



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Care Release Notes

Workbench Log Extractor

4/9/2025

# Workbench Log Extractor

## Warning

- This component become EOL/EOS on March 31, 2021 - customers/partners should upgrade from Workbench 8.5 to Workbench 9.x.
- This component relates only to Workbench 8.5 - customers/partners should upgrade from Workbench 8.5 to Workbench 9.x.
- Workbench 9.x does not currently support the Log Extractor features, similar functionality is envisioned for Workbench 9.x; timescales TBD.

This Release Note applies to all 8.5.x releases of Genesys Care Workbench Log Extractor. 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 8.5

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

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">8.5.100.03</a>	09/27/17	Hot Fix			X		X
<a href="#">8.5.100.02</a>	05/30/17	General Release			X		X
<a href="#">8.5.000.14</a>	10/04/16	Hot Fix			X		X
<a href="#">8.5.000.11</a>	06/30/16	General Release			X		X

## Version 8.5.100.03

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

No new functionality is added to this release of Workbench Log Extractor.

### Resolved Issues

- Resolved a memory leak that was causing memory consumption to grow as log files were parsed. (GTOOLS-1680)

### Upgrade Notes

1. Stop the existing Workbench Log Extractor application through Genesys Administrator or Genesys Administrator Extension (GAX).
2. Install Workbench Log Extractor 8.5.100.03 in a new directory.
3. Edit the Working Directory field for the existing Workbench Log Extractor application object provisioned in Configuration Server to point to the new Workbench Log Extractor 8.5.100.03 installation directory.
4. Start the Workbench Log Extractor 8.5.100.03 application.

## Version 8.5.100.02

### 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

- Fixed issue with cleaning temporary files (LMST-398)
- Fixed issue with incorrect timestamps being returned from some extracted events (GTOOLS-1055)

### 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.

## Version 8.5.000.14

### What's New

There are no new features in this version of Workbench Log Extractor.

### Resolved Issues

- Log Extractor now returns the correct timestamps on 400 and 500 level SIP error events.(GTOOLS-1181)
- Log Extractor now properly deletes its temporary files during execution.(GTOOLS-1077 and GTOOLS-1180)

### Upgrade Notes

There is no upgrade procedure for this release.

---

[Top of Page](#)

## Version 8.5.000.11

### 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 Log Extractor is a component of Genesys Care Workbench. It is used to collect log events for display in the Workbench Dashboard, and to transfer related log files for analysis in the Log Analyzer component of Workbench.

This Workbench Log Extractor release requires:

- Java™ Platform Standard Edition Runtime Environment 8 (JRE™ 8)
  - Genesys Care Log File Management Tool 8.5.000.00 or later
-

This Workbench Log Extractor 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 Log Extractor 8.5 and, as such, it contains no corrections or modifications.

## Upgrade Notes

There is no upgrade procedure for this release.

---

[Top of Page](#)

## 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.

---

Temporary files are not properly cleaned from the `log_extractor/temp_files` directory.

**ID:** GTOOLS-1077 and GTOOLS-1180 **Found In:** 8.5.000.11 **Fixed In:** 8.5.000.14

**Workaround:** Schedule a manual deletion for the contents of the Workbench Log Extractor temporary files directory.

---

[Top of Page](#)

## 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](#)

---