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## iWD Runtime Node

9.0.010.17

12/21/2025

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:

### 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](#)

- 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:

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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)

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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)

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## 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.