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Genesys Care Release Notes

Workbench Agent

4/10/2025

Workbench Agent

This Release Note applies to all 9.x and 8.x releases of Genesys Care Workbench Agent.

Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Important

- Workbench Agent 8.5 is ONLY for LFMT
- Workbench Agent 9.x is ONLY for Workbench 9.x Hosts
- If/when Workbench and LFMT is deployed, both Workbench Agents 8.5 and 9.x would be needed on each remote host
 - The Workbench Agent 8.5 would be required for LFMT to collect log files from the remote hosts (i.e. sip, urs, gvp etc)
 - The Workbench Agent 9.x would be required for Workbench ingestion of data from the remote hosts (i.e. sip, urs, gvp etc)
- Workbench Agent Remote (WAR) 9.x is ONLY deployed on remote Genesys Hosts such as SIP, URS, GVP etc - this components sends Metric data to the Workbench 9.x Server/ Cluster

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.

Link to [Genesys Care Workbench User's Guide](#)

Release 9.x

You can find Release Notes for particular releases of Workbench Server at the following links:

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
9.3.000.00	06/21/22	General Release		X	X	Webhook feature and 7.17 Elastic stack with

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
						log4j 2.17.1
9.2.000.20	01/05/22	Hot Fix	Mitigations for Elasticsearch, Logstash	X	X	Karaf, ZooKeeper and Workbench Agent log4j 2.17.1 support
9.2.000.10	12/23/21	Hot Fix	Mitigations for Elasticsearch, Logstash	X	X	Karaf, ZooKeeper and Workbench Agent log4j 2.17.0 support
9.2.000.00	11/03/21	General Release		X	X	
9.1.100.00	05/05/21	General Release		X	X	
9.1.000.00	12/23/20	General Release		X	X	
9.0.100.00	05/14/20	General Release		X		
9.0.000.00	02/03/20	General Release			X	

Known Issues and Recommendations

Discontinued Support

Version 9.3.000.00

The Genesys Care Workbench Package 9.3.000.00 contains the following Workbench components:

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat

Workbench Agent

- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper

- Workbench AD 9.2.000.20 (Anomaly Detection is a separate download/installer)

What's New

- Workbench 9.3.000.00 provides a Notification Webhook and Alert feature
 - <https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/WorkbenchNotificationChannels>
 - <https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/WorkbenchAlerts>
- Workbench 9.3.000.00 uses the Elastic 7.17 stack with log4j 2.17.1

Resolved Issues

- Various

Upgrade Notes

- Details on upgrading from a previous Workbench 9.x to Workbench 9.x can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.2.000.20

The Genesys Care Workbench Package 9.2.000.20 contains the following Workbench components:

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat
- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper

- Workbench AD 9.2.000.20 (Anomaly Detection is a separate download/installer)

What's New

- Workbench 9.2.000.20 provides a combination of fixes and mitigations for CVE-2021-44228, CVE-2021-45105 and CVE-2021-44832:
 - Workbench ZooKeeper 9.2.000.20 supports log4j 2.17.1
 - Workbench Agent 9.2.000.20 supports log4j 2.17.1
 - Workbench IO (Karaf) 9.2.000.20 supports log4j 2.17.1 (via pax-logging 1.11.13)
 - Workbench Elasticsearch 9.2.000.20 has the respective log4j 2.x/1.x JndiLookup/JMSAppender/SocketServer/JDBCAppender .class files removed from the respective .jar files
 - Workbench Logstash 9.2.000.20 has the respective log4j 2.x/1.x JndiLookup/JMSAppender/SocketServer/JDBCAppender .class files removed from the respective .jar files

Important

- The Anomaly Detection 9.2.000.20 components do not support an upgrade capability - please either:
 - a) remain running AD 9.2.000.00/.10 but follow the Workbench Agent 9.2.000.00/.10 log4j vulnerability mitigation steps here: <https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations> or
 - b) un-install AD 9.2.000.00/.10 and re-install the Anomaly Detection 9.2.000.20 components

