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Genesys Care Release Notes

Workbench Server

5/3/2025

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

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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

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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
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- 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
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- 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
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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)
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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>
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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.
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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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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.
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- 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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