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Local Control Agent

Release Notes 8.5.x

3/26/2024

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Local Control Agent 8.5.x Release Note

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

This Release Note applies to all 8.5.x releases of Local Control Agent (LCA). Links in the **Available Releases** section enable you to access information regarding a specific release.

Available Releases

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 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.45	03/26/24	General			X		X
8.5.100.44	12/15/23	General			X		X
8.5.100.42	12/14/22	General			X		X
8.5.100.41	05/06/22	General			X		X
8.5.100.40	12/17/21	General			X		X
8.5.100.37	07/31/20	General		X	X	X	X
8.5.100.36	06/26/20	General		X	X	X	X
8.5.100.35	01/31/20	General		X	X	X	X
8.5.100.34	12/06/19	General		X	X	X	X
8.5.100.32	03/26/19	General		X	X	X	X
8.5.100.31	01/31/19	General		X	X	X	X
8.5.100.29	11/30/18	General		X	X	X	X
8.5.100.26	07/10/18	General		X	X	X	X
8.5.100.25	05/08/18	General		X	X	X	X
8.5.100.24	01/26/18	General		X	X	X	X
8.5.100.23	11/10/17	General		X	X	X	X
8.5.100.22	08/22/17	General		X	X	X	X
8.5.100.20	04/07/17	General		X	X	X	X
8.5.100.19	10/03/16	General		X	X	X	X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.100.18	08/05/16	General		X	X	X	X
8.5.100.16	07/08/16	General		X	X	X	X
8.5.100.15	06/03/16	General		X	X	X	X
8.5.100.12	04/05/16	General		X	X	X	X
8.5.100.10	12/22/15	General		X	X	X	X
8.5.100.09	10/09/15	General		X	X	X	X
8.5.100.06	06/25/15	General		X	X	X	X
8.5.100.05	04/10/15	General		X	X	X	X
8.5.100.02	11/26/14	General		X	X	X	X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.000.11	07/01/14	General		X	X	X	X
8.5.000.09	04/25/14	General		X	X	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 [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.1.x releases of Local Control Agent, see the [8.1 Release Note](#) (Cumulative).

Discontinued Support

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 *Genesys Supported Operating Environment Reference Guide*.

- AIX
- Solaris
- Windows 2008

Discontinued as of	Date: December 17, 2021	Release: 8.5.100.40
---------------------------	--------------------------------	----------------------------

- Genesys Deployment Agent (GDA) is no longer supported.

Discontinued As Of: 8.5.100.31

- The RHEL version 5 operating system is no longer supported.

Discontinued As Of: 8.5.100.22

- HP-UX PA and HP-UX IPF – all versions
- AIX version 5.3
- RHEL version 4
- Solaris version 9
- Windows Server 2003

Discontinued As Of: 8.5.000.09

- Management Framework-related configuration and deployment wizards are no longer supported.

Discontinued As Of: 8.5.000.09

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Local Control Agent, 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 Local Control Agent, see the following documentation:

- The documentation related to this software is available from the Management Framework page.
- The [Framework Deployment Guide](#) provides details about installing and configuring Local Control Agent.
- The [Framework](#) 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 Framework components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Local Control Agent

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Local Control Agent. 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.

On a Windows/Linux platform, LCA is sometimes unable to restart the application(s) when the **Auto-Restart** option is enabled.

Workaround: Use LCA 8.5.100.40 so the applications restart when the **Auto-Restart** option is enabled.

ID: MFWK-24134	Found In: 8.5.100.41	Fixed In: 8.5.100.42
-----------------------	-----------------------------	-----------------------------

Local Control Agent provides incorrect host utilized memory on the following platforms:

- CentOS/RHEL 7 or later
- Ubuntu 16 or later

ID: MFWK-21333	Found In: 8.5.100.24	Fixed In: 8.5.100.32
-----------------------	-----------------------------	-----------------------------

When installing Local Control Agent (LCA) on RHEL 7, LCA installation package does not generate the startup script in a format that is compatible with the **systemd** service of the RHEL platform. This results in LCA not restarting automatically during host reboot.

Workaround: Locate the **/etc/rc.d/init.d/gctilca** file, and add a line with the name of the default shell interpreter used for your system. For example, if you are using **/bin/bash**, then make sure to add **#!/bin/bash** at the beginning of the **gctilca** file to allow LCA restart.

