1 to iWD 9.0:
  - Added ability to migrate data from the EventLog database to iWD Data Mart.  
Details are in the [migration](#) section of the Deployment Guide. (IWD-9307)
- **System table improvements**—The ETL Audit table is expanded with the **PARENT\_ETL\_AUDIT\_KEY** column. For more information, see the [iWD Data Mart Reference Guide](#). (IWD-9284)

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### Resolved Issues

This release contains the following resolved issues:

---

An issue with long runtime\_ids (length > 60) in business structure objects (Process, Department, Solution) leading to failure of the Statistics Adapter job in some scenarios has been fixed. (IWD-9344)

---

An issue with the native **classif** plugin has been fixed. Previously an overflow exception might occur

---



when the Data Mart database was on MSSQL and the sum of the following values was greater than  $2^{31}$ :

- I\_TASK\_FACT.total\_work\_time\_sec
- I\_TASK\_FACT.src\_crt\_time\_fr\_first\_crted\_sec
- I\_TASK\_FACT.complete\_time\_from\_created\_sec
- I\_TASK\_FACT.assign\_time\_from\_created\_sec
- I\_TASK\_FACT.crt\_time\_fr\_src\_crted\_sec

(IWD-9334)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.11.

9.0.012.07

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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:

- In views that are based on the **TASK\_AGENT\_FACT** table, measures are now summed up from both intraday and historical facts. (IWD-9084)
- Support for the following databases. See the **IWD** page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported databases.
  - Oracle 19c RAC (IWD-9055)
  - Oracle 18c RAC (IWD-9038)
- 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)

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### Resolved Issues

This release contains the following resolved issues:

An issue that caused iWD Runtime Node to idle, but not crash, when handling LoadIntraday processing exceptions has been fixed. (IWD-9159)

---

A memory leak issue which impacted Kettle jobs and real-time statistics calculation for both OOB and custom plugins has been fixed. (IWD-9140)

---

An issue that resulted in all runs after a failed Load Historical job generating a cleanup has been fixed. (IWD-9114)

---

A number of improvements have been made to internal monitoring and logging. (IWD-8659)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.07.

9.0.011.13

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/20	Update			X		X

### What's New

This release contains the following new features and enhancements:

- In views that are based on the **TASK\_AGENT\_FACT** table, measures are now summed up from both intraday and historical facts. (IWD-9084)

### Resolved Issues

This release contains the following resolved issues:

---

A memory leak issue which was impacting Kettle jobs and real-time statistics calculation for both OOB and custom plugins has been fixed. (IWD-9140)

---

An issue with the cleanup procedure of the Load Historical job, where all further runs after a failed job caused a cleanup, has been fixed. (IWD-9114)

---

### Helpful Links

#### Releases Info

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

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.13.

### Important

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

9.0.011.10

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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)

- Support for the following databases. See the [intelligent Workload Distribution](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported databases.

- MS SQL Server 2019
- PostgreSQL 10

(IWD-8830, IWD-8784)

- Performance and audit improvements:
  - Significantly increased performance of the Load Intraday job — up to 4 times in certain synthetic data

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cases (real life performance improvement may be lower).

- The ETL Audit table is expanded with the following new columns — ETL\_AUDIT\_START\_TIME, ETL\_AUDIT\_FINISH\_TIME, DURATION, STATUS. For more information, see the [iWD Data Mart Reference Guide](#).

(IWD-8661)

## Resolved Issues

This release contains the following resolved issues:

---

Fixed an issue where the current reporting interval for the Aggregate Stats job would be calculated incorrectly. (IWD-9011)

---

Fixed an issue where the pending total values for an incomplete date-interval were not calculated correctly. The following levels of aggregated views are affected:

- WEEK
- MONTH
- QUARTER
- YEAR

(IWD-8968)

---

The iWD DataMart now returns null in cases where the time duration metric cannot be calculated due to incorrect input. Previously, in such scenarios, the DataMart crashed with an overflow error (IWD-8955)

---

Fixed an issue in iWD Datamart that, in certain scenarios, might lead to numeric overflow exceptions on a LoadIntraday job execution. (IWD-8914)

---

When connecting to the Configuration Server, iWD Runtime Node now supports the string-attributes-encoding parameter provided under the "Transport Protocol Parameters". (IW-8765)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.10.

