GENESYS™

iWD Web

Release Notes 9.0.x

12/22/2017

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iWD Web 9.0.x Release Note

This Release Note applies to all 9.0.x releases of iWD Web. 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
9.0.002.19	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 Web, 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*.

- Discontinued support from release 9.0.002.19:

    - Java 1.7 and 1.6

    - Windows Server 2008

    - Red Hat Enterprise Linux 5

- Microsoft IE 8, 9 and 10

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of iWD Web, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

- The documentation related to this software is available from the IWD page.

- The *iWD Deployment Guide* provides details about installing and configuring iWD Web.

- The *iWD Web Help* topics describe how to use the iWD Web user interface.

- The *Genesys Supported Operating Environment Reference Guide* provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

iWD Web

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of iWD Web. 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.

There are no known issues or recommendations for this product.

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 Web unless otherwise noted in the issue description.

Localization is not available for this component.

Release 9.0.0

iWD Web Release Notes

You can find links to Release Notes for particular 9.0.0 releases of iWD Web, if available, in the tree menu on the left or in the list of Available Releases.

9.0.002.19

iWD Web Release Notes

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 Automated Import of XLS/CSV Files in iWD Web**—You can now configure automatic import of .XLS and .CSV files with column headings, based on a time interval of your choosing. Source systems export tasks/work items to a safe location that iWD Web can access. iWD Web checks for the presence of a new file in this location, checks the file format, then imports the individual tasks to iWD/Interaction Server for insertion into the Global Task List. Automatically uploaded jobs can be viewed (alongside any manual uploads) in the **Jobs List** tab of iWD Web. MORE INFORMATION

- Support for Java 1.7 and 1.6 is discontinued in this release.

- Support for Red Hat Enterprise Linux 5 is discontinued 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.

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:

The iWD Web application no longer starts up if there are errors in its configuration. Previously, it would start in this scenario. (EWML-101)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.19.