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Genesys Care Release Notes

Genesys Care/Support current

7/20/2022

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Genesys Care Release Notes

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	<ul style="list-style-type: none"> • Workbench Agent 8.5 is LFMT only <ul style="list-style-type: none"> • used with LFMT Collector to transfer log files to the LFMT Host(s) • Workbench Agent 9.x is Workbench only <ul style="list-style-type: none"> • 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.



My Support | PureEngage On-Premises | **Apps & Tools**

Apps & Tools



Mobile App

Download the Mobile App to get My Support on your mobile device.





Workbench

Delivers a suite of troubleshooting tools that simplify and accelerate the identification 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.



LFMT Client

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 8.5

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

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
8.5.105.07	05/11/22	Hot Fix		X	X	LFMT Package extension default is now ".lfm"
8.5.105.03	03/21/22	General Release		X	X	LFMT Package FTP upload supports an FTP Proxy
8.5.104.04	02/11/22	Hot Fix		X	X	log4j 2.17.1 support; part of LFMT Package 8.5.104.13
8.5.104.03	12/17/21	Hot Fix		X	X	Part of LFMT Package 8.5.104.12
8.5.104.02	12/10/21	Hot Fix		X	X	Part of LFMT Package 8.5.104.11 and 8.5.104.10.
8.5.104.00	04/07/21	General Release		X	X	
8.5.103.03	08/17/20	Maintenance Release		X	X	

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
8.5.102.02	03/20/20	General Release		X	X	
8.5.101.07	02/04/22	Hot Fix		X	X	only for GAX 8.5.290.36; raise a Genesys Case to access
8.5.101.06	03/20/20	General Release		X	X	
8.5.101.05	10/11/18	Maintenance Release		X	X	This release is now EOL/ EOS
8.5.100.03	01/18/18	General Release		X	X	This release is now EOL/ EOS
8.5.000.23	02/24/17	Hot Fix		X	X	This release is now EOL/ EOS
8.5.000.20	06/15/16	Hot Fix		X	X	This release is now EOL/ EOS
8.5.000.18	03/16/16	General Release		X	X	This release is now EOL/ EOS

Known Issues and Recommendations

Discontinued Support

Version 8.5.105.07

Log File Management Tool (LFMT) Package 8.5.105.12 contains:

- LFMT Client release 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 (removed erroneous space in "wbagent_startup.sh" file)

Log File Management Tool (LFMT) Package 8.5.105.10 contains:

LFMT Client

- LFMT Client release 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)

What's New

- LMST-1021 - LFMT Package default extension is ".lfm" (given GAX no longer allows .zip downloads)

Resolved Issues

- Spring Web dependencies removed

Upgrade Notes

- LFMT Client 8.5.105.07 requires GAX 9.0.104.15+
 - The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.105.00
 - If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
 - After completing the 8.5.105.05 Client install, delete the original-gax-lfmx-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib
-

Version 8.5.105.03

Log File Management Tool (LFMT) Package 8.5.105.00 contains:

- LFMT Client release 8.5.105.03 (requires GAX 9.0.104.07+)
- 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)

What's New

- LMST-843 - LFMT Package FTP upload supports an FTP Proxy
-

Resolved Issues

-

Upgrade Notes

- LFMT Client 8.5.105.03 requires GAX 9.0.104.07+
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.105.00
- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
- After completing the 8.5.105.03 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.105.03
 - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the `[lfmt]/use_lfm_extension` option set to **true**
 - So that `.lfm` files and not `.zip` (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX
 - This avoids a "Failed Forbidden" error when trying to download LFMT Packages
 - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters `.gz`, `.jar`, `.zip`, and `.rar` API requests

Version 8.5.104.04

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 - LFMT Client 8.5.104.04 supports GAX 9.0.104.07+ (therefore LFMT Package 8.5.104.13 with GAX 9.0.104.11 is log4j 2.17.1 compatible)

Resolved Issues

-

Upgrade Notes

- LFMT Client 8.5.104.04 requires GAX 9.0.104.xx
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx
- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
- After completing the 8.5.104.04 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.104
 - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the `[lfmt]/use_lfm_extension` option set to **true**
 - So that `.lfm` files and not `.zip` (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX
 - This avoids a "Failed Forbidden" error when trying to download LFMT Packages
 - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters `.gz`, `.jar`, `.zip`, and `.rar` API requests

Version 8.5.104.03

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

- LFMT Client release 8.5.104.**03** (support for GAX 9.0.104.07+ - GAX 9.0.104.09 supports log4j 2.16 - the LFMT Client uses the GAX logging mechanism)
- 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)

What's New

- LFMT Client 8.5.104.03 supports GAX 9.0.104.07+ (therefore LFMT Package 8.5.104.12 with GAX 9.0.104.09 is log4j 2.16 compatible)

Resolved Issues

-

Upgrade Notes

- LFMT Client 8.5.104.03 requires GAX 9.0.104.07+
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx
- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
- After completing the 8.5.104.03 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.104
 - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the `[lfmt]/use_lfm_extension` option set to **true**
 - So that `.lfm` files and not `.zip` (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX
 - This avoids a "Failed Forbidden" error when trying to download LFMT Packages
 - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters `.gz`, `.jar`, `.zip`, and `.rar` API requests

Version 8.5.104.02

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

- LFMT Client release 8.5.104.**02** (supports 9.0.100.52 to 9.0.103.xx)

- 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)

Log File Management Tool (LFMT) Package 8.5.104.**10** contains:

- LFMT Client release 8.5.104.**02**
- LFMT Collector release 8.5.104.04
- LFMT Indexer release 8.5.104.02
- Workbench Agent release 8.5.104.01 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LMST-951 - LFMT Client 8.5.104.02 now supports TLS connections to the LFMT Database
- LMST-955 - LFMT Client 8.5.104.02 the .zip/.lfm Package upload from Collector to GAX now supports TLS

Resolved Issues

- LMST-943 - The .zip/.lfm packages do not always show in the Available Packages menu
- LMST-947 - Hosts are not always listed in the Site Configuration menu
- LMST-938 - Database connections are released back to the connection pool
- LMST-947 - Increased the APP_PROPERTIES table PROPERTY_VALUE column from 2000 to 4000

Upgrade Notes

- LFMT Client 8.5.104.02 requires GAX 9.0.100.52+
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx
- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
- After completing the 8.5.104.00 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.104
 - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the `[lfmt]/use_lfm_extension` option set to **true**

- So that **.lfm** files and not **.zip** (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX
 - This avoids a "Failed Forbidden" error when trying to download LFMT Packages
- This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters **.gz**, **.jar**, **.zip**, and **.rar** API requests

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Version 8.5.104.00

Log File Management Tool (LFMT) Package 8.5.104.00 contains:

- LFMT Client release 8.5.104.00
- LFMT Collector release 8.5.104.01
- LFMT Indexer release 8.5.104.01
- Workbench Agent release 8.5.104.00 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LFMT Client 8.5.104.00 now supports up to Oracle 19c

Resolved Issues

- LMST-896 - Log lines greater than 7 million characters now supported by the Indexer
- LMST-901 - Addressed a bug where duplicate log files were being uploaded in some scenarios
- LMST-873 - Resolved issue with UI taking time to show LFMT Packages in some occasions
- LMST-710 - Auditing Tab not shown post LFMT Client install
- LMST-710 - If a space is contained in the "log/all" config option, WB Agent does not send log files
- LMST-874 - Force collection expects at least 1 application selected from each Site, even if files from additional site are not needed
- LMST-847 - Primary key in the database tables now reset back to 1 after reaching table max on MSSQL DBs

Upgrade Notes

- LFMT Client 8.5.104.00 requires GAX 9.0.100.52+
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx
- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
- After completing the 8.5.104.00 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.104
 - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the `[lfmt]/use_lfm_extension` option set to **true**
 - So that `.lfm` files and not `.zip` (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX
 - This avoids a "Failed Forbidden" error when trying to download LFMT Packages
 - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters `.gz`, `.jar`, `.zip`, and `.rar` API requests

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Version 8.5.103.03

Log File Management Tool (LFMT) Package 8.5.103.00 contains:

- LFMT Client release 8.5.103.03 and 8.5.101.06
- LFMT Collector release 8.5.103.03
- Workbench Agent release 8.5.103.05
- LFMT Indexer release 8.5.103.03.

What's New

- LFMT Client 8.5.103.03 now supports OpenJDK 8/11 in addition to JRE 8
- LFMT Client can now be installed on Windows 2016

- LFMT Client 8.5.103.03 supports/requires GAX 9.0.100.52+
- Use LFMT Client 8.5.101.06 for GAX 8.5.209 to 9.0.001.37

Resolved Issues

- There are no new resolved issues in this release.

Upgrade Notes

- LFMT Client 8.5.103.03 requires GAX 9.0.100.52+
 - The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.103.xx
 - If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
 - After completing the 8.5.103.03 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib
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Version 8.5.102.02

Log File Management Tool (LFMT) Package 8.5.102.00 contains:

- LFMT Client release 8.5.102.02 and 8.5.101.06
- LFMT Collector release 8.5.102.00
- Workbench Agent release 8.5.102.01
- LFMT Indexer release 8.5.102.00.