Important

- Workbench 9.3.000.00 uses the Elastic 7.17 stack with log4j 2.17.1

Resolved Issues

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Upgrade Notes

- Details on upgrading from a previous Workbench 9.x to Workbench 9.x can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.2.000.20

The Genesys Care Workbench Package 9.2.000.20 contains the following Workbench components:

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat
- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper
- Workbench AD (Anomaly Detection)

What's New

- Workbench 9.2.000.20 provides a combination of fixes and mitigations for CVE-2021-44228, CVE-2021-45105 and CVE-2021-44832:
 - Workbench ZooKeeper 9.2.000.20 supports log4j 2.17.1
 - Workbench Agent 9.2.000.20 supports log4j 2.17.1
 - Workbench IO (Karaf) 9.2.000.20 supports log4j 2.17.1 (via pax-logging 1.11.13)
 - Workbench Elasticsearch 9.2.000.20 has the respective log4j 22.x/1.x JndiLookup/JMSAppender/SocketServer/JDBCAppender .class files removed from the respective .jar files
 - Workbench Logstash 9.2.000.20 has the respective log4j 2.x/1.x JndiLookup/JMSAppender/SocketServer/JDBCAppender .class files removed from the respective .jar files

Important

- The Anomaly Detection 9.2.000.20 components do not support an upgrade capability - please either:
 - a) remain running AD 9.2.000.00/.10 but follow the Workbench Agent 9.2.000.00/.10 log4j vulnerability mitigation steps here: <https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations> or
 - b) un-install AD 9.2.000.00/.10 and re-install the Anomaly Detection 9.2.000.20 components

Important

- Workbench 9.3.000.00 uses the Elastic 7.17 stack with log4j 2.17.1

Resolved Issues

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Upgrade Notes

- Details on upgrading from a previous Workbench 9.x to Workbench 9.x can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.2.000.10

The Genesys Care Workbench Package 9.2.000.10 contains the following Workbench components:

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat
- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper
- Workbench AD (Anomaly Detection)

What's New

- Workbench 9.2.000.10 provides a combination of fixes and mitigations for CVE-2021-44228 and CVE-2021-45105:
 - Workbench ZooKeeper 9.2.000.10 supports log4j 2.17.0
 - Workbench Agent 9.2.000.10 supports log4j 2.17.0
 - Workbench IO (Karaf) 9.2.000.10 supports log4j 2.17.0 (via pax-logging 1.11.12)

- Workbench Elasticsearch 9.2.000.10 has the respective log4j 2.x/1.x JndiLookup/JMSAppender/SocketServer .class files removed from the respective .jar files
- Workbench Logstash 9.2.000.10 has the respective log4j 2.x/1.x JndiLookup/JMSAppender/SocketServer .class files removed from the respective .jar files

Important

- Workbench 9.3.000.00 uses the Elastic 7.17 stack with log4j 2.17.1

Resolved Issues

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Upgrade Notes

- Details on upgrading from a previous Workbench 9.x to Workbench 9.x can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.2.000.00

The Genesys Care Workbench Package 9.2.000.00 contains the following Workbench components:

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat
- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper
- Workbench AD (Anomaly Detection)

What's New

- Workbench 9.2 now provides an Anomaly Detection (AD) feature, please review the [Anomaly Detection](#) section for more details.

Resolved Issues

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Upgrade Notes

- Details on upgrading from the previous Workbench 9.1.100.00 release to Workbench 9.2.000.00 can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.1.100.00

The Genesys Care Workbench Package 9.1.100.00 contains the following Workbench components:

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat
- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper

What's New

- Workbench Agent supports ZooKeeper Authentication.
- Workbench Agent supports Elasticsearch Authentication.

