# Workbench User's Guide

Maintenance Windows

4/9/2025

# Maintenance Windows

Our Customer Care team would appreciate knowing in advance when you have scheduled Maintenance Windows so that we can suppress alarms during that timeframe.

To notify us of an upcoming Maintenance Window, please send an email to customercare@genesys.com with "Alarm Monitoring – Maintenance Window" in the subject line and provide the following information:

- Your Account name

- The Site name

- Date and Time of maintenance in including timezone

- or, a schedule of planned maintenance

### Important

All Maintenance Window requests, whether new or revised, must be submitted 2 (two) working days prior to it taking effect.

### Important

Aternatively the Workbench RAM Service can be disabled via the Workbench>Configuration>Workbench IO>Remote Alarm Monitoring (RAM) Service section for the duration of the maintenance window; this would require a restart of the Workbench IO application so that the disablement would take effect.