What's New

- LFMT Client 8.5.102.02 supports/requires GAX 9.0.100.52+
- Use LFMT Client 8.5.101.05 for GAX 8.5.209 to 9.0.001.37
- Added support for TLS connections between the LFMT Client and LFMT Collector

Resolved Issues

- There are no new resolved issues in this release.
-

Upgrade Notes

- LFMT Client 8.5.102.00 requires GAX 9.0.100.52+
 - The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.102.xx
 - If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
 - After completing the 8.5.102.xx Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib
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Version 8.5.101.06

Log File Management Tool (LFMT) Package 8.5.102.00 contains:

- LFMT Client release 8.5.102.02 and 8.5.101.06
- LFMT Collector release 8.5.102.00
- Workbench Agent release 8.5.102.01
- LFMT Indexer release 8.5.102.00.

What's New

- Use LFMT Client 8.5.101.06 for GAX 8.5.209 to 9.0.001.37
- Added support for TLS connections between the LFMT Client and LFMT Collector

Resolved Issues

- There are no new resolved issues in this release.

Upgrade Notes

- LFMT Client 8.5.101.06 requires GAX 8.5.209 to 9.0.001.37
 - The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.102.xx
 - If upgrading from LFMT 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the *Utilities* directory of the LFMT Collector's install location.
 - After completing the 8.5.101.06 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within
-

{GaxInstallDirectory}\webapp\WEB-INF\lib

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Version 8.5.101.05

Log File Management Tool (LFMT) Package 8.5.101.00 contains:

- LFMT Client release 8.5.101.05
- LFMT Collector release 8.5.101.05
- Workbench Agent release 8.5.101.03
- LFMT Indexer release 8.5.101.00.

What's New

- Enhanced audit logging by providing the option to write all configuration changes to the logs (LMST-709)
- The filter criteria used for generating a package is now displayed, when the *Log Package* name is double-clicked on the *Packages* screen (LMST-626)

Resolved Issues

- Fixed the issues with Configuration Server logs not appearing in collection lists for some environments (LMST-648)
- Resolved issues on installing the client plugin when an older version was previously installed on the same host (LMST-641)
- Addressed the issue with a blank message being displayed after a collection attempt (LMST-607)

Upgrade Notes

- The Log File Management Tool Collector must be upgraded to version 8.5.101
- Ensure that the database upgrade scripts are run for version 8.5.101.xx of LFMT. These scripts are included in the *utilities* directory of the LFMT Collector's install location.
- After completing the 8.5.101.xx Client install, delete the original-gax-*lfmt-xxx.jar* file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

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Version 8.5.100.03

What's New

- LFMT Package 8.5.100.00 contains LFMT Client release 8.5.100.03, LFMT Indexer release 8.5.100.03, LFMT Collector release 8.5.100.05, and Workbench Agent release 8.5.100.04
- Added support for user roles that allow restricting access to LFMT and any of the pages within the application
- Minor user interface enhancements

Resolved Issues

- Resolved compatibility issues with other GAX plugins (LMST-365)
- Added support for Internet Explorer and Edge browsers (LMST-366)
- Resolved issue with application lists not populating if the database was down in one or more configured sites (LMST-337)

Upgrade Notes

Installation of the client is recommended on a new Genesys Administrator Extension installation.

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Version 8.5.000.23

What's New

- LFMT Build 8.5.000.02 contains LFMT Client release 8.5.000.23, LFMT Collector release 8.5.000.28, and LFMT Indexer release 8.5.000.30.

Resolved Issues

- LFMT Client now supports Oracle database connections using service names (LMST-385)

Upgrade Notes

To connect to an Oracle database using a service name, add the following configuration option to the Oracle Database Access Point connected to the provisioned GAX/LFMT Client application:

```
lfmt/use_oracle_service: true
```

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Version 8.5.000.20

What's New

- LFMT Build 8.5.000.01 contains LFMT Client release 8.5.000.20, LFMT Collector release 8.5.000.24, and LFMT Indexer release 8.5.000.23.

Resolved Issues

- LFMT Client now correctly sends stop message to LFMT Collector when saving running collection schedules. (LMST-328, LMST-335)

Upgrade Notes

No special procedure is required to upgrade to this release.

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Version 8.5.000.18

What's New

- LFMT Client 8.5.000.18 requires the Java 8 Runtime Environment (JRE).
 - LFMT Client 8.5.000.18 requires a new LFMT database.
 - LFMT Client requires GAX 8.5.
 - LFMT Client 8.5.000.18 supports Windows 2012.
 - LFMT Client 8.5.000.18 supports a distributed LFMT deployment.
 - LFMT Client can schedule/force collections for multiple connected LFMT Collectors.
 - LFMT Client can search multiple connected LFMT databases.
 - LFMT Client provides ILIKE operation when filtering on custom indexes.
 - LFMT Client allows setting time zone for scheduled collections.
 - LFMT Client allows for the creation of custom regular expressions.
 - LFMT Client displays to which applications custom regular expressions have been assigned.
 - LFMT Client has new section 'Available Packages' for downloading previously created packages.
-

- LFMT database(s) are configured using Database Access Point (DAP) configuration objects.
- LFMT Build 8.5.000.00 contains LFMT Client release 8.5.000.18, LFMT Collector release 8.5.000.18, and LFMT Indexer release 8.5.000.19.

Resolved Issues

This is the first release of the LFMT Client 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

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.

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>
-

When using GAX 9.0.103.08+ the LFMT Packages cannot be downloaded; a **Failed/Forbidden** error is presented in the browser due to GAX 9.0.103.08+ not allowing *.zip* files to be downloaded.

ID: LMST- **Found In:** 8.5.104.00 / GAX 9.0.103.08 **Fixed In:**

Workaround: Use the **[lfmt]/use_lfm_extension** option on the respective GAX Application object so that LFMT Packages are created with a *.lfm* extension and not a default *.zip* extension, which subsequently allows the LFMT Packages to be downloaded - this default *.zip* extension will be reverted in a later LFMT 8.5.10x release based on this GAX 9.0.103.08+ restriction.

For large Force Collection requests, the LFMT Client/GAX will report that the collection has timed out; in many cases, the collection is still running on the server side and performing the collection. The

LFMT Collector logs will indicate if the collection is still running.

ID: LMST-588 **Found In:** 8.5.100.03 **Fixed In:** 8.5.104 (via a new GAX [lfmt]/http_request_timeout option)

Workaround: None

In some cases, when stopping or starting a collection schedule there is no feedback to the user that the schedule has successfully changed state

ID: LMST-564 **Found In:** 8.5.100.03 **Fixed In:**

Workaround: No workaround at this time. Verify in the Collector logs if the schedule has been stopped.

In some cases, when performing a forced collection there is no feedback to the user when the collection has finished

ID: LMST-712 **Found In:** 8.5.100.03 **Fixed In:**

Workaround: Restarting GAX will re-enable the display of the messages sent by the Collector.

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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. [Top of Page](#)

Release 8.1

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

Release	Release Date	Release Type	Restrictions	Linux	Windows	Notes
8.1.260.09	03/13/15	Hot Fix		X	X	This release is now EOL/ EOS
8.1.260.07	02/27/15	Hot Fix		X	X	This release is now EOL/ EOS
8.1.260.06	02/24/15	General		X	X	This release

Release	Release Date	Release Type	Restrictions	Linux	Windows	Notes
						is now EOL/ EOS
8.1.250.15	10/21/14	Hot Fix		X	X	This release is now EOL/ EOS
8.1.250.10	08/01/14	Hot Fix		X	X	This release is now EOL/ EOS
8.1.250.08	06/06/14	Hot Fix		X	X	This release is now EOL/ EOS
8.1.250.07	05/25/14	Hot Fix		X	X	This release is now EOL/ EOS
8.1.250.04	05/13/14	General		X	X	This release is now EOL/ EOS
8.1.240.44	04/07/14	Hot Fix		X	X	This release is now EOL/ EOS
8.1.240.43	02/14/14	General		X	X	This release is now EOL/ EOS
8.1.230.53	12/06/13	Hot Fix		X	X	This release is now EOL/ EOS
8.1.230.47	08/22/13	General		X	X	This release is now EOL/ EOS

Known Issues and Recommendations

Discontinued Support

Version 8.1.260.09

What's New

For environments using a multitenant Configuration Server, applications without an assigned tenant now appear in the Environment section of the LFMT lists.

Resolved Issues

Fixes an issue where the Setup Index/Scrub pane would not populate due to unknown application types.

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 8.1.260.07

What's New

This build contains no new functionality.

Resolved Issues

Fixes an issue where no applications appear in the Select Applications pane of the Create Log Package section. This issue was limited to PostgreSQL databases with a Windows LFMT Server host.

