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Genesys Care Release Notes

LFMT Server

4/14/2025

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LFMT Server

Warning

- This component became EOL/EOS on March 31, 2021 - customers/partners should upgrade to the latest LFMT 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.

Link to [LFMT Deployment and User's Guide](#)

Release 8.1

You can find Release Notes for particular releases of Log File Management Server at the following links:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.1.260.09	03/13/15	Hot Fix			X		X
8.1.260.06	02/24/15	General			X		X
8.1.250.15	10/21/14	Hot Fix			X		X
8.1.250.10	08/01/14	Hot Fix			X		X
8.1.250.08	06/06/14	Hot Fix			X		X
8.1.250.07	05/25/14	Hot Fix			X		X
8.1.250.04	05/13/14	General			X		X
8.1.240.43	02/14/14	General			X		X
8.1.230.53	12/06/13	Hot Fix			X		X
8.1.230.48	08/29/13	Hot Fix			X		X
8.1.230.47	08/22/13	General			X		X

Known Issues and Recommendations

Discontinued Support

Version 8.1.260.09

What's New

This release includes only resolved issues.

Resolved Issues

Log Indexer fixed to resolve an issue where some custom-defined regular expressions could not be indexed.

LFMT Build 8.1.260.09 contains LFMT Client release 8.1.260.09 and LFMT Server release 8.1.260.09.

Upgrade Notes

[Migration Guide from 8.1.250.xx to 8.1.260.xx](#)

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Version 8.1.260.06

What's New

Automated Cygwin deployment now allows users to mass update current instances of Cygwin.

Indexer now prints its version number at the top of its log file. (LMST-265)

Configuration of a backup Configuration Server is now optional. (LMST-266)

Resolved Issues

Installation steps have been reduced for the automated Cygwin deployment.

Log Indexer correctly removes log files from CLS after a temporary loss of connection to the log index database. Previously, Log Indexer would fail when deleting log files older than the retention period. (LMST-262)

Log Indexer now correctly indexes values based on custom-defined regular expressions. Previously, some regular expressions would not be indexed. (LMST-264)

Default number of log files before expiration has been reduced for Log Indexer. (LMST-266)

LFMT build 8.1.260.06 requires an update to the log index database.

The configuration options `prod_retention_period` and `temp_retention_period` have been merged into one option named `retention_period`. The default value for `retention_period` is 3.

The configuration options `absolute_prod_folder_path` and `absolute_temp_folder_path` have been merged into one option named `absolute_cls_folder_path`.

The configuration options `cls_archive` and `arch_retention_period` have been removed.

LFMT Build 8.1.260.07 contains LFMT Client release 8.1.260.07 and LFMT Server release 8.1.260.06.

Upgrade Notes

[Migration Guide from 8.1.250.xx to 8.1.260.xx](#)

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Version 8.1.250.15

What's New

This build contains no new functionality.

Resolved Issues

Cygwin Bash updated to version 4.1.13(6), which resolves Shellshock vulnerability.

Log Indexer updated to resolve an issue where its memory consumption grew substantially over time.

Log Collector updated to resolve an issue where it became unresponsive when collection tasks were closely scheduled.

Log Collector updated to resolve an issue when multiple log files are named with the same prefix.

LFMT Build 8.1.250.15 contains LFMT Client release 8.1.250.15 and LFMT Server release 8.1.250.15.

Upgrade Notes

[Migration Guide from 8.1.240.xx to 8.1.250.xx](#)

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Version 8.1.250.10

What's New

This build contains no new functionality.

Resolved Issues

This release includes changes to improve Indexer component to handle high volume of files more efficiently.

LFMT Build 8.1.250.10 contains LFMT Client release 8.1.250.08 and LFMT Server release 8.1.250.10.

Upgrade Notes

[Migration Guide from 8.1.240.xx to 8.1.250.xx](#)

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Version 8.1.250.08

What's New

This build contains no new functionality.

Resolved Issues

LFMT Build 8.1.250.08 contains LFMT Client release 8.1.250.08 and LFMT Server release 8.1.250.08.