ID: MFWK-18516	Found In: 8.5.100.19	Fixed In: 8.5.100.29
-----------------------	-----------------------------	-----------------------------

If there is a localhost network failure in the host machine, LCA might not be able to control applications, so that operations such as starting and stopping an application, and switching over, might not work properly, if at all.

To confirm that this is the case when you have this issue, check the following:

- Ping the localhost from the host machine.
- Check that the loopback interface is configured, if applicable.
- Check that localhost is configured in `\etc\hosts`.
- Try performing other operations with a different application on the same host. For example, if application A on the host fails to start, try stopping another, running application B, or switching over application C. If this issue is your problem, then the latter operations should also fail.

ID: **MFWK-24134**Found In: **8.5.100.41**Fixed In: **8.5.100.42**

You can specify only one Trusted Certificate Authority (Trusted CA) when prompted during installation of LCA and Genesys Deployment Agent.

Workaround: Specify one Trusted CA during installation. Then open the appropriate configuration file (**lca.cfg** for LCA or **gda.cfg** for Genesys Deployment Agent), and in the **[security]** section, manually set the **trusted-ca** option to a comma-delimited list of the Trusted CAs.

ID: **MFWK-15846**Found In: **8.5.000.11**

Fixed In:

If the **[sml].hangup-restart** and **[sml].heartbeat-period** options are configured on an Application, it might take up to three times the configured **heartbeat-period** for LCA to detect that the application is not responding.

ID: **MFWK-16445**Found In: **8.5.000.09**

Fixed In:

When running on the AIX platform, LCA is sometimes unable to start an application and generates a core file if the **enable-thread** option is set to `true` in the **[log]** section of the LCA configuration file **lca.cfg**.

Workaround: To avoid this problem, set the **enable-thread** option to `false`.

ID: **MFWK-15833**Found In: **8.5.000.09**

Fixed In:

On the Windows platform, LCA sometimes does not start an application when requested, either not at all, or only when it receives another request. This appears to be because of corrupted performance counter data.

Workaround: Rebuild the performance counter by issuing the following command on the system:

```
c:\Windows\system32\lodctr /r
```

ID: **MFWK-15696**Found In: **8.5.000.09**Fixed In: **8.5.100.09**

If Local Control Agent tries to start, as a service, an application that does not have a matching application object created in Configuration Server, for example in the `-app` command parameter, it might log an error indicating that the stop timeout for the application has expired. Ignore this warning.

Workaround: To avoid this error message altogether, correct the command line configured in the

service.

ID: MFWK-15693	Found In: 8.5.000.09	Fixed In:
-----------------------	-----------------------------	-----------

LCA sometimes logs error messages similar to this:

WARNING! Call getargs for 7995398 process failed

You can safely ignore these messages; they do not affect the functionality of LCA.

ID: MFWK-16123	Found In: 8.1.300.14	Fixed In:
-----------------------	-----------------------------	-----------

When using Qualsys to scan for security vulnerabilities after applying Operating System patches, Genesys Deployment Agent (GDA) uses 100% of the CPU and terminates unexpectedly.

Workaround: Genesys does not recommend you run GDA by default, only enable it if you are using the remote deployment feature of Genesys Administrator Extension (GAX) to perform installations on this host. In this case, make sure you configure mutual tls. Do not leave the GDA port unprotected to allow Applications other than GAX to connect.

ID: MFWK-15678	Found In: 8.1.300.13	Fixed In:
-----------------------	-----------------------------	-----------

False detections of an Application hangup are possible if LCA is set to monitor a large number of third party applications or measure CPU and memory for Alarm Conditions on this host.

ID: MFWK-12220	Found In: 8.0.300.04	Fixed In:
-----------------------	-----------------------------	-----------

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.1

Local Control Agent Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Local Control Agent, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.100.44

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/15/23	General			X			X

What's New

This release contains the following new features and enhancements:

- Supports Red Hat Enterprise Linux 9. See the [Framework](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
(MFWK-24658)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.44.

Helpful Links

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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8.5.100.42

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/14/22	General			X			X

What's New

This release contains the following new features and enhancements:

- Local Control Agent binary images and installation package have been digitally code signed.

Helpful Links

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issues:

The regression issue of LCA triggered by the fix for the issue mentioned in MFWK-23947 is now addressed. LCA now supports restart of the application when the **Auto-Restart** option is enabled. (MFWK-24134)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.42.

8.5.100.41

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/06/22	General			X			X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Local Control Agent (LCA) no longer restarts Configuration Server Proxy when **Auto-Restart** is disabled. (MFWK-23947)

Helpful Links

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.41.