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 8.1.260.06

What's New

Enable/Disable Log Collection pane only populates applications that have the configuration option 'all' located in the [log] section. (LMST-112)

Manage Log Collectors pane now allows users to start and stop multiple log collection tasks at one time. (LMST-169, LMST-170, LMST-213, LMST-219)

Manage Log Collectors pane now shows Last Run and Next Run times. (LMST-219)

Manage Log Collectors pane allows users to define an exception period when collections will be paused. (LMST-39)

Create Log Package now allows users to filter by specific applications. (LMST-208, LMST-246)

Packages are now built with a details.txt file that specifies the version of LFMT used to create the package. (LMST-110, LMST-187)

All lists are populated in alphabetical order. (LMST-168)

Resolved Issues

Lists now correctly show all applications and application types. Previously, some applications and application types were not populated due to an invalid Tenant DBID. (LMST-111)

Passwords for scheduled log collections are now checked at the time of entry rather than at the beginning of a log collection. (LMST-264)

Enable/Disable Log Collection pane no longer erroneously enables applications. (LMST-269)

Manage Log Collectors pane now correctly shows schedule status after a GAX restart. (LMST-219)

Scheduled Log Collections no longer fail after a temporary loss of connection to the log index database. (LMST-260)

To-From date filters have been fixed in the Create Log Package pane. In some cases, currently writing

log files were previously not returned in query results. (LMST-220)

Create Log Package returns query results faster.

Default Package Delivery Method now shown as 'Download'. Previously, no default was present.

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 8.1.260.06 contains LFMT Client release 8.1.260.06 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

This build removes the Case number requirement when sending log file packages via FTP.

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 minor changes and bug fixes.

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

This release includes minor changes and bug fixes.

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

Application log files older than the value of `prod_retention_period` are not collected during a CLS refresh.

Resolved Issues

Log Collector now correctly updates CLS with application log files that are still actively writing on Windows hosts.

LFMT Build 8.1.250.07 contains LFMT Client release 8.1.250.07 and LFMT Server 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 the configuration of a backup Configuration Server in warm standby. This is configured using the `backuphostip` and `backuphostport` options in the `[cfg_srv_n]` section.

backuphostip Default value: No Default Value Valid Values: The IP address of the backup Configuration Server application. Changes Take Effect: After restart of GAX/LFMT Application. Description: Specifies the IP address of the backup Configuration Server.

backuphostport Default value: No Default Value Valid Values: The connection port of the backup Configuration Server application. Changes Take Effect: After restart of GAX/LFMT Application. Description: Specifies the connection port of the backup Configuration Server.

This release reduces bandwidth usage by comparing log files in the Log Database to that present on the application host. This is configured using the `pk_location` and `reduce_bandwidth_usage` options in the `[app_config]` section.

pk_location Default value: No Default Value Valid Values: The location of the GAX startup user's private key. Changes Take Effect: After restart of GAX/LFMT Application. Description: Specifies the location of the GAX startup user's private key. Ex. `/home/genesys/.ssh/id_rsa`

reduce_bandwidth_usage Default value: true Valid Values: true, false Changes Take Effect: After restart of GAX/LFMT Application. Description: Reduces the bandwidth usage by LFMT Collection.

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

Naming convention for log file packages now includes seconds in timestamp.

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

Resolved Issues

Time-based search functionality has been fixed to properly query for files that were active for the given timeframe.

LFMT Client 8.1.250.XX requires LFMT Server 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 8.1.240.44

What's New

This build contains no new functionality.

Resolved Issues

This release resolves an issue where scheduled log collection tasks would not start under some specific configurations.

Build 8.1.240.01 contains LFMT Server release 8.1.240.43 and LFMT Client release 8.1.240.44.

Upgrade Notes

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

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Version 8.1.240.43

What's New

Central Log Storage (CLS) manual refresh now pauses Indexer and generates a higher priority collection.

GUI log package creation flow was modified to improve usability.

Logs of connected applications are selected by default during the package creation.

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

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

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 8.1.230.47

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

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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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.

Setup Index/Scrub pane does not populate.

Found In: 8.1.260.07 **Fixed In:** 8.1.260.09

Workaround:

Applications do not appear in the Select Applications pane of the Create Log Package section.

Found In: 8.1.260.06 **Fixed In:** 8.1.260.07

Workaround:

Applications do not appear in Enable/Disable Log Collection List.

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

Workaround:

Applications are erroneously enabled in Enable/Disable Log Collection List.

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

Workaround:

Manage Log Collectors pane shows incorrect schedule status after GAX restart.

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

Workaround:

Newest files in CLS are not returned in Create Log Package query when using To-From filter.

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

Workaround:

Log Collection schedules fail after temporary loss of connection to log index database.

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

Workaround:

Log files actively writing on Windows hosts are not updated during a CLS refresh.

Found In: 8.1.250.04 **Fixed In:** 8.1.250.07

Workaround:

Reindex/Rescub 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:

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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

Case number requirement is no longer supported when transferring log file packages via FTP. Discontinued As Of: 8.1.250.15

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LFMT Collector

This Release Note applies to all 8.5.x releases of Log File Management Tool (LFMT) Collector. 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.

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

Release 8.5

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

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Notes
8.5.105.00	03/21/22	General Release			X		X	LFMT Package FTP upload supports an FTP Proxy
8.5.104.07	02/11/22	Hot Fix			X		X	log4j 2.17.1 support; part of LFMT Package 8.5.104.13
8.5.104.06	12/16/21	Hot Fix			X		X	A Hot Fix to support log4j 2.16
8.5.104.04	12/10/21	Hot Fix			X		X	A Hot Fix to support TLS Database

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Notes
								connections
8.5.104.01	04/07/21	General Release			X		X	
8.5.103.03	08/17/20	Maintenance Release			X		X	
8.5.102.01	02/04/22	Hot Fix			X		X	only for GAX 8.5.290.36; raise a Genesys Case to access
8.5.102.00	03/20/20	General Release			X		X	
8.5.101.05	10/11/18	Maintenance Release			X		X	This release is now EOL/EOS
8.5.100.05	01/18/18	General Release			X		X	This release is now EOL/EOS
8.5.000.28	02/24/17	Hot Fix			X		X	This release is now EOL/EOS
8.5.000.24	06/15/16	Hot Fix			X		X	This release is now EOL/EOS
8.5.000.18	03/16/16	General Release			X		X	This release is now EOL/EOS

Known Issues and Recommendations

Discontinued Support

Version 8.5.105.00

Log File Management Tool (LFMT) Package 8.5.105.12 contains:

LFMT Collector

- LFMT Client release 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 (removed erroneous space in "wbagent_startup.sh" file)

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 Package uploads via an FTP Proxy)
- 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)

What's New

- LMST-843 - LFMT Package FTP upload supports an FTP Proxy

Resolved Issues

-

Upgrade Notes

- LFMT Client 8.5.105.03 requires GAX 9.0.104.xx
 - The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.105.xx
 - If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
 - After completing the 8.5.105.03 Client install, delete the original-gax-lfmx-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib
-

Version 8.5.104.07

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 - LFMT Collector 8.5.104.07 supports log4j 2.17.1

Resolved Issues

-

Upgrade Notes

- Rename of the old LFMT Collector directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - Client:
 - LFMT Collector 8.5.104.07 is compatible with LFMT Client 8.5.104.04 (both included in the LFMT 8.5.104.13 Package)
 - Agent:
 - Workbench Agent 8.5.104.03 must be installed on each application server to integrate with LFMT Collector 8.5.104.07 (both included in the LFMT 8.5.104.13 package)
-

Version 8.5.104.06

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)
 - 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 (support for GAX 9.0.100.52 to 9.0.103)
- 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 - LFMT Collector 8.5.104.06 supports log4j 2.16

Resolved Issues

-

Upgrade Notes

- Rename of the old LFMT Collector directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - Client:
 - LFMT Collector 8.5.104.06 is compatible with LFMT Client 8.5.104.02 (both included in the LFMT 8.5.104.11 package)
 - Agent:
 - Workbench Agent 8.5.104.02 must be installed on each application server to integrate with LFMT Collector 8.5.104.06 (both included in the LFMT 8.5.104.11 package)
-

Version 8.5.104.04

Log File Management Tool (LFMT) Package 8.5.104.10 contains:

- LFMT Client release 8.5.104.02
- LFMT Collector release 8.5.104.04
- LFMT Indexer release 8.5.104.02
- Workbench Agent release 8.5.104.01 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LMST-951 - LFMT Collector 8.5.104.04 now supports TLS connections to the LFMT Database
 - LMST-955 - LFMT Collector 8.5.104.04 the .zip/.lfm Package upload from Collector to GAX now supports
-

TLS

Resolved Issues

- LMST-943 - The .zip/.lfm packages do not always show in the Available Packages menu
- LMST-938 - Database connections are released back to the connection pool
- LMST-947 - Increased the APP_PROPERTIES table PROPERTY_VALUE column from 2000 to 4000

Upgrade Notes

- Rename of the old LFMT Collector directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - Client:
 - LFMT Collector 8.5.104.04 is compatible with LFMT Client 8.5.104.02 (both included in the LFMT 8.5.104.10 package)
 - Agent:
 - Workbench Agent 8.5.104.01 must be installed on each application server to integrate with LFMT Collector 8.5.104.04 (both included in the LFMT 8.5.104.10 package)
-

