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Log File Management Tool Deployment and User's Guide

Deployment of Workbench Agent for LFMT 8.5.1

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Contents

- 1 Deployment of Workbench Agent for LFMT 8.5.1
 - 1.1 Provisioning the Workbench Agent
 - 1.2 Installing the Workbench Agent
 - 1.3 Configuring LFMT Collector for use with the Workbench Agent 8.5
 - 1.4 Verifying the Workbench Agent 8.5 installation

Deployment of Workbench Agent for LFMT 8.5.1

Tip

- Before working with Workbench Agent 8.5, please refer to the [Software Requirements](#) section.

Important

- Workbench Agent 8.5 must be installed on all the hosts running Genesys Platform applications from which you want to collect log files.
- 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)
- When a new Workbench Agent 8.5 is deployed or when any configuration changes are made to a Workbench Agent 8.5 application, the LFMT Collector must be restarted, for the changes to be accepted/propogated by LFMT.

The following directories in the Workbench installation package contain the Workbench Agent templates:

- For Linux:
 - **/LFMT_8.5.10x/WBAgent/8.5.10x.xx/templates**
- For Windows:
 - **\LFMT_8.5.10x\WBAgent\8.5.10x.xx\templates**

Important

- The Workbench Agent 8.5 can be deployed manually or by using the Agent Mass Deployer.
- The Mass Deployer is included within the utilities directory found inside the LFMT Collector working directory.
- If you use the Mass Deployer, you do not need to provision the Workbench Agent application in GAX, as this will be done automatically during the deployment process. Please see the <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/DepMassDeployWorkbenchAgent> section for further details.

Provisioning the Workbench Agent

1. Log into GAX, and navigate to **Configuration Manager**.
2. In the Environment section, select **Application Templates**.
3. In the Application Templates section, select **New**.
4. In the New Properties pane, select **Import Application Template**.
5. In the **Import Application Template** dialog, click the **Choose File** button and navigate to the **CC_Agent.apd** template.
Select the Template and keep the Template name as **CC_Agent**.
*For pre 8.5.103, if the Template name is not **CC_Agent**, please change the name to **CC_Agent**; this is important for the LFMT Collector application to identify the Workbench Agents 8.5 within the environment.
Click the **OK** button to confirm the Template import.

Important

*For pre 8.5.103, the Workbench Agent 8.5 Template must be named "CC_Agent"
-- Workbench Agent 8.5.103+ does not rely on the Template name

6. In the New Properties pane, click **Save** to save the new Application Template.
7. Once the Application Template has been imported, navigate to Configuration Manager.
8. In the **Environment** section, select **Applications**.
9. In the **Applications** section, select **New**.
10. In the **New Properties** pane, complete the following (some of these are temporary values and will be updated once the actual Workbench Agent software has been installed on the desired host):
 - a. In the General tab, enter a name (i.e. "LFMT_WBA_CHICAGO_SIP_A") for the Workbench Agent

application in the Name field.

- b. Click on the Template field and navigate to the application template created above.
- c. In the **Working Directory** field, enter "."
- d. In the **Command Line** field, enter "."
- e. Click on the **Host** field and navigate to the host where Workbench Agent will be installed.
- f. In the **Application Options** tab, review and configure the Workbench Agent options.

Tip

- For more information on the Workbench Agent configuration options, please refer to the Workbench Agent Configuration Options section

- g. In the **Ports** tab, add the following listening ports: **default = <an open port on the Workbench Agent host> (select whether this should be a Secured port or an Unsecured port)**
- h. In the **Permissions** tab, grant the SYSTEM account (or the defined "Login As" account) **Full Control**
- i. Select the **Save** button to save the new application

Important

- If the "default" port identified above is selected to be Secured, the LFMT Collector(s) will communicate with this Agent using TLS, otherwise, the communication will be Non-TLS.