### Important

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



9.0.010.17

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 contains the following new features and enhancements:

- **Reporting enhancements**

- **Default Values**

iWD Data Mart now calculates and aggregates tasks which are not yet **classified** or **prioritized** at the moment of aggregation. The default value Unclassified is used to populate undefined values in the following dimensions:

- **DEPARTMENT**
- **PROCESS**
- **PRIORITY**
- **BUSINESS VALUE**

Undefined values in other dimensions are now set as Unknown.

- **New configuration option**

A new configuration option—**aggregation-delay-interval**—is introduced. You can now specify a number of minutes (in 15-minute increments—15, 30, 45, and so on) to be waited before aggregation. Setting this parameter helps to avoid getting default values (Unclassified, Unknown) in reports. Set the value to a sufficient amount of time to ensure pre-routing activity is already completed and all tasks' properties are populated.

- **Pending Metrics**

The calculation logic for some rare cases has been fixed. The following measures are affected:

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- [List of 9.0.x Releases](#)
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- TOTAL\_PENDING\_TASK\_COUNT
- TOTAL\_OVERDUE\_TASK\_COUNT

These metrics belong to the aggregates:

- TASK\_CAPT\_FACT
- TASK\_CLASSIF\_FACT
- TASK\_QUEUE\_FACT
- **Real-time reporting**  
Real-time reporting metrics are now calculated over **facts**, not over **aggregates**. This means that real-time reporting will receive the latest processed data, even if an aggregation delay is set to more than 0 (zero) or if the aggregation process is delayed for some reason.

(IWD-8455)

- Support for the following databases. See the **IWD** section in the *Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
  - Oracle 12c R2
  - Oracle 12c R2 RAC
  - Microsoft SQL Server 2017

(IWD-8596)

## Resolved Issues

This release contains the following resolved issues:

---

A problem which previously might have lead to task duplication in some scenarios when the task expiration date was set to the distant future has been fixed. (IWD-8689)

---

iWD Data Mart now supports setup with a Configuration Server **database** configured to use MSSQL database with accent-sensitive collations. Tables in Genesys configuration layer should be created in lower case. (IWD-8580)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.17.

**Important**

---

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

9.0.009.10

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/19/19	General	Under Shipping Control		X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

A problem with the encoding set not being applied to the **string-attributes-encoding** parameter for iWD Data Mart's connection to Configuration Server has been fixed. (IWD-8992)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.10.

### Helpful Links

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### Important

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

9.0.009.08

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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**—Note: To run iWD Runtime Node on JDK 8 with the MSSQL database, you must provide a JDBC driver for MSSQL manually. 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)
- The performance of the KETTLE version of the [AGE plugin](#) has been improved. Outdated information about AGE\_TYPE has also been removed from the iWD Data Mart Reference Guide. (IWD-8425)
- iWD Data Mart now provides built-in 'native' aggregation plugins. Genesys recommends using native plugins because they provide better performance, especially in heavy load cases. Kettle plugins are retained. Please see [Activating IWD Aggregate Plugins](#) in the iWD Data Mart Reference Guide. (IWD-8154)

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### Resolved Issues

This release contains the following resolved issues:

---

Incorrect values for Min, Max and overall handle time (OHT) in the Resource Performance Report have been fixed. (IWD-8589)

---

Data Mart now correctly upgrades the MSSQL database when views TODAY, RELATIVE\_RANGE and GI2\_CONSTANTS already exist. Previously the upgrade failed in this scenario. (IWD-8475)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.08.

### 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.

9.0.008.09

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/06/19	General	Under Shipping Control		X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

iWD Data Mart now returns a null value in scenarios when a time duration metric cannot be calculated due to incorrect input. Previously in such scenarios, Data Mart crashed with an overflow error. (IWD-8955, IWD-8695)

---

### Helpful Links

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- [List of 9.0.x Releases](#)
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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.09.