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Version 8.5.104.01

Log File Management Tool (LFMT) Package 8.5.104.00 contains:

- LFMT Client release 8.5.104.00
- LFMT Collector release 8.5.104.01
- LFMT Indexer release 8.5.104.01
- Workbench Agent release 8.5.104.00 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LFMT Collector 8.5.104.01 now supports up to Oracle 19c

Resolved Issues

- LMST-901 - Addressed a bug where duplicate log files were being uploaded in some scenarios
 - LMST-710 - If a space is contained in the "log/all" config option, WB Agent does not send log files
-

- LMST-874 - Force collection expects at least 1 application selected from each Site, even if files from additional site are not needed
- LMST-847 - Primary key in the database tables now reset back to 1 after reaching table max on MSSQL DBs

Upgrade Notes

- Rename of the old LFMT Collector directory (for backup – this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - Client:
 - LFMT Collector 8.5.104.01 is compatible with LFMT Client 8.5.104.00
 - Agent:
 - Workbench Agent 8.5.104.00 must be installed on each application server to integrate with LFMT Collector 8.5.104.01
-

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Version 8.5.103.03

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

What's New

- LFMT Collector 8.5.103.03 now supports OpenJDK 8/11 in addition to JRE 8
- LFMT Collector can now be installed on Windows 2016

Resolved Issues

- Improved whitelisting – no longer whitelisting based on template name. Whitelist is created from app_type property in the configuration options
- Printing of password in log file in plain text is suppressed (LMST-845)

Upgrade Notes

- Rename of the old LFMT Collector directory (for backup – this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - Client:
-

- LFMT Collector 8.5.103.03 is compatible with LFMT Client 8.5.103.03
 - LFMT Collector 8.5.102.00 is compatible with LFMT Client 8.5.101.06/8.5.102.00
 - Agent:
 - Workbench Agent 8.5.103.05 must be installed on each application server to integrate with LFMT Collector 8.5.103.03
-

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Version 8.5.102.00

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

What's New

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

Resolved Issues

- Resolved hostname verification over TLS issue

Upgrade Notes

- Rename of the old LFMT Collector directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - Client:
 - LFMT Collector 8.5.102.00 is compatible with LFMT Client 8.5.102.02
 - LFMT Collector 8.5.102.00 is compatible with LFMT Client 8.5.101.06
 - Agent:
 - Workbench Agent 8.5.102.01 must be installed on each application server to integrate with LFMT Collector 8.5.102.00
-

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Version 8.5.101.05

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

What's New

- The filter details for generating a file package were added to the *details.txt* file within the package (LMST-625)
- The location of the temp file directory can be modified via a configuration option (`app_config/tmp_folder_location`) (LMST-638)

Resolved Issues

- Added local interface binding configuration on the Collector side of the connection to the Agent (LMST-645)
- Removed the need for the name of the provisioned Collector/Indexer host to be lowercase (LMST-640)
- Prevented *.tmp* files from remaining in the LFMT file transfer temp directory when two applications have the same log file name (LMST-708)
- Added a configuration option to extend the file stream transfer timeout (LMST-693)
- Fixed file copy issues between Linux partitions (LMST-654)
- Fixed null pointer exception that can occur if a provisioned host object did not have a defined IP address (LMST-650)

Upgrade Notes

- Delete or rename the old Collector directory.
- Install the new version of the Collector to the same directory as the previous location.
- Run the database upgrade scripts for version 8.5.101.xx of LFMT included in the *utilities* directory of the Collector's install location

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Version 8.5.100.05

What's New

- LFMT Package 8.5.100.00 contains LFMT Client release 8.5.100.03, LFMT Collector release 8.5.100.05, Workbench Agent release 8.5.100.04, and LFMT Indexer release 8.5.100.03.
-

- Collector no longer leverages RSYNC over an SSH connection for collection requests. All collection requests are completed via a TCP connection to the 8.5.1 Workbench Agent. This removes the need for public-key authentication to hosts and also removes the need for deploying Cygwin on Windows application hosts.
- Added support for collecting from multiple file paths for a single application
- Added support for collection from SIP Server multi-thread logs (via x-sip-log SIP Server configuration option)
- Added ability to raise alarms to the Management Framework for failed collections attempts
- Collector will now refuse collection if the local used hard disk exceeds a configurable threshold
- Added support for maintaining a history of circular logging files (filename.1.log, filename.2.log, etc)
- Added support for configuring the cipher suite used for secure connections to the application host

Resolved Issues

- Now using the exposed “default” port instead of the “messaging” port for connections from the LFMT Client to the LFMT Collector (LMST-586)
- Support for concatenated values in the log/all property (i.e. stdout, network, etc) (LMST-414)

Upgrade Notes

When provisioning the Collector within Genesys Administrator or Genesys Administrator Extension, the default template name of “LFMT_Collector” must be used. The Workbench Agents white-list the applications that are allowed to connect to the agent by comparing the name of the template

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Version 8.5.000.28

What's New

- LFMT Build 8.5.000.02 contains LFMT Client release 8.5.000.23, LFMT Collector release 8.5.000.28, and LFMT Indexer release 8.5.000.30.

Resolved Issues

- LFMT Collector now supports Oracle database connections using service names (LMST-385)
 - LFMT Collector schedules now display the correct “next runtime” after application restart (LMST-369)
 - LFMT Collector now recovers after a lost Configuration Server connection (LMST-390)
 - LFMT Collector now handles new applications added to Configuration Server since Collector startup (LMST-363)
-

- LFMT Collector now includes Cygwin deployment utilities with the Linux install (LMST-367)

Upgrade Notes

To connect to an Oracle database using a service name, add the following configuration option to the Oracle Database Access Point connected to the provisioned LFMT Collector application:

```
lfmt/use_oracle_service: true
```

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Version 8.5.000.24

What's New

- LFMT Build 8.5.000.01 contains LFMT Client release 8.5.000.20, LFMT Collector release 8.5.000.24, and LFMT Indexer release 8.5.000.23.

Resolved Issues

- LFMT Collector now properly handles collections containing deleted applications. (LMST-327)
- LFMT Collector now properly reconnects to Oracle databases. (LMST-329)
- LFMT Collector now stops collections when less than 500MB is available on CLS. (LMST-330)
- LFMT Collector now properly updates Next Run Times. (LMST-331)
- LFMT Collector now correctly deletes log file packages when expiration time is met. (LMST-334)

Upgrade Notes

No special procedure is required to upgrade to this release.

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Version 8.5.000.18

What's New

- LFMT Collector is configured as a separate application in Configuration Server.
-

- LFMT Collector 8.5.000.18 requires the Java 8 Runtime Environment (JRE).
- LFMT Collector 8.5.000.18 requires a new LFMT database.
- LFMT database(s) are configured using Database Access Point (DAP) configuration objects.
- LFMT Collector 8.5.000.18 supports Windows 2012.
- LFMT Collector 8.5.000.18 supports TLS connections to Configuration Server.
- LFMT Collector 8.5.000.18 supports a distributed LFMT deployment.
- LFMT Build 8.5.000.00 contains LFMT Client release 8.5.000.18, LFMT Collector release 8.5.000.18, and LFMT Indexer release 8.5.000.19.

Resolved Issues

This is the first release of the LFMT Collector 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

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.

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>
-

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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. [Top of Page](#)

LFMT Indexer

This Release Note applies to all 8.5.x releases of Log File Management Tool (LFMT) Indexer. 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.

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

Release 8.5

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

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Notes
8.5.105.00	03/21/22	General Release			X		X	LFMT Package FTP upload supports an FTP Proxy
8.5.104.04	02/11/22	Hot Fix			X		X	log4j 2.17.1 support; part of LFMT Package 8.5.104.13
8.5.104.03	12/16/21	Hot Fix			X		X	A Hot Fix to support log4j 2.16
8.5.104.02	12/10/21	Hot Fix			X		X	A Hot Fix to support TLS Database

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Notes
								connections
8.5.104.01	04/07/21	General Release			X		X	
8.5.103.03	08/17/20	Maintenance Release			X		X	
8.5.102.01	02/04/22	Hot Fix			X		X	only for GAX 8.5.290.36; raise a Genesys Case to access
8.5.102.00	03/20/20	General Release			X		X	
8.5.101.00	10/11/18	Maintenance Release			X		X	This release is now EOL/EOS
8.5.100.03	01/18/18	General Release			X		X	This release is now EOL/EOS
8.5.000.30	02/24/17	Hot Fix			X		X	This release is now EOL/EOS
8.5.000.23	06/15/16	Hot Fix			X		X	This release is now EOL/EOS
8.5.000.19	03/16/16	General Release			X		X	This release is now EOL/EOS

Known Issues and Recommendations

Discontinued Support

Version 8.5.105.00

Log File Management Tool (LFMT) Package 8.5.105.12 contains:

LFMT Indexer

- LFMT Client release 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 (removed erroneous space in "wbagent_startup.sh" file)

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 Package uploads via an FTP Proxy)
- 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)

