Genesys Care Release Notes

LFMT Client

12/15/2025

LFMT Client

Contents

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 LFMT Deployment and User's Guide

Release 8.5

You can find Release Notes for particular releases of Log File Management Client at the following links:

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
8.5.105.07	05/11/22	Hot Fix		X	X	LFMT Package extension default is now ".lfm"
8.5.105.03	03/21/22	General Release		X	X	LFMT Package FTP upload supports an FTP Proxy
8.5.104.04	02/11/22	Hot Fix		X	X	log4j 2.17.1 support; part of LFMT Package 8.5.104.13
8.5.104.03	12/17/21	Hot Fix		X	X	Part of LFMT Package 8.5.104.12
8.5.104.02	12/10/21	Hot Fix		X	X	Part of LFMT Package 8.5.104.11 and 8.5.104.10.
8.5.104.00	04/07/21	General Release		X	X	
8.5.103.03	08/17/20	Maintenance Release		X	X	
8.5.102.02	03/20/20	General Release		X	X	
8.5.101.07	02/04/22	Hot Fix		X	X	only for GAX

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
						8.5.290.36; raise a Genesys Case to access
8.5.101.06	03/20/20	General Release		X	X	
8.5.101.05	10/11/18	Maintenance Release		X	X	This release is now EOL/EOS
8.5.100.03	01/18/18	General Release		X	X	This release is now EOL/EOS
8.5.000.23	02/24/17	Hot Fix		X	X	This release is now EOL/EOS
8.5.000.20	06/15/16	Hot Fix		X	X	This release is now EOL/EOS
8.5.000.18	03/16/16	General Release		X	X	This release is now EOL/EOS

Known Issues and Recommendations

Discontinued Support

Version 8.5.105.07

Log File Management Tool (LFMT) Package 8.5.105.12 contains:

- LFMT Client release 8.5.105.07 (requires GAX 9.0.104.15+)
- LFMT Collector release 8.5.105.00
- LFMT Indexer release 8.5.105.00
- Workbench Agent release 8.5.105.02 (removed erroneous space in "wbagent_startup.sh" file)

Log File Management Tool (LFMT) Package 8.5.105.10 contains:

- LFMT Client release 8.5.105.07 (requires GAX 9.0.104.15+)

- LFMT Collector release 8.5.105.00

- LFMT Indexer release 8.5.105.00

- Workbench Agent release 8.5.105.00 (support for Oracle Linux 7 - *LFMT Collector, Indexer and Client are NOT supported on Oracle Linux 7)

What's New

- LMST-1021 - LFMT Package default extension is ".lfm" (given GAX no longer allows .zip downloads)

Resolved Issues

- Spring Web dependencies removed

Upgrade Notes

- LFMT Client 8.5.105.07 requires GAX 9.0.104.15+

- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.105.00

- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

- After completing the 8.5.105.05 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Version 8.5.105.03

Log File Management Tool (LFMT) Package 8.5.105.00 contains:

- LFMT Client release 8.5.105.03 (requires GAX 9.0.104.07+)

- LFMT Collector release 8.5.105.00

- LFMT Indexer release 8.5.105.00

- Workbench Agent release 8.5.105.00 (support for Oracle Linux 7 - *LFMT Collector, Indexer and Client are NOT supported on Oracle Linux 7)

What's New

- LMST-843 - LFMT Package FTP upload supports an FTP Proxy

Resolved Issues
-

Upgrade Notes

- LFMT Client 8.5.105.03 requires GAX 9.0.104.07+

- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.105.00

- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

- After completing the 8.5.105.03 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.105.03

  - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the **[lfmt]/use_lfm_extension** option set to **true**

  - So that **.lfm** files and not .zip (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX

    - This avoids a "Failed Forbidden" error when trying to download LFMT Packages

  - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters .gz, .jar, .zip, and .rar API requests

Version 8.5.104.04

Log File Management Tool (LFMT) Package 8.5.104.**13** contains:

- LFMT Client release 8.5.104.**04** (support for GAX 9.0.104.xx - *GAX 9.0.104.11 supports log4j 2.17.1 - the LFMT Client uses the GAX logging mechanism)

- LFMT Collector release 8.5.104.07 (support log4j 2.17.1)

- LFMT Indexer release 8.5.104.04 (support log4j 2.17.1)

- Workbench Agent release 8.5.104.03 (support log4j 2.17.1 - this 8.5 Workbench Agent is ONLY for LFMT and not Workbench 9.x)

What's New

- LMST-998 - LFMT Client 8.5.104.04 supports GAX 9.0.104.07+ (therefore LFMT Package 8.5.104.13 with GAX 9.0.104.11 is log4j 2.17.1 compatible)