Resolved Issues

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Upgrade Notes

- Details on upgrading from a previous Workbench release to Workbench 9.1.100.00 can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.1.000.00

The Genesys Care Workbench Package 9.1.000.00 contains the following Workbench components:

- Workbench IO
- **Workbench Agent**
- Workbench Elasticsearch
- Workbench Kibana
- Workbench Logstash
- Workbench Heartbeat
- Workbench Agent Remote (i.e. Engage Hosts - not Workbench Hosts)
- Workbench ZooKeeper

What's New

- The **Workbench Agent** component is installed on the Workbench Hosts, it's mandatory for all Workbench Hosts.
- Workbench 9.1 adds a Metric data ingestion feature that enables observability of host and process CPU, Memory, Disk and Network metric data, providing rich insights and analysis capability into host and process metric utilization, performance and trends.
- Starting in 9.1, Workbench Agent will now send Metric data (Host and Process CPU/RAM/DISK/NETWORK) into the Workbench instance/Cluster

Important

- This 9.1 version of Workbench Agent is only compatible with Workbench 9.1 (not LFMT) and should only be installed on Workbench component hosts.
- This 9.1 version of the Workbench Agent is not intended to be used with the Log File Management Tool.

Resolved Issues

- General stability improvements

Upgrade Notes

- Details on upgrading from a previous Workbench release to Workbench 9.1.000.00 can be found in the Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.0.100.00

The Genesys Care Workbench Package 9.0.100.00 contains Workbench Agent release 9.0.100.00, Workbench IO release 9.0.100.00 and Workbench Client Release 9.0.100.00.

Important

This version of Workbench Agent is only compatible with Workbench 9.x and should only be installed on Workbench component hosts. This version of the agent is not intended to be used with the Log File Management Tool.

What's New

- Workbench Agent support for the Linux RHEL 6 & 7 and CentOS 6 & 7 Operating Systems
- Workbench now provides an upgrade option for Windows OS's; to facilitate various fixes and enhancements from the previous Workbench release

Resolved Issues

- There are no resolved issues for this release.

Upgrade Notes

Details on upgrading from a previous Workbench release to Workbench 9.0.100.00 can be found in the Workbench User's Guide: <https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.0.000.00

The Genesys Care Workbench Package 9.0.000.00 contains Workbench Agent release 9.0.000.00, Workbench IO Release 9.0.000.00, and Workbench Client release 9.0.000.00.

Important

- This version of Workbench Agent is only compatible with Workbench 9.x and should only be installed on Workbench component hosts.
- This version of the agent is not intended to be used with the Log File Management Tool.

What's New

- Provides the status of local Workbench Services to the Workbench IO component
- Performs the initial configuration of Workbench components on the local host as per the configuration provided during the installation phase

Resolved Issues

- This is the first release of the Workbench Agent 9.0 and, as such, it contains no corrections or modifications

Upgrade Notes

There are no upgrade paths from previous 8.5.x versions of Workbench to Workbench 9.0. Please see the Workbench User and Deployment Guide for deployment instructions: <https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/WorkbenchGeneralDeployment>

Known Issues and Recommendations

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

Advisory on CVE-2021-44228 | a zero-day in the Apache Log4j 2 Java library

ID: CCWB-5281 - https://genesys.my.salesforce.com/articles/Product_Advisories/Apache-Log4j-2-Java-library

Please review this page for details on LFMT 8.5.1 component log4j vulnerability mitigation:

- <https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/KnownIssuesandLimitations>
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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.

Release 8.5

You can find Release Notes for particular releases of Workbench Agent at the following links:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Comments
8.5.105.02	07/20/22	Maintenance Release			X		X	deleted erroneous space in "wbagent_startup.sh" file
8.5.105.01	07/18/22	Maintenance Release	BUILD ERROR		X		X	obsolete DO NOT USE; upgrade to Workbench Agent 8.5.105.02
8.5.105.00	03/21/22	General Release			X		X	Oracle Linux 7 support
8.5.104.03	02/11/22	Maintenance Release			X		X	log4j 2.17.1 support; part of LFMT Package 8.5.104.13
8.5.104.02	12/16/21	Maintenance Release			X		X	Support for log4j 2.16
8.5.104.01	12/10/21	Maintenance Release			X		X	
8.5.104.00	04/07/21	General Release			X		X	
8.5.103.05	08/17/20	Maintenance Release			X		X	
8.5.102.02	02/04/22	Hot Fix			X		X	only for GAX 8.5.290.36; raise a