What's New

- LMST-843 - LFMT Package FTP upload supports an FTP Proxy

Resolved Issues

-

Upgrade Notes

- LFMT Client 8.5.105.03 requires GAX 9.0.104.xx
 - The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.105.xx
 - If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
 - After completing the 8.5.105.03 Client install, delete the original-gax-lfmx-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib
-

Version 8.5.104.04

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 - LFMT Indexer 8.5.104.04 supports log4j 2.17.1

Resolved Issues

-

Upgrade Notes

- Rename of the old LFMT Indexer directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - If upgrading from 8.5.101.xx or higher, there is no need to upgrade the database schema; however if upgrading from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
-

Version 8.5.104.03

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)
- 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 - LFMT Indexer 8.5.104.03 supports log4j 2.16

Resolved Issues

-

Upgrade Notes

- Rename of the old LFMT Indexer directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - If upgrading from 8.5.101.xx or higher, there is no need to upgrade the database schema; however if upgrading from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
-

Version 8.5.104.02

Log File Management Tool (LFMT) Package 8.5.104.10 contains:

- LFMT Client release 8.5.104.02
- LFMT Collector release 8.5.104.04
- LFMT Indexer release 8.5.104.02
- Workbench Agent release 8.5.104.01 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LMST-951 - LFMT Indexer 8.5.104.10 now supports TLS connections to the LFMT Database

Resolved Issues

- LMST-938 - Database connections are released back to the connection pool
 - LMST-947 - Increased the APP_PROPERTIES table PROPERTY_VALUE column from 2000 to 4000
-

Upgrade Notes

- Rename of the old LFMT Indexer directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - If upgrading from 8.5.101.xx or higher, there is no need to upgrade the database schema; however if upgrading from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
-

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Version 8.5.104.01

Log File Management Tool (LFMT) Package 8.5.104.00 contains:

- LFMT Client release 8.5.104.00
- LFMT Collector release 8.5.104.01
- LFMT Indexer release 8.5.104.01
- Workbench Agent release 8.5.104.00 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LFMT Indexer 8.5.104.01 now supports up to Oracle 19c

Resolved Issues

- LMST-896 - Log lines greater than 7 million characters now supported by the Indexer
- LMST-847 - Primary key in the database tables now reset back to 1 after reaching table max on MSSQL DBs

Upgrade Notes

- Rename of the old LFMT Indexer directory (for backup - this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - If upgrading from 8.5.101.xx or higher, there is no need to upgrade the database schema; however if upgrading from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
-

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Version 8.5.103.03

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

What's New

- LFMT Indexer 8.5.103.03 now supports OpenJDK 8/11 in addition to JRE 8
- Indexer can now be installed on Windows 2016

Resolved Issues

- There are no new resolved issues in this release.

Upgrade Notes

- Rename of the old LFMT Indexer directory (for backup – this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - If upgrading from 8.5.101.xx or higher, there is no need to upgrade the database schema; however if upgrading from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
-

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Version 8.5.102.00

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

What's New

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

Resolved Issues

- Resolved database connection not closing after indexing is completed issue.
-

Upgrade Notes

- Rename of the old LFMT Indexer directory (for backup – this can be deleted after a period of time)
 - Run the installer included in the latest package.
 - If upgrading from 8.5.101.xx, there is no need to upgrade the database schema; however if upgrading from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
-

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Version 8.5.101.00

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

What's New

- There are no new features included with this release of Indexer

Resolved Issues

- Improved performance of database queries accessing the file indices (LMST-647)
- Reduced the number of queries made to Configuration Server during the indexing process (LMST-642)
- Resolved an issue where the indexer connection to config server that was being initiated using the wrong application name (LMST-606)
- Handled the case where the indexer regular expression would cause an issue if the length exceeded 80 characters (LMST-527)

Upgrade Notes

- Delete or rename the old Indexer directory.
 - Install the new version of the Indexer to the same directory as the previous location.
 - Ensure the database upgrade scripts have been run for version 8.5.101.xx of LFMT. These scripts are included in the *utilities* directory of the LFMT Collector's install location.
-

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Version 8.5.100.03

What's New

- LFMT Package 8.5.100.00 contains LFMT Indexer release 8.5.100.03, LFMT Client release 8.5.100.03, LFMT Collector release 8.5.100.05, and Workbench Agent release 8.5.100.04
- Added improved logging statements to enable log file filtering by file id (LMST-584)

Resolved Issues

- LFMT Indexer periodically checks for files not indexed due to an unknown error (LMST-585)
- LFMT Indexer handles log lines > 256kb (LMST-418)

Upgrade Notes

No special procedure is required to upgrade to this release

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Version 8.5.000.30

What's New

- LFMT Build 8.5.000.02 contains LFMT Client release 8.5.000.23, LFMT Collector release 8.5.000.28, and LFMT Indexer release 8.5.000.30.

Resolved Issues

- LFMT Indexer now properly cleans up log files outside the retention period (LMST-359)
- LFMT Indexer now supports Oracle database connections using service names (LMST-385)
- LFMT Indexer now recovers after a lost Configuration Server connection (LMST-390)

Upgrade Notes

To connect to an Oracle database using a service name, add the following configuration option to the Oracle Database Access Point connected to the provisioned LFMT Indexer application:

```
lfmt/use_oracle_service: true
```

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Version 8.5.000.23

What's New

- LFMT Build 8.5.000.01 contains LFMT Client release 8.5.000.20, LFMT Collector release 8.5.000.24, and LFMT Indexer release 8.5.000.23.

Resolved Issues

- LFMT Indexer now properly reconnects to Oracle databases. (LMST-328, LMST-332)
- LFMT Indexer now properly handles Configuration Server failovers. Previously the columns appname and apphost in the log_file database table would not be populated after a failover of CS. (LMST-333)

Upgrade Notes

No special procedure is required to upgrade to this release.

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Version 8.5.000.19

What's New

- LFMT Indexer is configured as a separate application in Configuration Server.
- LFMT Indexer 8.5.000.19 requires the Java 8 Runtime Environment (JRE).
- LFMT Indexer 8.5.000.19 requires a new LFMT database.
- LFMT database(s) are configured using Database Access Point (DAP) configuration objects.
- LFMT Indexer 8.5.000.19 supports Windows 2012.
- LFMT Indexer 8.5.000.19 supports TLS connections to Configuration Server.
- LFMT Indexer 8.5.000.19 supports a distributed LFMT deployment.
- LFMT Build 8.5.000.00 contains LFMT Client release 8.5.000.18, LFMT Collector release 8.5.000.18, and LFMT Indexer release 8.5.000.19.

Resolved Issues

This is the first release of the LFMT Indexer 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

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.

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>
-

Index regular expression cannot exceed 80 characters in length.

ID: LMST-527 **Found In:** 8.5.100.03 **Fixed In:** 8.5.101.00

Workaround: Issue addressed in 8.5.101.00 version of the Indexer.

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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. [Top of Page](#)

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 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

-

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

-

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

-

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

-

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

-

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>
-

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
-

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.
-

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

-

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 8.5.105.00 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.
-

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

-

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.
-

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)
-

- 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

-

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.
-

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
-

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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Workbench Server

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

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 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	This release adds an Anomaly Detection feature

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
9.1.100.00	05/05/21	General Release		X	X	This release adds back-end authentication
9.1.000.00	12/23/20	General Release		X	X	This release adds a Metric data ingestion feature
9.0.100.00	05/14/20	General Release		X	X	This release adds Linux support
9.0.000.00	02/03/20	General Release			X	This release adds Windows 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 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 and 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 uses Elastic 7.17 and log4j 2.17.1.

Resolved Issues

-

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 9.2.000.10 (Anomaly Detection is a separate download/installer)

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

- The Anomaly Detection 9.2.000.10 components do not support an upgrade capability - please either:
 - a) remain running AD 9.2.000.00 but follow the Workbench Agent 9.2.000.00 log4j vulnerability mitigation steps here: <https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations> or
 - b) un-install AD 9.2.000.00 and re-install the Anomaly Detection 9.2.000.10 components

Important

- Workbench 9.3 uses Elastic 7.17 and log4j 2.17.1.

Resolved Issues

-

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 9.2.000.00 (Anomaly Detection is a separate download/installer)

What's New

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

Resolved Issues

- CCWB-5028 : Resolved issue where alarms can become out of sync across data-centers if the second data-center was installed on a different date than the first

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 9.1.100.00

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

- ZooKeeper Authentication - protect the Workbench back-end configuration data stored in ZooKeeper via a username and password.
- Elasticsearch Authentication - protect the Workbench back-end ingested data (Alarms, Changes, CM, Auditing etc) stored in Elasticsearch via a username and password.

Resolved Issues

- CCWB-4538 : Workbench Channel Monitoring DTMF Stage not sending DTMF

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 9.1.000.00

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

- 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.
- Added support for creating clusters across data centers. Alarms, changes, Channel Monitoring events, audit events, and config data will sync from one data center to another in real-time.

Resolved Issues

- Resolved Workbench files having elevated permissions (777) on Linux installs
- Various stability improvements

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 9.0.100.00

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

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench ZooKeeper

What's New

- Workbench 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

- Resolved a memory leak that can occur with some Channel Monitoring call flows when media is not sent from the system under test via the RTP stream.
- Improved query time to Elastic Search when a primary node is down.

