GENESYS

iWD Runtime Node

9.0.017.05

12/16/2025

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

Genesys Products

- List of Release Notes

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.