Genesys Care Release Notes

End of Life Summary

12/19/2025

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

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

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

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,

Product	Release	EOL Ann. Date	EOM Date	EOS Date	Comments
					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	8.5.104.02	05/09/2022	12/31/2023	03/31/2024	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	8.5.104.01	05/09/2022	12/31/2023	03/31/2024	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	8.5.104.00	05/09/2022	12/31/2023	03/31/2024	For LFMT compatibility, please upgrade to the latest WBAgent 8.5.10x.xx release. *Workbench Agent 9.x is

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

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.