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Comments
								Genesys Case to access
8.5.102.01	03/20/20	General Release			X		X	
8.5.101.03	10/11/18	Maintenance Release			X		X	EOL - please upgrade to the latest 8.5.10x.xx
8.5.100.04	01/18/18	General Release			X		X	EOL - please upgrade to the latest 8.5.10x.xx
8.5.000.31	05/30/17	General Release			X		X	EOL - please upgrade to the latest 8.5.10x.xx
8.5.000.21	06/30/16	General Release			X		X	EOL - please upgrade to the latest 8.5.10x.xx

Known Issues and Recommendations

Discontinued Support

Version 8.5.105.02

Log File Management Tool (LFMT) Package 8.5.105.12 contains:

- LFMT Client release 8.5.105.07 (LFMT Package extension default is ".lfm" - LFMT Client 8.5.105.07 requires GAX 9.0.104.15+)
- LFMT Collector release 8.5.105.00
- LFMT Indexer release 8.5.105.00
- Workbench Agent release 8.5.105.02

What's New

- incorrect version being printed in Workbench Agent log file
- deleted leading space in "wbagent.startup.sh" file (fixes issue with starting Workbench Agent 8.5 via GA on RHEL)

Resolved Issues

- added missing "lfmt-gax-template-metadata.xml" to LFMT 8.5.105.12 Package

Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.105.02 Workbench Agent.
 - The new 8.5.105.00 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
-

Version 8.5.105.01 (obsolete - do not use)

Log File Management Tool (LFMT) Package 8.5.105.11 contains:

- LFMT Client release 8.5.105.07 (LFMT Package extension default is ".lfm" - LFMT Client 8.5.105.07 requires GAX 9.0.104.15+)
- LFMT Collector release 8.5.105.00
- LFMT Indexer release 8.5.105.00
- Workbench Agent release 8.5.105.01 (obsolete - do not use)

What's New

- incorrect version being printed in Workbench Agent log file
- deleted leading space in "wbagent.startup.sh" file (fixes issue with starting Workbench Agent 8.5 via GA on RHEL)

Resolved Issues

- added missing "lfmt-gax-template-metadata.xml" to LFMT 8.5.105.11 Package
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Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.105.01 Workbench Agent.
 - The new 8.5.105.00 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
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Version 8.5.105.00

Log File Management Tool (LFMT) Package 8.5.105.10 contains:

- LFMT Client release 8.5.105.07 (LFMT Package extension default is ".lfm" - LFMT Client 8.5.105.07 requires GAX 9.0.104.15+)
- LFMT Collector release 8.5.105.00
- LFMT Indexer release 8.5.105.00
- Workbench Agent release 8.5.105.00 (support for Oracle Linux 7 - *LFMT Collector, Indexer and Client are NOT supported on Oracle Linux 7)

Log File Management Tool (LFMT) Package 8.5.105.00 contains:

- LFMT Client release 8.5.105.03
- LFMT Collector release 8.5.105.00
- LFMT Indexer release 8.5.105.00
- Workbench Agent release 8.5.105.00 (supports Oracle Linux 7 - *LFMT Collector, Indexer and Client are NOT supported on Oracle Linux)

What's New

- LMST-915 - Workbench Agent 8.5.105.00 supports Oracle Linux 7
 - only the Workbench Agent 8.5.105 is supported on Oracle Linux 7
 - LFMT Collector, Indexer and Client are NOT supported on Oracle Linux 7

Resolved Issues

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Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they
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must be uninstalled before proceeding with the installation of the 8.5.105.00 Workbench Agent.