8.5.100.40

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/17/21	General			X			X

What's New

- Local Control Agent no longer supports the following operating systems and database:
 - AIX
 - Solaris
 - Windows 2008

See the [Framework](#) page in the [Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems, browsers, web server applications, and databases. (MFWK-23826)

Helpful Links

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- [List of 8.5.x Releases](#)
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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.40.

8.5.100.37

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/20	General		X	X	X	X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

If a Genesys application is terminated during startup and if auto-restart is marked for that application, the LCA restarts the terminated application. Previously, in some cases, the LCA did not start the application. (MFWK-22912)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.37.

8.5.100.36

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/20	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Support for the Red Hat Enterprise Linux AP 8 and virtualization (KVM) in Red Hat 8 operating system. See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (MFWK-22397)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.36.

Helpful Links

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8.5.100.35

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

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

What's New

This release includes only resolved issues.

Helpful Links

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issue:

In Linux, Local Control Agent (LCA) now terminates a process using the SIGKILL signal if it did not start within the startup time limit. Previously in this scenario, LCA interrupted the process by using the SIGINT signal, and as a result, some unmonitored processes occurred in the system. (MFWK-22623)

Product Documentation

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.35.

8.5.100.34

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/06/19	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- On Windows 64-bit operating systems, the Local Control Agent now uses statically linked C runtime libraries. (MFWK-22589)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains no resolved issues.

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.34.

8.5.100.32

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/19	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- As of July 30, 2019, Local Control Agent supports the Microsoft Hyper-V Server 2019 virtualization platform. (MFWK-21881)
- On March 26, 2019, when this version (Build 1) was released, it only included resolved issues.
- On June 26, 2019, Build 2 was released that supports the Windows Server 2019 operating system. Customers who obtained this software release prior to this June date and need support for Windows Server 2019 must download Build 2 from the Genesys Software Download website. (MFWK-21880)

See the [Framework](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported virtualization platforms and operating systems.

Helpful Links

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issue:

Local Control Agent now provides correct host utilized memory on the following platforms:

-
- CentOS/RHEL 7 or later
 - Ubuntu 16 or later

(MFWK-21333)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.32.

8.5.100.31

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/31/19	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- Support is discontinued for Genesys Deployment Agent (GDA). As a result, the LCA installation package no longer includes this sub-component.

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Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issue:

This release of LCA fixes the issues identified by Optiv source code analysis. (MFWK-21291)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.31.

8.5.100.29

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/30/18	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- Support for the following operating systems:
 - Oracle Linux 7 with Unbreakable Enterprise Kernel (UEK) 4.x
 - SUSE Linux Enterprise 12

See the *Framework* page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

- Starting with this release, Local Control Agent supports installation on all minor releases of Red Hat Enterprise Linux 7.x operating system.

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains the following resolved issue:

When Configuration Server switchover occurs, Local Control Agent restarts the applications that are in the **START_PENDING** state at that time. LCA now stops the application and waits for the application to stop until the shutdown timer and then starts the application. Previously, in this case,

LCA stopped the application and waited for 1 second and then started the application. (MFWK-21210)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.29.

8.5.100.26

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Starting with this release, there are no Visual Studio redistributable packages associated with Visual Studio 2005 (or prior Visual Studio releases) for 64-bit executables.

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.26.

8.5.100.25

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/18	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- You can now specify the maximum time that can elapse between LCA sending an application mode change request to an application and the application responding to that request and making the change. If the application does not respond within that time, LCA sets the application to Unknown mode. To specify this time interval, use the new option **AppRespondTimeout**, in the new **[lca]** section of the LCA configuration file.

AppRespondTimeout

Default value: 20

Valid values: 1 to 60 seconds

Changes take effect: After restart of LCA

Specifies the time interval (in seconds) in which LCA expects a response to its switchover request to an application. If the application does not acknowledge the switchover request and make the mode change within this time, LCA puts the application in Unknown state.

Important

This feature is not valid if heartbeat is configured.

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- When requested by Customer Care, debug functionality provided by the LCA debug options and corresponding environment variables can now also be configured on the LCA command line. Specifically:

Environment Variable	Configuration Option	Command-line Parameter
GCTI_CONN_DEBUG_ALL	x-conn-debug-all	-conn-debug-all
GCTI_CONN_DEBUG_OPEN	x-conn-debug-open	-conn-debug-open
GCTI_CONN_DEBUG_SECURITY	x-conn-debug-security	-conn-debug-security
GCTI_CONN_DEBUG_SELECT	x-conn-debug-select	-conn-debug-select
GCTI_CONN_DEBUG_TIMERS	x-conn-debug-timers	-conn-debug-timers
GCTI_CONN_DEBUG_WRITE	x-conn-debug-write	-conn-debug-write

For more information about these configuration options, refer to the Framework Configuration Options Reference Manual, available from [here](#).