Upgrade Notes

[Migration Guide from 8.1.240.xx to 8.1.250.xx](#)

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Version 8.1.250.07

What's New

Users can now set the number of log puller archives to retain using the ARCHIVE_SIZE option in the logpuller.sh script.

ARCHIVE_SIZE

Default value: 7

Valid Values: Any positive integer

Changes Take Effect: During next execution of a log collection

Description: Specifies the number of logpuller archives to retain.

Users can now set the compression level of the rsync procedure using the `RSYNC_COMPRESSION` option in the `logpuller.sh` script.

RSYNC_COMPRESSION

Default value: 1

Valid Values: 0-9

Changes Take Effect: During next execution of a log collection

Description: Specifies the compression level used when transferring log files to the CLS.

For best speed, specify 1.

For best compression, specify 9.

For no compression, specify 0.

Lowering the compression level will increase CPU utilization on the application server hosts. Increasing the compression level will increase the network bandwidth consumption used by the LFMT.

Users can now set the largest individual file size log collector will transfer to CLS using the `RSYNC_MAXSIZE` option in the `logpuller.sh` script.

RSYNC_MAXSIZE

Default value: 200MB

Valid Values: Any positive integer followed by the suffix MB

Changes Take Effect: During next execution instance of a log collection

Description: Specifies the largest individual file size in MB that log collector will transfer to CLS.

Resolved Issues

Logpuller logs and logpuller error logs now contain timestamps in their filenames.

Log puller archives are now created with a datestamp in their filenames.

LFMT Build 8.1.250.07 contains LFMT Server release 8.1.250.07 and LFMT Client release 8.1.250.07.

Upgrade Notes

[Migration Guide from 8.1.240.xx to 8.1.250.xx](#)

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Version 8.1.250.04

What's New

This release supports Microsoft SQL (MSSQL) DBMS 2005 and 2008.

LFMT Server 8.1.250.04 requires the Java 7 Runtime Environment (JRE).

Log Indexer now stores log file timestamps as epoch time.

LFMT Build 8.1.250.XX requires the creation of a new log index database.

Resolved Issues

Cygwin OpenSSL updated to version 1.0.1g (Resolves Heartbleed vulnerability).

Log Collector updated to resolve issue where the same log files were pulled multiple times.

Log Collector rsync encryption updated from arcfour to aes128-cbc.

Log Collector rsync command updated to resolve issue where syncs would become stuck.

Indexer.jar and Cfg2filelist.jar updated to resolve java.security.InvalidKeyException: Wrong key Size error.

Reindex/Rescub function removed. Log files are now scrubbed on demand when a package is created.

The lfm_keys.sh script now correctly sets the permission on the remote ssh folder and contents.

LFMT Server 8.1.250.XX requires LFMT Client 8.1.250.XX.

LFMT Build 8.1.250.04 contains LFMT Server release 8.1.250.04 and LFMT Client release 8.1.250.04.

Upgrade Notes

[Migration Guide from 8.1.240.xx to 8.1.250.xx](#)

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Version 8.1.240.43

What's New

Indexer was re-architected to improve its throughput.

This release supports Genesys Administrator Extension (GAX) 8.1.4.

This release supports Oracle 11.

Resolved Issues

Password field used in the deployment scripts now supports escape characters. The password is properly recognized when it contains special characters such as "\$,%,&".

Build 8.1.240.00 contains LFMT Server release 8.1.240.43 and LFMT Client release 8.1.240.43.

Upgrade Notes

[Migration Guide from 8.1.230.xx to 8.1.240.xx](#)

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Version 8.1.230.53

What's New

This build contains no new functionality.

Resolved Issues

Fixes for the lfm_cygwin.sh and LFM_cygwin.pl scripts have been implemented to correct cases when, after pushing cygwin to multiple hosts, the sshd service will not start on the remote host.

In the past, when a user declined the use of the default cygwin installation directory (C:\cygwin), the lfm_cygwin.sh script improperly included the parent directories of the LFS cygwin install into the cygwin.zip package that is pushed to other hosts.

When the LFM_cygwin.pl script was run, the pushed package was then unzipped incorrectly and the attempt to run the cygwin_setup.sh script on the remote host failed with the following message:

```
"DEBUG --- Starting the SSHD service on the remote host" "The system cannot find the path specified."
```

Indexer is now able to index / scrub previously processed files that have grown in size.