Resolved Issues

*

Upgrade Notes

* LFMT Client 8.5.104.04 requires GAX 9.0.104.xx

* The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx

* If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

* After completing the 8.5.104.04 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

* If/when using GAX 9.0.103.08+ and LFMT 8.5.104

    * Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the **[lfmt]/use_lfm_extension** option set to **true**

    * So that **.lfm** files and not .zip (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX

        * This avoids a "Failed Forbidden" error when trying to download LFMT Packages

    * This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters .gz, .jar, .zip, and .rar API requests

Version 8.5.104.03

Log File Management Tool (LFMT) Package 8.5.104.**12** contains:

* LFMT Client release 8.5.104.**03** (support for GAX 9.0.104.07+ - GAX 9.0.104.09 supports log4j 2.16 - the LFMT Client uses the GAX logging mechanism)

* LFMT Collector release 8.5.104.06 (support log4j 2.16)

* LFMT Indexer release 8.5.104.03 (support log4j 2.16)

* Workbench Agent release 8.5.104.02 (support log4j 2.16 - this 8.5 Workbench Agent is ONLY for LFMT and not Workbench 9.x)

What's New

- LFMT Client 8.5.104.03 supports GAX 9.0.104.07+ (therefore LFMT Package 8.5.104.12 with GAX 9.0.104.09 is log4j 2.16 compatible)

Resolved Issues
-

Upgrade Notes

- LFMT Client 8.5.104.03 requires GAX 9.0.104.07+

- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx

- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

- After completing the 8.5.104.03 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.104

  - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the **[lfmt]/use_lfm_extension** option set to **true**

  - So that **.lfm** files and not .zip (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX

    - This avoids a "Failed Forbidden" error when trying to download LFMT Packages

  - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters .gz, .jar, .zip, and .rar API requests

Version 8.5.104.02

Log File Management Tool (LFMT) Package 8.5.104.**11** contains:

- LFMT Client release 8.5.104.**02** (supports 9.0.100.52 to 9.0.103.xx)

- LFMT Collector release 8.5.104.06

- LFMT Indexer release 8.5.104.03

- Workbench Agent release 8.5.104.02 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

Log File Management Tool (LFMT) Package 8.5.104.**10** contains:

- LFMT Client release 8.5.104.**02**
- LFMT Collector release 8.5.104.04
- LFMT Indexer release 8.5.104.02
- Workbench Agent release 8.5.104.01 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LMST-951 - LFMT Client 8.5.104.02 now supports TLS connections to the LFMT Database
- LMST-955 - LFMT Client 8.5.104.02 the .zip/.lfm Package upload from Collector to GAX now supports TLS

Resolved Issues

- LMST-943 - The .zip/.lfm packages do not always show in the Available Packages menu
- LMST-947 - Hosts are not always listed in the Site Configuration menu
- LMST-938 - Database connections are released back to the connection pool
- LMST-947 - Increased the APP_PROPERTIES table PROPERTY_VALUE column from 2000 to 4000

Upgrade Notes

- LFMT Client 8.5.104.02 requires GAX 9.0.100.52+
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.104.xx
- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.
- After completing the 8.5.104.00 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

> ## Important
>
> - If/when using GAX 9.0.103.08+ and LFMT 8.5.104
>   - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the **[lfmt]/use_lfm_extension** option set to **true**
>   - So that **.lfm** files and not .zip (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX

> - This avoids a "Failed Forbidden" error when trying to download LFMT Packages
>
> - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters .gz, .jar, .zip, and .rar API requests

Version 8.5.104.00

Log File Management Tool (LFMT) Package 8.5.104.00 contains:

- LFMT Client release 8.5.104.00
- LFMT Collector release 8.5.104.01
- LFMT Indexer release 8.5.104.01
- Workbench Agent release 8.5.104.00 (this 8.5 Workbench Agent is ONLY for LFMT and not Workbench)

What's New

- LFMT Client 8.5.104.00 now supports up to Oracle 19c

Resolved Issues

- LMST-896 - Log lines greater than 7 million characters now supported by the Indexer
- LMST-901 - Addressed a bug where duplicate log files were being uploaded in some scenarios
- LMST-873 - Resolved issue with UI taking time to show LFMT Packages in some occasions
- LMST-710 - Auditing Tab not shown post LFMT Client install
- LMST-710 - If a space is contained in the "log/all" config option, WB Agent does not send log files
- LMST-874 - Force collection expects at least 1 application selected from each Site, even if files from additional site are not needed
- LMST-847 - Primary key in the database tables now reset back to 1 after reaching table max on MSSQL DBs