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.25.

8.5.100.24

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/26/18	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

To generate a startup log and display it on the console or in a log report, you must use the following command:

```
lca.exe -log-verbose all -log-all stderr,lcastartup
```

If you use the following command, LCA starts but does not redirect the log:

```
lca.exe -log-verbose all
```

(MFWK-19022)

By default, LCA now displays all log events on the console, the same behavior as existed prior to LCA release 8.5.100.22. In 8.5.100.22, the default setting had been changed to display only Standard-level logs on the console. (MFWK-19021)

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LCA now stops an Application object correctly, as requested by SCS, if the Application object is started with a shell script and STOPAPPLICATION is received after LCA reports APP_STATUS_START_PENDING and before the Application connects to LCA. Previously in this scenario, LCA reported the Application incorrectly as Stopped, when in fact, it was not Stopped. (MFWK-18981)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.24.

8.5.100.23

Local Control Agent Release Notes

9.x Local Control Agent is part of 9.x starting in **8.5.100.22**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/10/17	General		X	X	X	X

What's New

- On November 10, 2017, when this release (Build 1) was released, it only included resolved issues.
- On December 22, 2017, Build 2 was released that supports the CentOS Linux 7 operating system. Customers who obtained this software release prior to this December date and need support for CentOS Linux 7 must download Build 2 from the Genesys Software Download website.

See the Framework page of the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

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Resolved Issues

This release contains the following resolved issues:

LCA no longer terminates unexpectedly on the Solaris platform when accessing memory or CPU details while processing RequestExecuteXRequest in the GPerform library. (MFWK-18716)

This version fixes the LCA memory leak that occurs when Outbound Contact Server is requesting

process information via the `getprocessinfo` command while another application sends a heartbeat to LCA. (MFWK-18679)

After LCA restarts, it no longer removes the **-host**, **-port**, and **-app** parameters from the command line of a third-party application if they were added before the restart. Previously in this scenario, LCA removed these parameters and then terminated the third-party application

In addition, LCA now detects the third-party application as running after LCA restart if the command line arguments of the third-party application were enclosed in double and/or single quotation marks. Previously in this scenario, LCA did not detect these third party applications as running. (MFWK-15719)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.23.

8.5.100.22

Local Control Agent 8.5.x Release Notes

9.x This is the first 9.x release of **Local Control Agent**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/22/17	General		X	X	X	X

What's New

This release contains the following new features or enhancements:

- Support for the Windows Server 2016 64-bit operating system. See the [Supported Operating Environment: Framework](#) page for more detailed information and a list of all supported operating systems.
- As of 9/26/17, Local Control Agent supports the Microsoft Hyper-V Server 2016 virtualization platform. Refer to the [Supported Operating Environment: Display by Product, Operating System, and Other](#) page for more detailed information and a list of all supported virtualization platforms.

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Resolved Issues

This release contains the following resolved issues:

When TLS is enabled between SCS and LCA, LCA now processes the data sent and received through sockets. Previously in this scenario, some data was sent or received before TLS was established, and the data was not processed properly. As a result, the following error message was generated:
LCALIB: Can't send to socket. (MFWK-17697)

On the Solaris platform, logs are now generated properly. Previously, a log segmentation problem prevented some input/output logs from being generated. (MFWK-18591)

LCA now stops Applications and reports them as STOPPED accordingly. Previously, an Application would stop responding while in Stop Pending state, while LCA would wait for the Application to stop. The only way to regain control of the Application was to restart LCA. (MFWK-18552)

LCA now stops processing heartbeat messages from an Application when **heartbeat-timeout** is set to zero (0). When the option value is greater than 0, LCA starts processing heartbeat messages again. Previously, if **heartbeat-timeout** was equal to 0, the Application kept polling for heartbeat messages, but LCA did not process any. (MFWK-18194)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.22.