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 9.0.000.00

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

- Workbench IO
- Workbench Agent
- Workbench Elasticsearch
- Workbench Kibana
- Workbench ZooKeeper

What's New

- Enables connectivity to all Genesys Framework components leveraged by the Workbench Solution (Configuration Server, Solution Control Server, Message Server)
- Consumes real-time alarm and configuration change events from the Genesys Framework
- Provides RESTful endpoints for the Workbench Client
- Broadcasts local alarms to Genesys Customer Support via the Remote Alarm Monitoring Service (requires a separate license)
- Handles test calls for the Channel Monitoring Service

Resolved Issues

- This is the first release of the Workbench IO 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>
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Known Issues and Recommendations

The Known Issues and Recommendations section is a cumulative list for all 9.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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ID:CCWB-5288 Found In: 9.2.000.00 Fixed In:

Workbench Logstash "Event Input Port" cannot be changed post installing Anomaly Detection

Workaround: Change the "Event Input Port" before install Anomaly Detection.

ID: Found In: 9.2.000.00 Fixed In:

Workbench Changes Statistic Counters are not updated in real-time

Workaround: To view/refresh the latest Changes Counters (i.e. Today/Yesterday, This Week/Last Week, This Month/Last Month) whilst already on the Changes Console, refresh the browser or re-visit/ click the Changes Console.

ID: Found In: 9.2.000.00 Fixed In:

Workbench Changes data-table is not updated in real-time

Workaround: To view/refresh the latest WB/PE Changes whilst already on the Changes Console, click on the Workbench Changes or Pure-Engage Changes tab - or refresh the browser.

Advisory on CVE-2021-45105

- For Workbench 9.2.000.10 the mitigations steps are pre-configured
 - For Workbench build rep 9.2.000.10 please review these mitigation steps:
 - [https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/ KnownIssuesandLimitations#Workbench_IO_\(Karaf\)_application_9.x_mitigation_for_the_log4j_2.x_CVE-2021-45105](https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations#Workbench_IO_(Karaf)_application_9.x_mitigation_for_the_log4j_2.x_CVE-2021-45105)
-

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

Advisory on CVE-2021-44228 | a zero-day in the Apache Log4j 2 Java library
Please review this page for details on Workbench 9.x log4j vulnerability mitigation:

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

ID: CCWB-5181 **Found In:** 9.2.000.00 **Fixed In:**

Some Workbench Insights are not removed from the Elasticsearch data even after the retention period has passed. These will stay indefinitely and will contribute to the data continuing to grow. This does not affect any functionality and will not contribute to data significantly. An appropriate update will address this issue, timescales TBD

Workaround: No workaround is available.

ID: CCWB-5178 **Found In:** 9.2.000.00 **Fixed In:**

In some cases, clicking on a Workbench Insight may not result in the expected graphical visualization. This does not affect the data presented and all relevant details of the insight can still be viewed through the dashboard and the additional details pane., timescales TBD

Workaround: No workaround is available.

ID: CCWB-5176 **Found In:** 9.2.000.00 **Fixed In:**

Anomaly Detection components and Workbench 9.2.x operate independently with integration for configuration. Due to certain timing conditions, there is a possibility that multiple AD nodes may become primary nodes (only a single node is intended to be primary). This may be observed through redundant data or incorrect configuration displayed in the UI., timescales TBD

Workaround: Stop the AD services in all but one node. After a few minutes, all the AD nodes previously stopped can be restarted. This will allow the nodes to synchronize the configuration and update with a single primary node.

ID: CCWB-4853 **Found In:** 9.1.100.00 **Fixed In:** 9.2.000.00 (updated Metricbeat)

Workbench Agent Remote Memory Leak; this issue requires a Workbench back-end Elastic stack upgrade, timescales TBD

Workaround: Schedule regular restarts of the Workbench Agent Remote component.

Fix: Upgrade to 9.2.000.00 which has an updated Metricbeat component.

ID: CCWB-4805 **Found In:** 9.1.100.00 **Fixed In:**

In a multi-data center Workbench deployment that has a dashboard that contains a Genesys health map visualization -- if an alarm is displayed on the Health Map and that alarm is cleared from a remote Workbench data center, the health map will not be updated in real-time to reflect the remote closure of the alarm.

Workaround: A refresh of the web page that has the dashboard will update the health map with the correct alarm status.

ID: CCWB-4806 **Found In:** 9.1.100.00 **Fixed In:**

If the Workbench deployment has multiple data centers, and there is a 3+ node ZooKeeper cluster in each data center, if authentication is to be enabled in the first data center, the authentication username/password will not be visible from the configuration section of the 2nd data center

Workaround: For any changes to ZooKeeper authentication, log into the data center that is being updated rather than updating the configuration from a remote data center.

ID: CCWB-4808 **Found In:** 9.1.100.00 **Fixed In:**

Due to a limitation that when upgrading Workbench, all the Workbench Agent Remote configuration will be reverted back to the default settings - therefore it's recommended not to change any Workbench Agent Remote configuration from the default settings.

Workaround: After the upgrade to Workbench 9.x is completed, access the configuration for each of the Workbench Agent Remote (WAR) components through the Workbench UI and revert the to the desired value.

ID: CCWB-4538 **Found In:** 9.1.000.00 **Fixed In:** 9.1.100.00

Channel Monitoring DTMF Stages not sending DTMF - Workbench Hot Fix release to be provided in Feb 2021

Workaround: Please upgrade to the Workbench 9.1.1 release.

ID: CCWB-4461 **Found In:** 9.1.000.00 **Fixed In:**

When upgrading Workbench from 9.0 to 9.1, the "default" Data-Center remains in the Configuration/UI' this "default" Data-Center is not used and should be ignored.

Workaround:

ID: CCWB-4425 **Found In:** 9.1.000.00 **Fixed In:**

Workbench **9.1.000.00 is limited to a maximum of 100 Hosts** (the global combined Workbench or Engage Hosts), due to delays in loading the Configuration Host and Application objects/details; this limitation will be addressed in the next release of Workbench.

Workaround:

ID: CCWB-4353 **Found In:** 9.1.000.00 **Fixed In:**

On a Workbench single node or DC Cluster, when ZooKeeper is down, an alarm is raised, but it is not

shown as an active alarm in the Alarms Console; however when ZooKeeper is back up, the alarm is shown in a closed state

Workaround: Deploying a Workbench Cluster (3 or more Nodes) reduces this limitation.

ID: CCWB-4299 **Found In:** 9.1.000.00 **Fixed In:**

If running a single node Workbench and the Elasticsearch component is down, Workbench and Engage alarms will not be persisted/visible.

Workaround: Deploying a Workbench Cluster (3 or more Nodes) reduces this limitation.

ID: CCWB-3497 **Found In:** 9.0.000.00 **Fixed In:**

Within Channel Monitoring, when updating an existing media file by uploading a new .wav file, it is possible that local media cache will not be updated. When this occurs, Call Flows will continue to use the older version of the file.

Workaround:

- Option #1: Create a new media file instead of updating the .wav file for an existing record. Once the new file is created, update your call flows to use this new media file in place of the old file.
- Option #2: Stop all running call flows and wait approximately 5 minutes for the existing file handles/locks to be released by the OS. Update the wav file for the media file in question. Restart the Channel Monitoring Call Flows.

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.

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Release 8.5

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

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Notes
8.5.100.113	09/27/17	Hot Fix			X		X	This release is

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows	Notes
								now EOL/ EOS
8.5.100.90	05/30/17	General Release			X		X	This release is now EOL/ EOS
8.5.000.52	01/13/17	Hot Fix			X		X	This release is now EOL/ EOS
8.5.000.51	10/04/16	Hot Fix			X		X	This release is now EOL/ EOS
8.5.000.42	06/30/16	General Release			X		X	This release is now EOL/ EOS

Version 8.5.100.113

The Genesys Care Workbench Package 8.5.100.04 contains Workbench Server release 8.5.100.113, Workbench Agent release 8.5.000.31 and Workbench Log Extractor release 8.5.100.03.