- The new 8.5.105.00 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
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Version 8.5.104.03

Log File Management Tool (LFMT) Package 8.5.104.**13** contains:

- LFMT Client release 8.5.104.04 (support for GAX 9.0.104.xx - GAX 9.0.104.11 supports log4j 2.17.1 - the LFMT Client uses the GAX logging mechanism)
- LFMT Collector release 8.5.104.07 (support log4j 2.17.1)
- LFMT Indexer release 8.5.104.04 (support log4j 2.17.1)
- Workbench Agent release 8.5.104.**03** (support log4j 2.17.1 - this 8.5 Workbench Agent is ONLY for LFMT and not Workbench 9.x)

What's New

- LMST-998 - Workbench Agent 8.5.104.03 supports log4j 2.17.1

Resolved Issues

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Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.104.03 Workbench Agent.
 - The new 8.5.104.03 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
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Version 8.5.104.02

Log File Management Tool (LFMT) Package 8.5.104.**12** contains:

- LFMT Client release 8.5.104.03 (support for GAX 9.0.104.xx - GAX 9.0.104.09 supports log4j 2.16 - the LFMT Client uses the GAX logging mechanism)
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- LFMT Collector release 8.5.104.06 (support log4j 2.16)
- LFMT Indexer release 8.5.104.03 (support log4j 2.16)
- Workbench Agent release 8.5.104.**02** (support log4j 2.16 - this 8.5 Workbench Agent is ONLY for LFMT and not Workbench 9.x)

Log File Management Tool (LFMT) Package 8.5.104.**11** contains:

- LFMT Client release 8.5.104.02
- LFMT Collector release 8.5.104.06
- LFMT Indexer release 8.5.104.03
- Workbench Agent release 8.5.104.**02** (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LMST-985 - Workbench Agent 8.5.104.02 supports log4j 2.16

Resolved Issues

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Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.104.02 Workbench Agent.
 - The new 8.5.104.02 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
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Version 8.5.104.01

Log File Management Tool (LFMT) Package 8.5.104.10 contains:

- Workbench Agent release 8.5.104.01
- LFMT Indexer release 8.5.104.02
- LFMT Collector release 8.5.104.04
- LFMT Client releases 8.5.104.02

What's New

- Workbench Agent 8.5.104.01 is included in the LFMT 8.5.104.10 package
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Resolved Issues

- No Workbench Agent 8.5.specific fixes

Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.104.01 Workbench Agent.
 - The new 8.5.104.01 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
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Version 8.5.104.00

Log File Management Tool (LFMT) Package 8.5.104.00 contains:

- Workbench Agent release 8.5.104.00
- LFMT Indexer release 8.5.104.01
- LFMT Collector release 8.5.104.01
- LFMT Client releases 8.5.104.00

What's New

- Workbench Agent 8.5.104.00 is included in the LFMT 8.5.104 package that supports Oracle 19c

Resolved Issues

- No Workbench Agent 8.5.specific fixes

Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.104.00 Workbench Agent.
 - The new 8.5.104.00 Workbench Agent is only used for LFMT
 - A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.
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Version 8.5.103.05

Log File Management Tool (LFMT) Package 8.5.103.00 contains Workbench Agent release 8.5.103.05, LFMT Indexer release 8.5.103.03, LFMT Collector release 8.5.103.03, and LFMT Client releases 8.5.103.03/8.5.101.06.

What's New

- Workbench Agent 8.5.103.03 now supports OpenJDK 11 in addition to JRE 8
- Workbench Agent can now be installed on Windows 2016

Resolved Issues

- Improved whitelisting – no longer whitelisting based on template name
- Printing of password in log file in plain text suppressed (LMST-845)
- Improved file transfer router/queuing in the agent – prevents requests from overloading the agent (LMST-859)

Upgrade Notes

- If you have existing Workbench 8.5 Agents installed on your remote hosts for LFMT log collection, they must be uninstalled before proceeding with the installation of the 8.5.103.05 Workbench Agent.
- The new 8.5.103.05 Workbench Agent is backwards compatible with all Workbench versions and is also used for the file transfers for the Log File Management Tool (LFMT). For LFMT, the 8.5.103.03 LFMT Collector and 8.5.103.03 or 8.5.101.06 LFMT Client must be installed. When provisioning the agents within Genesys Administrator or Genesys Administrator Extension, the default template name of CC_Agent must be used. When the LFMT Collector populates the list of available agents within the environment, it will search for all applications provisioned with a template named CC_Agent
- A **Mass Deployer** tool is available to push the Workbench 8.5 Agents to your Engage application hosts; the Mass Deployer tool is bundled with the Log File Management Tool Collector and can be found within the *utilities* directory of the LFMT Collector installation directory.