Build 8.1.230.03 contains LFMT Server release 8.1.230.53 and LFMT Client release 8.1.230.53.

Upgrade Notes

No special procedure is required to upgrade to this release.

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Version 8.1.230.48

What's New

This build contains no new functionality.

Resolved Issues

When LFMT Log Collector collects log files and sends them to the Central Log Storage (CLS) temp directory (`relative_temp_folder_name`) to be processed by Indexer, the files are locked until they are moved to the CLS production directory (`relative_prod_folder_name`). This ensures that all files are moved to the CLS production directory before they are deleted from the temporary directory and all expected files can be found in the production directory. (LMST-25)

The first two builds of the Log File Management Tool had a typo in the number of the build package:

The initial build 8.1.230.47, corresponding with LFMT Server release 8.1.230.47 and LFMT Client release 8.1.230.47, should have been numbered 8.1.230.00. The update of build 8.1.230.47 should have been named 8.1.230.01. It contained LFMT Server release 8.1.230.47 and LFMT Client release 8.1.230.47. The only change was the addition of the LFMT Deployment and User's Guide. Build 8.1.230.02 contains LFMT Server release 8.1.230.48 and LFMT Client release 8.1.230.47.

Upgrade Notes

No special procedure is required to upgrade to this release.

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Version 8.1.230.47

What's New

The Log File Management Tool (LFMT) provides a central repository for the storage of application log files, and an interface for retrieving a set of specified log files. The LFMT has two components, the LFMT Server and the LFMT Client.

The **LFMT Server** performs these functions:

Periodically copies snapshots of the log files for the Genesys applications you define during initial LFMT setup. Compresses the copied log files and transfers them to a central Log File Server in your network. Allows you to specify retention settings for the copied log files on the Log File Server, based on storage available on the Log File Server and/or the likely time period for which logs might be required if a problem occurs with a given Genesys application. Indexes the copied log files on the Log File Server by product and time stamp. Retains a set of the copied log files for each Genesys application according to your configuration settings.

The **LFMT Client** allows you to:

Configure the index settings for the copied log files stored on the Log File Server. Specify the log files to be packaged and transferred to Genesys Customer Care when a problem occurs. Upload packaged log files directly to the FTP folder associated with a Genesys Customer Care open case, using secure FTP protocols.

Please Note:

The Log File Management Tool is offered "as is" by Genesys Customer Care. It may not adhere in all aspects to the same level of rigorous design, development and quality testing standards as official Genesys products. This tool is only available at this time to Genesys customers and partners with Write or Read access to the My Customer Care section of the Customer Care portal.

Resolved Issues

This is the initial release of the tool and, as such, it contains no corrections or modifications.

Upgrade Notes

No special procedure is required to upgrade to this release.

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Known Issues and Recommendations

The Known Issues and Recommendations section is a cumulative list for all 8.1.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.

Log Indexer does not index some custom-defined regular expressions.

Found In: 8.1.260.06 **Fixed In:** 8.1.260.09

Workaround:

Log Indexer does not delete log files from CLS after a temporary loss of connection to the log index database

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Log Indexer does not correctly index log files based on custom-defined regular expressions

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Reindex/Rescrub is not supported when option `compress_logs_after_indexing` is set to true.

Found In: 8.1.240.43 **Fixed In:** 8.1.250.04

Workaround:

Log Collector becomes unresponsive when tasks are scheduled closely.

Found In: 8.1.250.08 **Fixed In:** 8.1.250.15

Workaround:

Log Collector skips log files that are named with the same prefix as other log files in the environment.

Found In: 8.1.250.08 **Fixed In:** 8.1.250.15

Workaround:

Log Indexer memory consumption grows with time.

Found In: 8.1.250.08 **Fixed In:** 8.1.250.15

Workaround:

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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.

CLS archive is no longer supported. Discontinued As Of: 8.1.260.06

Reindex/Rescrub is no longer supported. Log files are now scrubbed on demand when log files are packaged. Discontinued As Of: 8.1.250.04

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