Installing the Workbench Agent

The following directories in the Workbench Agent component contain the installation packages:

- For Linux:
 - **/LFMT_8.5.10x/WBAgent/8.5.10x.xx/linux**
- For Windows:
 - **\\LFMT_8.5.10x\WBAgent\8.5.10x.xx\windows**

Installing the Workbench Agent on Linux

1. In the directory to which the LFMT Agent installation package was copied, execute the **install.sh** script.
2. On the Welcome screen, press **Enter** to continue.

3. Read the Genesys Terms and Conditions, and enter **Y** to accept.
4. Enter the Workbench Server application name (i.e. "WB") and click Next.

Important

- this Workbench Server application name parameter is now obsolete; please enter "WB" to progress to the next step

5. Enter the **Hostname** and **Port** of the Primary Configuration Server.
6. Enter the **Destination Folder** where the Workbench Agent 8.5.x application will be installed, and click Next.
7. After the installation completes, go to the Workbench Agent installation directory and start the Workbench Agent by running the command `wbagent_startup.sh -host <cfgghost> -port <cfgport> -app <wbAgentapp>` where:
 - a. <cfgghost> is the IP address of the Configuration Server
 - b. <cfgport> is the port used to connect to the Configuration Server
 - c. <wbAgentapp> is the name of the Workbench Agent application you created

Installing the Workbench Agent on Windows

1. In the directory to which the Workbench Agent installation package was copied, double-click **setup.exe** to start the installation.
2. On the Welcome screen, press **Enter** to continue.
3. Read the Genesys Terms and Conditions, and enter **Y** to accept.
4. Enter the Workbench Server application name (i.e. "WB") and click Next.

Important

- this Workbench Server application name parameter is now obsolete; please enter "WB" to progress to the next step

5. Enter the **Hostname** and **Port** of the Primary Configuration Server.
6. Enter the **Destination Folder** where the Workbench Agent 8.5.x application will be installed, and click Next.
7. After the installation completes, go to the Workbench Agent installation directory and start the Workbench Agent by running the command **startServer.bat**

Important

- You can also use GAX to Start and Stop the Workbench Agent 8.5.x application.

Configuring LFMT Collector for use with the Workbench Agent 8.5

1. LFMT Collector(s) automatically identify any Workbench Agents configured in your environment, but port information requires to be updated based on the type of communication between the LFMT Collector and the associated Workbench Agent
2. Log into GAX, and navigate to **Configuration Manager**
3. From the **Environment** section, select **Applications**
4. In the **Applications** section, select the **LFMT Collector** application
5. In the **Ports** tab, add if not already present

ftmessaging = <an open port on the LFMT Collector host> (this port will be used by agents that will transfer the file in plain text)
sftmessaging = <an open port on the LFMT Collector host> (this port will be used by agents that will encrypt the file before transfer)

6. Click the **Save** button to save changes to the application

Important

- Ensure that the **ftmessaging** port is identified as an “Unsecured” port in its properties
- Ensure that the **sftmessaging** port is identified as a “Secured” port in its properties

7. **Repeat** the above steps for all LFMT Collector applications in your environment.

Verifying the Workbench Agent 8.5 installation

After completing the installation of the Workbench Agent, its configuration should be verified through the GAX interface.

1. Log into "GAX"
2. Navigate to "Configuration Manager"
3. From the "Environment" section, select "Applications"

4. In the "Applications" section, locate and open the respective Workbench Agent 8.5 application(s)
5. In the "General" tab, verify that the following parameters have been updated by the installation process

- **Working Directory** : The Workbench Agent installation path
- **Command Line** : agent_startup.bat or ./agent_startup.sh
- **Command Line Arguments** : -app <Workbench Agent Application Name> -host <Configuration Server Host> -port <Configuration Server Port> -backuphost <Backup Configuration Server Host> -backupport <Backup Configuration Server Port>

Important

- The **backuphost** and **backupport** options are optional; these options are read from the Command Line Arguments field of the Workbench Agent object only.