**Important**

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

9.0.008.08

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** is part of 9.x starting in **9.0.002.20**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/23/19	Hot Fix	Unavailable		X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An issue in iWD Data Mart which could lead to numeric overflow exceptions on execution of the LoadIntraday job has been fixed. (IWD-8913)

---

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.08.

#### Important

In release 9, you must upgrade all iWD components to the same release version to

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guarantee correct functioning.

9.0.008.07

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 Genesys CX Insights (GCXI) has been introduced. GCXI version 9.0.010 or above is required. (IWD-8315)
- The Statistics Adapter job can now automatically create Virtual Queues for real-time reporting. [MORE DETAILS](#)
- New Pulse widgets are provided within the iWD Runtime Node IP. (IWD-8105) [MORE DETAILS](#)
- 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)

### Helpful Links

#### Releases Info

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

This release contains the following resolved issues:

Logging configuration has also been unified for all iWD components. LMS files now contain full log messages, so Message Server alarms can be set up in the same way as other Genesys products. (IWD-8265) [MORE DETAILS](#)

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Work time is now correctly calculated in the scenario in which a task was cancelled from iWD Manager while an agent was processing it. (IWD-8091)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.07.

### Important

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

9.0.007.07

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The LoadHistorical job no longer breaks when the completed task is restarted and then completed again. (IWD-8196)

#### Important

If the task is completed, then restarted and completed again, and the

### Helpful Links

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LoadHistorical job ran between two task completions, the task is treated as two completed tasks in historical reports.

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## Upgrade Notes

The iWD Data Mart database schema has been changed; manual migration from previous 9.0.x releases is required. Detailed migration information is in the [migration](#) section of the Deployment Guide.

9.0.007.05

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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:

- The Statistics Adapter job can now write settings into multiple Stat Server primary/backup pairs. Previously, it could only write to one such pair.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.05.

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9.0.006.01

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 Runtime Node 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

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.01.

9.0.005.04

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 contains the following new features and enhancements:

- Centralized logging is now supported for iWD Runtime Node and Data Mart.
- TLS is now supported on the connection from iWD Data Mart to Message Server.

### Helpful Links

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

This release contains the following resolved issues:

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The Data Mart Stat Adapter job now correctly creates Stat Server Java Extension option **[java-extensions-bpr-iwd]/java-extension-jar**. (IWD-7872)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.04.

9.0.004.07

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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.

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

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

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.07.

9.0.003.07

## iWD Runtime Node Release Notes

**9.x iWD Runtime Node** 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 contains 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.
- Support for the following databases. See the **IWD** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported databases.
  - MS SQL 2016 Cluster & AlwaysOn
  - MS SQL 2016
  - Support for PostgreSQL v9.6
- Support for Jetty 9.4+ servlet engine. See the **IWD** page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported servlet engines.

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## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.07.



9.0.002.20

## iWD Runtime Node Release Notes

**9.x** This is the first 9.x release of **iWD Runtime Node**.

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 30,000 concurrent users is declared in this release.
- iWD Runtime Node and iWD Data Mart are merged into a single component in this release. See also [Known Issues](#).
- Performance enhancements—The performance of Data Mart functionality has been enhanced by the implementation of a new architecture that includes:
  - iWD History Node [MORE INFORMATION](#)
  - Configuration of Interaction Server clusters accessed via proxies. [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 Java 1.7 and 1.6 is discontinued in this release.
- Support for MS SQL Server 2005 is discontinued in this release.
- Support for Windows Server 2008 is discontinued in this release.
- Passwords are now hidden in the Runtime Node log.

### Helpful Links

#### Releases Info

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

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## Resolved Issues

This release contains the following resolved issues:

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The iWD migration tool now refreshes sqlStatements after each script call. (IWD-5574)

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## Upgrade Notes

Detailed migration information is in the [migration](#) section of the Deployment Guide.