Support Processes for On-Premises Licenses

Troubleshooting Tools

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Troubleshooting Tools

To assist our customers and partners with troubleshooting issues and working with Customer Care, we have created several tools and services. The following is a summary of the Genesys Care tools available to customers and partners with an active Genesys Business Care, Business Care Plus or Premium Care subscription.

If you have a question or issue regarding Genesys Care Tools, please open a Support Case with Customer Care.

Workbench

Delivers a suite of troubleshooting tools that simplify and accelerate the identification and resolution of issues in your Genesys environment. Workbench does not require the installation of other Genesys Care tools.

- Workbench Download Page
- Workbench User's Guide
- Workbench Release Notes

Log File Management Tool (LFMT)

Provides a central repository to store indexed application log files to enable faster search and retrieval capabilities. Also provides a scrubbing feature so that log files uploaded to Customer Care do not contain sensitive information.

- LFMT Download Page
- LFMT Deployment and User's Guide
- LFMT Release Notes

Log File Masking Utility

Enables you to scrub log files of sensitive info prior to sending to Customer Care.

- Download Page
- Log File Masking Utility User's Guide

Log File Retrieval Service

Request this service to allow Customer Care to retrieve log files needed for open Support Cases. The Log File Management Tool must be deployed before this service can be requested. After deploying LFMT, complete the Log File Retrieval setup steps and then submit an Admin Case with subtype Log File Retrieval Service to request activation for the service.

- Log File Retrieval Service Information

Remote Alarm Monitoring with Workbench

Remote Alarm Monitoring with Workbench is included with Business Care Plus and Premium Care and available as a Flex Care option to Business Care. Workbench must be deployed before Remote Alarm Monitoring can be activated. Once it's activated, you can receive notifications when Genesys detects supported critical and major alarms, and Genesys will provide proactive Customer Care support if needed. To receive full Remote Alarm Monitoring benefits, it is recommended that LFMT (with Log File Retrieval Service) and the Genesys Care Mobile App also be downloaded and deployed.

- Remote Alarm Monitoring Information Page
- Remote Alarm Monitoring section in the Workbench User's Guide

Genesys Care Mobile App

Delivers the convenience to view/manage cases from your mobile device (iOS and Android). Additionally, view alarm data if subscribed to Remote Alarm Monitoring with Workbench.

- Mobile App Information
- Genesys Care Mobile App User's Guide

Other Tools

Access a variety of additional troubleshooting tools.

- Other Tools Information and Download Page