8.5.100.20

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/07/17	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

LCA now forcefully kills the process for an Application that has received a Stop request from LCA, but did not shut down before the shutdown timeout expired. Previously in this scenario, LCA tried to kill the non-responsive process gracefully. (MFWK-18229)

When LCA resumes normal operations after it had been unresponsive for a while, it no longer tries to restart a heartbeat-enabled Application during which it had become unresponsive. Previously in this scenario, LCA had tried to restart the application. (MFWK-18063)

LCA now updates the status of an Application to STOPPED when LCA requests the process ID of the Application to Stop. Previously, LCA updated the status of the Application to STOPPED when the Application disconnected from LCA, regardless of whether the process was stopped. (MFWK-18049)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.20.

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8.5.100.19

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/03/16	General		X	X	X	X

What's New

This release contains no new features or enhancements.

Resolved Issues

This release contains the following resolved issue:

Heartbeat detection now works properly when the system time on the LCA host is advanced one hour for the change to Daylight Savings Time. This was an internal issue, and did not affect heartbeat detection at the user level. (MFWK-17806)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.19.

8.5.100.18

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/05/16	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- **Support for VMware ESXi 6 virtualization environment.** See the [Supported Operating Environment: Framework](#) page for more detailed information and a list of all supported virtual machines.

Resolved Issues

This release contains the following resolved issue:

LCA now establishes a mutually secured connection with SCS using TLS if **tls-mutual=1** is set in the **[security]** section of the LCA configuration file, and if other security-related parameters are configured properly. Previously, LCA ignored this option and established only a simple TLS connection with SCS. (MFWK-17545)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.18.

8.5.100.16

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/08/16	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Local Control Agent (LCA) no longer causes an application to restart if the application has already started heartbeat detection when the time on the LCA host is advanced one hour for the change to Daylight Savings Time. (MFWK-17376)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.16.

8.5.100.15

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/03/16	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- Support for the Red Hat Enterprise Linux AP 64-bit x86 7 operating system. See the [Supported Operating Environment: Framework](#) page for more detailed information and a list of all supported operating systems.

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Resolved Issues

This release contains the following resolved issues:

LCA no longer continuously stops and restarts applications erratically when they are configured as Windows services. Previously in this scenario, if these applications were started using LCA, they were registered by application PID, not by application DBID as expected by LCA. (MFWK-17249)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.15.

8.5.100.12

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/05/16	General		X	X	X	X

What's New

This release includes only resolved issues.

This version was first released as a Hot Fix on 03/04/16.

Resolved Issues

This release contains the following resolved issues:

LCA now uses startup values for missing parameters returned by an application at registration, and thereby automatically restarts the application if **Auto-restart** is set to true. Previously in this scenario, LCA did not restart the application. (MFWK-17271)

LCA now calls the `_exit()` API function to clean all the Zombie processes when the `exec()` call fails. Previously, LCA did not clean all of the Zombie processes, wasting processing time. This issue occurred only on UNIX platforms. (MFWK-17155)

On Windows platforms, LCA no longer stops responding after start up, and starts processing register events from applications. Previously, LCA sometimes stopped responding because it was stuck in an infinite loop caused by it calling `EnumServicesStatus()` WIN API while supplying an incorrect buffer size for storing retrieved service information. (MFWK-17150)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.12.

8.5.100.10

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/15	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- To simplify troubleshooting of secure connections, Local Control Agent (LCA) offers additional logging of the secure connection establishment phase when used with Security Pack 8.5.100.06 or newer.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.10.

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8.5.100.09

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/09/15	General		X	X	X	X

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Important

This version of Local Control Agent was originally released as a Hot Fix on Windows platforms on August 6, 2015

This release contains the following new features and enhancements:

- Instructions for upgrading Local Control Agent to release 8.5 and later have been completely rewritten in a more concise and clearer manner. Refer to the [Framework Migration Guide](#).

Resolved Issues

This release contains the following resolved issues:

Local Control Agent now handles the startup of an application more robustly when there is a delay in the response from the Application back to LCA. Previously, LCA sometimes restarted an application that was pending startup if the application failed to connect back to LCA for an extended period of time.

Recommendation: If you experience this issue, please review the Release Notes for the affected application to see if an updated version is available that reports its progress back to LCA promptly, thereby eliminating this situation completely.

(MFWK-16729)

On the Windows platform, LCA sometimes did not respond to requests from Solution Control Server because LCA was waiting for a response to its Windows Management Instrumentation (WMI) query for performance data. Now, you can specify the time interval that LCA waits for the response to its WMI query. If the response is not received within this time period, LCA returns to responding to requests from Solution Control Server. Use the new option **wmiquery-timeout** to specify the duration of this time interval. Refer to the *Framework Configuration Options Reference Manual* for more information about this option.

