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Genesys Intelligent Automation

9.0.118.07

12/24/2025

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Genesys Intelligent Automation Release Notes

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

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/05/22	General						X

What's New

This release contains the following new features and enhancements:

- The **escapejson** and **unescapejson** methods are added to iHUB scripting API. (SPCHSTRM-1414)
- Intelligent Automation now supports the new **latest_long** and **latest_short** models supported in Google Cloud for speech-to-text recognition. (SPCHSTRM-3758)
- Intelligent Automation now supports the following JSPs for speech transcription:
 - **GenesysGVP8Plus_GoogleSR_GoogleSS.jsp** — GVP 8+ for Speech Transcription + Google Cloud TTS (GenesysGVP8_GoogleSR_GoogleSS.jsp is for backward compatibility).
 - **GenesysGVP8Plus_GoogleSR_Vocalizer7.jsp** - GVP 8+ for Speech Transcription (GenesysGVP8_GoogleSR_Vocalizer7.jsp is for backward compatibility). (SPCHSTRM-3699)
- Intelligent Automation now uses PSDK jars of version 9.0.008.28 (SPCHSTRM-3826 , SPCHSTRM-3789)

Helpful Links

Releases Info

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

Product Documentation

- [Genesys Intelligent Automation](#)

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Important

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

(SPCHSTRM-3747)

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

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

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

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

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

Upgrade Notes

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