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Version 8.5.102.01

Log File Management Tool (LFMT) Package 8.5.102.00 contains Workbench Agent release 8.5.102.01, LFMT Indexer release 8.5.102.00, LFMT Collector release 8.5.102.00, and LFMT Client releases 8.5.102.02/8.5.101.06.

What's New

- Enabled up to TLS 1.2 support for secure connections to Configuration Server

Resolved Issues

- Fixed collection issue with application log files that have the rotating format of fileName-1.log, fileName-2.log, etc

Upgrade Notes

If you have existing Workbench Agents installed on your remote hosts (version 8.5.101.xx/8.5.100.xx/8.5.000.xx), they must be uninstalled before proceeding with the installation of the 8.5.102.xx Workbench Agent. The new 8.5.102.xx Workbench Agent is backwards compatible with all Workbench versions and is also used for the file transfers for the Log File Management Tool (LFMT). For LFMT, the 8.5.102.00 LFMT Collector and 8.5.102.02 or 8.5.101.06 LFMT Client must be installed. When provisioning the agents within Genesys Administrator or Genesys Administrator Extension, the default template name of *CC_Agent* must be used. When the LFMT Collector populates the list of available agents within the environment, it will search for all applications provisioned with a template named *CC_Agent*. A **Mass Deployer** tool is available to push the Workbench Agent to your application hosts. The Mass Deployer tool is bundled with the Log File Management Tool Collector. The Mass Deployer tool can be found within the *utilities* directory of the LFMT Collector installation directory.

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Version 8.5.101.03

Log File Management Tool (LFMT) Package 8.5.101.00 contains Workbench Agent release 8.5.101.03, LFMT Indexer release 8.5.101.00, LFMT Collector release 8.5.101.05, and LFMT Client release 8.5.101.05.

What's New

- Added configuration option to the provisioned host object to define the local binding interface (LMST-645)

Resolved Issues

- Improved collection by returning only log files within a directory matching the application's log file prefix (LMST-652)
- Fixed an issue with collection of log4j style logs (.log, .log.1, .log.2, etc) (LMST-651)

Upgrade Notes

If you have existing Workbench Agents installed on your remote hosts (version 8.5.100.xx/ 8.5.000.xx), they must be uninstalled before proceeding with the installation of the 8.5.101.xx Workbench Agent. The new 8.5.101 Workbench Agent is backwards compatible with all Workbench versions and is also used for the file transfers for the Log File Management Tool. For LFMT, the 8.5.101.05 LFMT Collector and 8.5.101.05 LFMT Client must be installed. When provisioning the agents within Genesys Administrator or Genesys Administrator Extension, the default template name of *CC_Agent* must be used. When the LFMT Collector populates the list of available agents within the environment, it will search for all applications provisioned with a template named *CC_Agent*. A **Mass Deployer** tool is available to push the Workbench Agent to your application hosts. The Mass Deployer tool is bundled with the Log File Management Tool Collector. The Mass Deployer tool can be found within the *utilities* directory of the LFMT Collector installation directory.