Note: To reduce the WMI delay itself, rebuild the performance counter by issuing the following command on the system:

```
c:\Windows\system32\lodctr /r
```

(MFWK-15696)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.09.

8.5.100.06

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/15	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Genesys Deployment Agent is no longer installed with LCA by default.

Resolved Issues

This release contains the following resolved issues:

LCA no longer terminates unexpectedly when monitoring a large number of processes. Previously, the internal process map was not cleared when processes completed, and the map table eventually exceeded the allocated size limit. As a result, LCA terminated unexpectedly. (MFWK-16483)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.06.

8.5.100.05

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/10/15	General		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

LCA now restarts a third-party server Application after the server has terminated by itself. Previously, LCA would detect that the Application had stopped but would not restart it. (MFWK-16630)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.05.

8.5.100.02

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/26/14	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- The **enable-thread** option in the **[log]** section of the LCA configuration file (**lca.cfg**) is now set to the default value (false). If you want to use the log throttling feature with LCA, you must explicitly change the value of this option.

Resolved Issues

This release contains the following resolved issues:

LCA now properly closes handles obtained when it executes an OS command on Windows. Previously, it did not close the handles, eventually running out of them, and then was unable to run another OS command. (MFWK-16153)

If LCA or Genesys Deployment Agent is installed in TLS mode, the IP now creates the option with the security certificate path in the **[security]** section of the corresponding configuration file (**lca.cfg** or **gda.cfg**). Previously, the path to the certificate was not set, and had to be provided manually. (MFWK-16055)

When running on Linux, LCA no longer stops responding when trying to start an Application with an invalid **Working Directory** parameter. (MFWK-15829)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.100.02.

Release 8.5.0

Local Control Agent Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Local Control Agent, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.000.11

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/14	General		X	X	X	X

What's New

This release contains the following new feature or enhancement:

- On UNIX platforms, LCA can now specify the protocol to be used to secure its connections, by using the new configuration option **sec-protocol**. Security Pack 8.5.000.03 is required for this functionality to work properly. Refer to the *Security Pack on UNIX 8.5 Release Note* for more information about this option and how to use it.

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Resolved Issues

This release contains the following resolved issues:

When running on a Linux platform, LCA no longer stops responding when trying to start an application with an invalid Working Directory parameter. (MFWK-15829)

You can now configure the ciphers used in LCA or Genesys Deployment Agent secure connections using TLS, by specifying them in the **cipher-list** option in the **[security]** section of the corresponding configuration file (**lca.cfg** for LCA, or **gda.cfg** for Genesys Deployment Agent). Refer to the *Genesys Security Deployment Guide* for more information about secure connections and ports, and related options. (MFWK-15756)

LCA now reports correct CPU usage metrics on multi-CPU servers running Linux. Previously, the reported metric was the total CPU usage and was not divided by the number of CPU cores. (MFWK-15675)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.11.

8.5.000.09

Local Control Agent 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/25/14	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Throttling can be applied to log outputs to prevent a log queue from growing to a size that could impact normal operation of an application.
- The LCA configuration file (lca.cfg) is now created when LCA is deployed; you do not have to create it manually.
- Local Control Agent supports a new virtualization platform. Refer to the [Genesys Supported Operating Environment Reference Guide](#) for more information.

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Resolved Issues

This release contains the following resolved issues:

On the RHEL platform, LCA now correctly handles the situation when an application is started with the Management Layer, even if the working directory of the application object is incorrect. Previously, if a user tried to start the application from a GUI application but the working directory configured in the application's properties was incorrect, LCA disconnected from Solution Control Server. (MFWK-15306)

The Genesys Interaction Server application can now be stopped successfully by the Management Layer. Previously, it could be started successfully, but could not be stopped. (MFWK-14531)

TLS connections to a Genesys server running Windows no longer fail if the security certificate is generated using a tool other than Windows certificate services and then manually imported into Windows. Previously, if you used something other than Windows certificate services and manually generated the certificate, the CERT_TRUST_REVOCATION_STATUS_UNKNOWN validation error was generated, and the TLS connection to the Genesys server failed. (MFWK-14166 / ER# 324547671)

LCA no longer detects the application as having stopped responding if you significantly decrease the value of the **heartbeat-period** option for an application in your configuration that is configured to use hangup detection. Previously, LCA sometimes considered the application to have stopped responding. (MFWK-14153 / ER# 324295707)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.09.