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Genesys Care Release Notes

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2/21/2025

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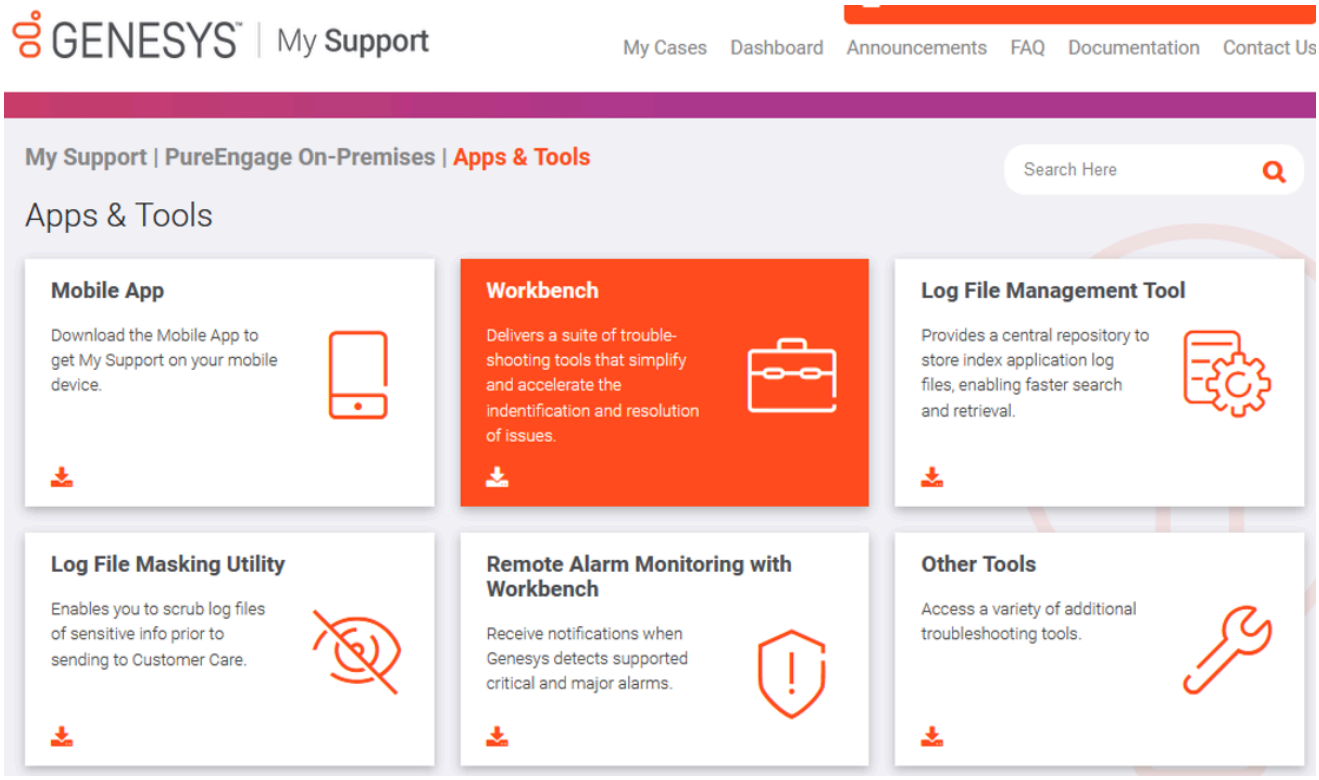
Tool/Product	Notes
LFMT Client 8.5.x	LFMT Client is the GAX Plugin UI component of LFMT
LFMT Collector 8.5.x	LFMT Collector **collects** log files, from hosts, via Workbench Agent 8.5
LFMT Indexer 8.5.x	LFMT Indexer **indexes** log files collected by LFMT Collector

Workbench Agent	• Workbench Agent 8.5 is LFMT only
	  • used with LFMT Collector to transfer log files to the LFMT Host(s)
	• Workbench Agent 9.x is Workbench only
	  • used to send Host/Application Metrics (cpu, ram, disk, net) to the Workbench 9.x Host(s)
	• Workbench Agent 8.5 and 9.x can run on the same host if LFMT and Workbench functionality is required

Workbench Server 9.x	The back-end components of Workbench
Workbench Client 9.x	The UI components of Workbench
LFMU	Log File Masking Utility - scrub/redact sensitive data from Genesys log files before sending to Genesys Support

Tool Downloads

The above tools can be download via the Genesys My Support portal.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Workbench
Delivers a suite of trouble-shooting tools that simplify and accelerate the indentification and resolution of issues.
Log File Management Tool
Provides a central repository to store index application log files, enabling faster search and retrieval.
Log File Masking Utility
Enables you to scrub log files of sensitive info prior to sending to Customer Care.
Remote Alarm Monitoring with Workbench
Receive notifications when Genesys detects supported critical and major alarms.
Other Tools
Access a variety of additional troubleshooting tools.