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Version 8.5.100.04

What's New

- LFMT Package 8.5.100.00 contains Workbench Agent release 8.5.100.04, LFMT Client release 8.5.100.03, LFMT Collector release 8.5.100.05, and LFMT Indexer release 8.5.100.03.
- The Workbench Agent is now used for transferring files to the Log File Management Tool (version 8.5.1). The transfer takes place between the Workbench Agent and the Log File Management Tool Collector via a TCP connection with TLS support. The use of the agent for file transfers replaces the need for sending files over SSH via Rsync.
- Added support for file transfer connection pooling between the Agent and the LFMT collector

Resolved Issues

- There are no enhancements or updates to existing Workbench Agent functionality

Upgrade Notes

If you have existing Workbench Agents installed on your remote hosts (version 8.5.000.xx), these must be uninstalled before proceeding with the installation of the 8.5.1 Workbench Agent. The new

8.5.1 Workbench Agent is backwards compatible with all Workbench versions and is also used for the file transfers for the Log File Management Tool. When provisioning the agents within Genesys Administrator or Genesys Administrator Extension, the default template name of "CC_Agent" must be used. When the LFMT Collector populates the list of available agents within the environment, it will search for all applications provisioned with a template named CC_Agent. A "Mass Deployer" tool is available to push the Workbench Agent to your application hosts. The Mass Deployer tool is bundled with the Log File Management Tool Collector. The Mass Deployer tool can be found within the utilities directory of the LFMT Collector installation directory.

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Version 8.5.000.31

What's New

Enabled secure TLS connections with Workbench Server (GTOOLS-1353)

Workbench Build 8.5.100.00 contains Workbench Server release 8.5.100.90, Workbench Log Extractor release 8.5.100.02, and Workbench Agent release 8.5.000.31.

Resolved Issues

- Workbench Agent enhanced alerts definitions so alerts are correctly displayed on the Workbench Dashboard. (GTOOLS-1612/1616/1622)

Upgrade Notes

1. Stop the existing Workbench 8.5.0 application.
 2. Install Workbench 8.5.1 in a new directory.
 3. Edit the Working Directory field for the existing Workbench Server application object provisioned in Configuration Server to point to the new Workbench 8.5.1 installation directory.
 4. Start the Workbench 8.5.1 application.
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Version 8.5.000.21

What's New

Genesys Care Workbench is a suite of troubleshooting tools that can help you efficiently identify and resolve issues in a Genesys environment. Workbench collects and analyzes data from multiple

sources, and then displays useful troubleshooting information in its dashboards and consoles.

The Genesys Care Workbench Agent is a component of Genesys Care Workbench. It is used to collect environmental metrics and help trigger host-related alarms. In addition, the Workbench Agent can collect operational metrics from Genesys applications. The metrics currently collected include:

- Host CPU, memory, and disk utilization
- Number of calls and agents in the system (when co-located with a SIP Server)

This Workbench Agent release requires:

- Java™ Platform Standard Edition Runtime Environment 8 (JRE™ 8)

This Workbench Agent release supports the following operating systems:

- Windows Server 2008 and 2012
- Red Hat Enterprise Linux (RHEL) 6 or later
- CentOS 6 or later

Resolved Issues

- This is the first release of the Workbench Agent 8.5 and, as such, it contains no corrections or modifications.

Upgrade Notes

There is no upgrade procedure for this release.

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Known Issues and Recommendations 8.5

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

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Advisory on CVE-2021-44228 | a zero-day in the Apache Log4j 2 Java library

ID: LMST-984 - https://genesys.my.salesforce.com/articles/Product_Advisories/Apache-Log4j-2-Java-library

Please review this page for details on LFMT 8.5.1 component log4j vulnerability mitigation:

- <https://docs.genesys.com/Documentation/ST/current/DeploymentGuide/KnownIssues>
-

Discontinued Support 8.5

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.

- Workbench Agent 8.5.100.04 reached End-of Life (EOL) on 31st March 2021 - please upgrade to the latest LFMT 8.5.1xx release
 - Workbench Agent 8.5.000.31 reached End-of Life (EOL) on 31st March 2021 - please upgrade to the latest LFMT 8.5.1xx release
 - Workbench Agent 8.5.000.21 reached End-of Life (EOL) on 31st March 2021 - please upgrade to the latest LFMT 8.5.1xx release
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