Upgrade Notes

- LFMT Client 8.5.104.00 requires GAX 9.0.100.52+
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version

8.5.104.xx

- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

- After completing the 8.5.104.00 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Important

- If/when using GAX 9.0.103.08+ and LFMT 8.5.104

    - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the **[lfmt]/use_lfm_extension** option set to **true**

    - So that **.lfm** files and not .zip (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX

        - This avoids a "Failed Forbidden" error when trying to download LFMT Packages

    - This change is required because as per GAX RN's GAX-11260 - GAX 9.0.103.08+ now filters .gz, .jar, .zip, and .rar API requests

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Version 8.5.103.03

Log File Management Tool (LFMT) Package 8.5.103.00 contains:

- LFMT Client release 8.5.103.03 and 8.5.101.06
- LFMT Collector release 8.5.103.03
- Workbench Agent release 8.5.103.05
- LFMT Indexer release 8.5.103.03.

What's New

- LFMT Client 8.5.103.03 now supports OpenJDK 8/11 in addition to JRE 8
- LFMT Client can now be installed on Windows 2016
- LFMT Client 8.5.103.03 supports/requires GAX 9.0.100.52+
- Use LFMT Client 8.5.101.06 for GAX 8.5.209 to 9.0.001.37

Resolved Issues

- There are no new resolved issues in this release.

Upgrade Notes

- LFMT Client 8.5.103.03 requires GAX 9.0.100.52+

- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.103.xx

- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

- After completing the 8.5.103.03 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Version 8.5.102.02

Log File Management Tool (LFMT) Package 8.5.102.00 contains:

- LFMT Client release 8.5.102.02 and 8.5.101.06

- LFMT Collector release 8.5.102.00

- Workbench Agent release 8.5.102.01

- LFMT Indexer release 8.5.102.00.

What's New

- LFMT Client 8.5.102.02 supports/requires GAX 9.0.100.52+

- Use LFMT Client 8.5.101.05 for GAX 8.5.209 to 9.0.001.37

- Added support for TLS connections between the LFMT Client and LFMT Collector

Resolved Issues

- There are no new resolved issues in this release.

Upgrade Notes

- LFMT Client 8.5.102.00 requires GAX 9.0.100.52+

LFMT Client

- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.102.xx

- If upgrading from 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the utilities directory of the LFMT Collector's install location.

- After completing the 8.5.102.xx Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Version 8.5.101.06

Log File Management Tool (LFMT) Package 8.5.102.00 contains:

- LFMT Client release 8.5.102.02 and 8.5.101.06
- LFMT Collector release 8.5.102.00
- Workbench Agent release 8.5.102.01
- LFMT Indexer release 8.5.102.00.

What's New

- Use LFMT Client 8.5.101.06 for GAX 8.5.209 to 9.0.001.37
- Added support for TLS connections between the LFMT Client and LFMT Collector

Resolved Issues

- There are no new resolved issues in this release.

Upgrade Notes

- LFMT Client 8.5.101.06 requires GAX 8.5.209 to 9.0.001.37
- The Log File Management Tool Collector, Indexer, and Workbench Agents must be upgraded to version 8.5.102.xx
- If upgrading from LFMT 8.5.101.xx, there is no need to upgrade the database schema. If moving from 8.5.100.xx, run the database upgrade scripts included in the *Utilities* directory of the LFMT Collector's install location.
- After completing the 8.5.101.06 Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

Version 8.5.101.05

Log File Management Tool (LFMT) Package 8.5.101.00 contains:

- LFMT Client release 8.5.101.05
- LFMT Collector release 8.5.101.05
- Workbench Agent release 8.5.101.03
- LFMT Indexer release 8.5.101.00.

What's New

- Enhanced audit logging by providing the option to write all configuration changes to the logs (LMST-709)
- The filter criteria used for generating a package is now displayed, when the *Log Package* name is double-clicked on the *Packages* screen (LMST-626)

Resolved Issues

- Fixed the issues with Configuration Server logs not appearing in collection lists for some environments (LMST-648)
- Resolved issues on installing the client plugin when an older version was previously installed on the same host (LMST-641)
- Addressed the issue with a blank message being displayed after a collection attempt (LMST-607)

Upgrade Notes

- The Log File Management Tool Collector must be upgraded to version 8.5.101
- Ensure that the database upgrade scripts are run for version 8.5.101.xx of LFMT. These scripts are included in the *utilities* directory of the LFMT Collector's install location.
- After completing the 8.5.101.xx Client install, delete the original-gax-lfmt-xxx.jar file if it exists within {GaxInstallDirectory}\webapp\WEB-INF\lib