What's New

- Source SIP Server port for Channel Monitoring test calls can now be specified (GTOOLS-1686)

Resolved Issues

- Issue connecting to the database when the IP address and port were configured with values other than the defaults (GTOOLS-1767)
- Issue with manual Channel Monitoring test calls not be placed in some scenarios (GTOOLS-1772)
- Removed inconsistencies with starting/stopping Workbench via the Workbench Monitor (GTOOLS-1756)
- Improved framework fail-over handling (GTOOLS-1764)

Upgrade Notes

Important: If you are currently running Workbench 8.5.100.90, please follow these recommended upgrade steps to preserve your historical data when deploying this hot fix. This upgrade path is only applicable from the Workbench Server 8.5.100.90 to Workbench Server 8.5.100.113

1. Stop the existing Workbench Server 8.5.100.90 application.
2. Install Workbench Server 8.5.100.113 in a new directory.
3. For the new Workbench Server 8.5.100.113 installation, rename the {WorkbenchDir}/cassandra to {WorkbenchDir}/cassandra_old
4. Copy the {WorkbenchDir}/cassandra directory from the 8.5.100.90 installation to the new 8.5.100.113 install directory
5. Copy the cassandra.yaml file from {WorkbenchDir}/cassandra_old/conf to {WorkbenchDir}/cassandra/conf
6. Delete the {WorkbenchDir}/cassandra_old directory
7. Edit the Working Directory field for the existing Workbench Server application object provisioned in Configuration Server to point to the new Workbench 8.5.100.113 installation directory.
8. Start the Workbench 8.5.100.113 application

Version 8.5.100.90

What's New

- The new Channel Monitoring troubleshooting tool enables you to schedule test calls that can help you monitor and analyze call paths through the IVR and to the agent. You can also set thresholds for alerts about these test calls, which will appear in the Event Correlation widget.
- The Workbench Dashboard Heat Maps have been enhanced with drill-down capabilities to let you look at object metric values and trends over time.
- TLS support was added to these Workbench Server connections to enhance the deployment's security: Workbench Agent, Log Extractor, Configuration Server, Solution Control Server, and Message Server.
- Workbench now displays all alarm types raised by Solution Control Server
- An audit trail report on login attempts is now available.
- 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)
- Workbench will now display configuration changes in its dashboard even if there is no connection to an appropriate Message Server in the environment, but will display NA in the "Changed By" field. (GTOOLS-1127)
- Resolved issue that occurred after a Configuration Server failover where Workbench logins may fail and configuration changes may not populate in the Workbench Dashboard. (GTOOLS-957)
- Resolved inconsistencies in closing alarms from Workbench (GTOOLS-1602)

- Cleaned up the orphaned cmd.exe processes from Workbench start-up procedure (GTOOLS-1168)

Upgrade Notes

1. Make a note of existing heat maps configured in Workbench 8.5.0.
2. Stop the existing Workbench 8.5.0 application.
3. Install Workbench 8.5.1 in a new directory.
4. 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.
5. Start the Workbench 8.5.1 application.
6. (Optional) Recreate any 8.5.0 heat maps that are still required, as 8.5.0 settings are not preserved.

Version 8.5.000.52

What's New

Added support for sending the CTI Link Disconnected alarm via the Remote Alarm Monitoring service. The alarm events being detected include:

- Detect Event: 01-20002: CTI Link disconnected
- Cancel Event: 01-20001: CTI Link connected

Resolved Issues

- Fixed a bug in which Workbench Dashboard was not displaying information for environments that include provisioned applications without hosts. (GTOOLS-1499)

Upgrade Notes

To preserve your historical data, please take these steps before installing the Workbench 8.5.000.52 hot fix:

1. Before running the 8.5.000.52 installer, stop Workbench and copy the Cassandra folder under the existing Workbench installation directory to a safe location.
 2. Run the 8.5.000.52 installer.
 3. After the installation has completed, ensure Workbench is not running and delete the Cassandra folder in the Workbench installation directory for this new 8.5.000.52 deployment.
 4. Copy the backup Cassandra directory from step 1 to the new Workbench installation directory.
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Version 8.5.000.51

What's New

There is no new functionality in this release of Workbench Server.

Resolved Issues

- The alarm counts displayed in the Workbench dashboard System Health dials are now better synchronized with Solution Control Server (SCS). (GTOOLS-1157)
- The # Active Hosts count and status displayed in the Workbench dashboard System Health dials are now better synchronized with SCS. (GTOOLS-967)
- The Workbench dashboard now correctly displays the # Simultaneous Calls and # Agents Logged-in/Ready in the System Health dials. (GTOOLS-991)

Upgrade Notes

There is no upgrade procedure for this release.

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Version 8.5.000.42

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.

Types of information displayed on the Workbench Dashboard include:

- Configuration Server changes - Using a connection to Configuration Server, Workbench can monitor and display recent configuration changes in the environment. Currently, only Application objects are supported.
 - Alarms - Workbench configures a default set of alarms in Solution Control Server. These alarms are displayed in the Workbench Dashboard. If you subscribe to Remote Alarm Monitoring, additional alarms may be displayed.
-

- Log events – When connected to the Genesys Care Log File Management Tool, Workbench can monitor log files from supported Genesys applications and display important events for troubleshooting.

This Workbench Server release requires:

- Java™ Platform Standard Edition Runtime Environment 8 (JRE™ 8)
- (Optional) Genesys Care Log File Management Tool 8.5.000.00 or later (for use with Workbench Log Extractor)

Resolved Issues

- This is the first release of the Workbench Server 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

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.

The Statistics function in the Log Analysis screen is unavailable.

ID: GTOOLS-772 **Found In:** 8.5.000.42 **Fixed In:**

Workaround:

After a Configuration Server failover, Workbench logins may fail and configuration changes may not populate in the Workbench Dashboard.

ID: GTOOLS-957 **Found In:** 8.5.000.42 **Fixed In:** 8.5.100.113

Workaround: A Workbench Server restart is required to resolve this issue.

When you add or remove Hosts from your configuration, Workbench does not dynamically update the # Active Hosts dial on the System Health widget.

ID: GTOOLS-967 **Found In:** 8.5.000.42 **Fixed In:** 8.5.000.51

Workaround: A Workbench Server restart is required for this change to be visible on the Workbench Dashboard.

The status of the heat maps occasionally may be cached incorrectly and display old information.

ID: GTOOLS-995 **Found In:** 8.5.000.42 **Fixed In:** 8.5.000.51

Workaround:

When an Alarm Condition is added in Solution Control Server, Workbench Server must be restarted before that alarm is recognized in Workbench.

ID: GTOOLS-1570 **Found In:** 8.5.100.90 **Fixed In:**

Workaround: Restart Workbench Server

When the "origin" config option is changed within the provisioned Workbench Server application, the existing heat maps no longer receive metrics updates

ID: GTOOLS-1654 **Found In:** 8.5.100.90 **Fixed In:**

Workaround: Delete the existing heat maps and create new ones.

TLS is not supported for file transfers from the Log Extractor to Workbench.

ID: GTOOLS-1665 **Found In:** 8.5.100.90 **Fixed In:**

Workaround: Transfer files without TLS security

When the opening of multiple and/or very large log files in the Log Analysis console uses all available Java memory, Workbench stops responding

ID: GTOOLS-1666 **Found In:** 8.5.100.90 **Fixed In:**

Workaround: Restart Workbench Server

When an application is deleted from Configuration Server, the application drop-down list for creating heat maps may not populate.

ID: GTOOLS-1668 **Found In:** 8.5.100.90 **Fixed In:** 8.5.100.113

Workaround: Restart Workbench Server.

The provisioned host object for the connected Solution Control Server instance must have an IP address specified.

ID: GTOOLS-1669 **Found In:** 8.5.100.90 **Fixed In:** 8.5.100.113

Workaround: Specify an IP address for the provisioned host on which Solution Control Server resides.

Historical Workbench events are saved on an hourly basis. Any restarts to Workbench may lose up to one hour of historical data.

ID: GTOOLS-1667 **Found In:** 8.5.100.90 **Fixed In:** 8.5.100.113

Workaround:

When Workbench Server running on a Linux host requires a restart, the Workbench Agents on the application hosts may need to be restarted.

ID: GTOOLS-1670 **Found In:** 8.5.100.90 **Fixed In:**

Workaround: Restart all Workbench Agents connected to Workbench. To complete this, you may add all provisioned agent applications to a solution and restart the solution.

When Workbench Server starts, and has a Message Server instance running, if the primary and backup message server are stopped then the connection to Configuration Server is lost.

ID: GTOOLS-1776 **Found In:** 8.5.100.113 **Fixed In:**

Workaround: Start either the primary or back-up Message Server or restart Workbench Server.

If there is a Configuration Server fail-over, the status of the heat-maps may be out of sync in some instances until the Workbench Dashboard is refreshed.

ID: GTOOLS-1778 **Found In:** 8.5.100.113 **Fixed In:**

Workaround: Start either the primary or back-up Message Server or restart Workbench Server.

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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.

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Workbench Client

This Release Note applies to all 9.x releases of Genesys Care **Workbench Client**, effectively the **Workbench UI**.

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
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	

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
9.0.100.00	05/14/20	General Release		X		
9.0.000.00	02/03/20	General Release			X	

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 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

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

- Currently it's unknown when Workbench 9.x will provide full log4j 2.17.1 across all components support due to it's 3rd Party integrations.

Resolved Issues

-

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 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

- Currently it's unknown when Workbench 9.x will provide full log4j 2.17.1 across all components support due to it's 3rd Party integrations.

Resolved Issues

-

Upgrade Notes

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

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 2.2.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

- Currently its unknown when Workbench 9.x will provide full log4j 2.17.0 across all components support due to it's 3rd Party integrations.

Resolved Issues

-

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

-

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 9.1.000.00 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

- ZooKeeper Authentication - protect the Workbench back-end configuration data stored in ZooKeeper via a username and password.
- Elasticsearch Authentication - protect the Workbench back-end ingested data (Alarms, Changes, CM, Auditing etc) stored in Elasticsearch via a username and password.

Resolved Issues

- CCWB-4538 : Workbench Channel Monitoring DTMF Stage not sending DTMF

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 (effectively the Workbench UI/Client)
-

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

What's New

- 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.

Resolved Issues

- Overall 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 Client Release 9.0.100.00, Workbench IO release 9.0.100.00 and Workbench Agent release 9.0.100.00.

What's New

- Workbench Client 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

- Allowed for the DN@IP:PORT syntax to be specified for the source and destination fields in the Channel Monitoring "Start Call" stage.

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 Client release 9.0.000.00, Workbench IO Release 9.0.000.00, and Workbench Agent release 9.0.000.00.

What's New

- A new interface enabling richer Dashboard and Visualization capabilities providing an at-a-glance view of Genesys platform health and status
- View Genesys Engage "Alarms" via the Workbench Alarms Console, complimenting existing products such as Genesys Administrator Extensions (GAX)
- View Genesys Engage "Changes" via the greater context, enabling greater context and perspective of Genesys Engage Application Object changes
- New interface for managing/executing Channel Monitoring calls and call flows
- Create custom dashboards that provide centralized visibility of monitoring and troubleshooting data

Resolved Issues

- This is the first release of the Workbench Client 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 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.

ID: Found In: 9.2.000.00 Fixed In:

Workbench Changes Statistic Counters are not updated in real-time

Workaround: To view/refresh the latest Changes Counters (i.e. Today/Yesterday, This Week/Last Week, This Month/Last Month) whilst already on the Changes Console, refresh the browser or re-visit/ click the Changes Console.

ID: Found In: 9.2.000.00 Fixed In:

Workbench Changes data-table is not updated in real-time

Workaround: To view/refresh the latest WB/PE Changes whilst already on the Changes Console, click on the Workbench Changes or Pure-Engage Changes tab - or refresh the browser.

Advisory on CVE-2021-45105

- For Workbench 9.2.000.10 the mitigations steps are pre-configured
 - For Workbench build rep 9.2.000.10 please review these mitigation steps:
 - [https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations#Workbench_IO_\(Karaf\)_application_9.x_mitigation_for_the_log4j_2.x_CVE-2021-45105](https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations#Workbench_IO_(Karaf)_application_9.x_mitigation_for_the_log4j_2.x_CVE-2021-45105)
-

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

Advisory on CVE-2021-44228 | a zero-day in the Apache Log4j 2 Java library
Please review this page for details on Workbench 9.x log4j vulnerability mitigation:

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

Health maps Warning limiting the number of objects.

ID: CCWB-3496 Found In: 9.0.000.00 Fixed In:

Workaround: If while creating health-maps you receive the warning message "The URL is big and Kibana might stop working" please click the "advanced settings" link and go to the "Store URLs in session storage" section and change the "state:storeInSessionStorage" switch button to "ON", then save it.

Scrolling down in a table the scroll bar is unresponsive.

ID: CCWB-3495 Found In: 9.0.000.00 Fixed In:

Workaround: In some cases, when the browser's zoom IN or OUT is active and scrolling down a data table the scroll bar is not responding; in that case please reset the browser zoom to normal.

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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.

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LFMU - Log File Masking Utility

This Release Note applies to all releases of LFMU.

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 [LFMU User Guide](#).

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
9.0.000.20	07/18/22	General Release		X	X	multiline regex support & log4j 2.1.7.1 support
9.0.000.00	01/10/20	General Release		X	X	command line support
8.5.000.01	01/10/18	General Release		X	X	initial LFMU release - GUI only - no command line support

Version 9.0.000.20

What's New

- multiline regex support
 - log4j 2.17.1 support
-

Version 9.0.000.00

What's New

- added command line support
-

Version 8.5.000.01

What's New

- initial release
-

End of Life Summary

The End of Life (EOL) table below provides a summary for the support retirement of specific Genesys Customer Care Application Development Tool releases.

The EOL dates provided ensures that Customers and Partners have ample notice regarding Genesys plans to cease supporting specific tools/products and/or tool/product versions and the recommendation migration plan thereof.

- **EOL Announcement Date:** This is a general announcement for the retirement and key information pertaining to Genesys Customer Care App-Dev Tools/Products, such as the recommended migration path and replacement product(s). It will include also the critical milestone dates that will occur in the product end of life process.
- **EOM - End of Maintenance Date:** After this date, no Releases (e.g. fixes, updates, etc.) will be available for the affected product(s). After EOM, it may be necessary to use software upgrade release or areplacement product to correct the problem.
- **EOS - End of Support Date:** From this date, all Genesys Customer Care App-Dev Maintenance and Support obligations cease for the EOS product.

Current, Customer Care Tools, EOL/EOM/EOS Annoucements/ Releases

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
Workbench 9	9.2.000.10	01/21/2022	01/31/2023	01/31/2023	Please upgrade to the latest Workbench 9.x release.
Workbench 9	9.2.000.00	01/21/2022	01/31/2023	01/31/2023	Please upgrade to the latest Workbench 9.x release.
Workbench 9	9.1.100.00	01/21/2022	01/31/2023	01/31/2023	Please upgrade to the latest Workbench 9.x release.
Workbench 9	9.1.000.00	01/21/2022	01/31/2023	01/31/2023	Please upgrade to the latest Workbench 9.x release.
Workbench 9	9.0.100.00	01/21/2022	01/31/2023	01/31/2023	Please upgrade

End of Life Summary

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					to the latest Workbench 9.x release.
Workbench 9	9.0.000.00	01/21/2022	01/31/2023	01/31/2023	Please upgrade to the latest Workbench 9.x release.
Workbench 8.5	8.5.xxx.xx	03/31/2020	12/31/2020	03/31/2021	Please upgrade to the latest Workbench 9.x release.
Workbench Log Extractor	8.5.xxx.xx	03/31/2020	12/31/2020	03/31/2021	Not part of Workbench 9.x.
Data Purge Utility	8.5.100.04	03/31/2020	12/31/2020	03/31/2021	Not required once upgraded to Workbench 9.x.
LFMT Client	8.1.xxx.xx	03/31/2020	12/31/2021	03/31/2022	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Server	8.1.xxx.xx	03/31/2020	12/31/2020	03/31/2021	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.104.04	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.104.03	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.104.02	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.104.00	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.103.03	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x

End of Life Summary

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					release.
LFMT Client	8.5.102.02	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.101.06	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.101.05	10/03/2021	03/31/2022	06/30/2022	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.100.03	03/31/2020	03/31/2020	06/30/2021	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Client	8.5.000.23	03/31/2020	12/31/2020	03/31/2021	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.104.07	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.104.06	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.104.04	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.104.01	05/09/2021	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.103.03	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.102.00	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.101.05	10/03/2021	03/31/2022	06/30/2022	Please upgrade to the latest LFMT 8.5.10x

End of Life Summary

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					release.
LFMT Collector	8.5.100.05	03/31/2020	03/31/2020	06/30/2021	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Collector	8.5.000.28	03/31/2020	12/31/2020	03/31/2021	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.104.04	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.104.03	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.104.02	05/09/2022	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.104.01	05/09/2021	12/31/2023	03/31/2024	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.103.03	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.102.00	12/13/2021	03/31/2023	06/30/2023	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.101.00	10/03/2021	03/31/2022	06/30/2022	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.100.03	03/31/2020	03/31/2020	06/30/2021	Please upgrade to the latest LFMT 8.5.10x release.
LFMT Indexer	8.5.000.30	03/31/2020	12/31/2020	03/31/2021	Please upgrade to the latest LFMT 8.5.10x release.
Workbench Agent 8.5	8.5.104.03	05/09/2022	12/31/2023	03/31/2024	For LFMT compatibility,

End of Life Summary

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					<p>please upgrade to the latest WBAgent 8.5.10x.xx release.</p> <p>*Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.</p>
Workbench Agent 8.5	8.5.104.02	05/09/2022	12/31/2023	03/31/2024	<p>For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release.</p> <p>*Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.</p>
Workbench Agent 8.5	8.5.104.01	05/09/2022	12/31/2023	03/31/2024	<p>For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release.</p> <p>*Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.</p>
Workbench Agent 8.5	8.5.104.00	05/09/2022	12/31/2023	03/31/2024	<p>For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release.</p> <p>*Workbench Agent 9.x is</p>

End of Life Summary

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					ONLY compatible with Workbench 9.x and not LFMT.
Workbench Agent 8.5	8.5.103.05	12/13/2021	03/31/2023	06/30/2023	For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.
Workbench Agent 8.5	8.5.102.01	12/13/2021	12/31/2022	03/30/2023	For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.
Workbench Agent 8.5	8.5.101.03	10/03/2021	03/31/2022	06/30/2022	For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.
Workbench Agent 8.5	8.5.100.04	03/31/2020	12/31/2020	03/31/2021	For LFMT compatibility, please upgrade

End of Life Summary

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.
Workbench Agent 8.5	8.5.000.31	03/31/2020	12/31/2020	03/31/2021	For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.
Workbench Agent 8.5	8.5.000.21	03/31/2020	12/31/2020	03/31/2021	For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is ONLY compatible with Workbench 9.x and not LFMT.