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Version 8.5.100.03

What's New

- LFMT Package 8.5.100.00 contains LFMT Client release 8.5.100.03, LFMT Indexer release 8.5.100.03,

LFMT Collector release 8.5.100.05, and Workbench Agent release 8.5.100.04

- Added support for user roles that allow restricting access to LFMT and any of the pages within the application

- Minor user interface enhancements

Resolved Issues

- Resolved compatibility issues with other GAX plugins (LMST-365)

- Added support for Internet Explorer and Edge browsers (LMST-366)

- Resolved issue with application lists not populating if the database was down in one or more configured sites (LMST-337)

Upgrade Notes

Installation of the client is recommended on a new Genesys Administrator Extension installation.

Version 8.5.000.23

What's New

- LFMT Build 8.5.000.02 contains LFMT Client release 8.5.000.23, LFMT Collector release 8.5.000.28, and LFMT Indexer release 8.5.000.30.

Resolved Issues

- LFMT Client now supports Oracle database connections using service names (LMST-385)

Upgrade Notes

To connect to an Oracle database using a service name, add the following configuration option to the Oracle Database Access Point connected to the provisioned GAX/LFMT Client application:

```
lfmt/use_oracle_service: true
```

Version 8.5.000.20

What's New

- LFMT Build 8.5.000.01 contains LFMT Client release 8.5.000.20, LFMT Collector release 8.5.000.24, and LFMT Indexer release 8.5.000.23.

Resolved Issues

- LFMT Client now correctly sends stop message to LFMT Collector when saving running collection schedules. (LMST-328, LMST-335)

Upgrade Notes

No special procedure is required to upgrade to this release.

Version 8.5.000.18

What's New

- LFMT Client 8.5.000.18 requires the Java 8 Runtime Environment (JRE).
- LFMT Client 8.5.000.18 requires a new LFMT database.
- LFMT Client requires GAX 8.5.
- LFMT Client 8.5.000.18 supports Windows 2012.
- LFMT Client 8.5.000.18 supports a distributed LFMT deployment.
- LFMT Client can schedule/force collections for multiple connected LFMT Collectors.
- LFMT Client can search multiple connected LFMT databases.
- LFMT Client provides ILIKE operation when filtering on custom indexes.
- LFMT Client allows setting time zone for scheduled collections.
- LFMT Client allows for the creation of custom regular expressions.
- LFMT Client displays to which applications custom regular expressions have been assigned.
- LFMT Client has new section 'Available Packages' for downloading previously created packages.
- LFMT database(s) are configured using Database Access Point (DAP) configuration objects.
- LFMT Build 8.5.000.00 contains LFMT Client release 8.5.000.18, LFMT Collector release 8.5.000.18, and LFMT Indexer release 8.5.000.19.

Resolved Issues

This is the first release of the LFMT Client 8.5 and, as such, it contains no corrections or modifications.

Upgrade Notes

There is no upgrade procedure for this release.

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.

Advisory on CVE-2021-44228 | a zero-day in the Apache Log4j 2 Java library

ID: LMST-984 - https://genesys.my.salesforce.com/articles/Product_Advisories/Apache-Log4j-2-Java-library

Please review this page for details on LFMT 8.5.1 component log4j vulnerability mitigation:

* https://docs.genesys.com/Documentation/ST/current/DeploymentGuide/KnownIssues

When using GAX 9.0.103.08+ the LFMT Packages cannot be downloaded; a **Failed/Forbidden** error is presented in the browser due to GAX 9.0.103.08+ not allowing *.zip* files to be downloaded.

ID: LMST- **Found In:** 8.5.104.00 / GAX 9.0.103.08 **Fixed In:**

Workaround: Use the **[lfmt]/use_lfm_extension** option on the respective GAX Application object so that LFMT Packages are created with a *.lfm* extension and not a default *.zip* extension, which subsequently allows the LFMT Packages to be downloaded - this default .zip extension will be reverted in a later LFMT 8.5.10x release based on this GAX 9.0.103.08+ restriction.

For large Force Collection requests, the LFMT Client/GAX will report that the collection has timed out; in many cases, the collection is still running on the server side and performing the collection. The LFMT Collector logs will indicate if the collection is still running.

ID: LMST-588 **Found In:** 8.5.100.03 **Fixed In:** 8.5.104 (via a new GAX [lfmt]/http_request_timeout option)

Workaround: None

In some cases, when stopping or starting a collection schedule there is no feedback to the user that the schedule has successfully changed state

ID: LMST-564 **Found In:** 8.5.100.03 **Fixed In:**

Workaround: No workaround at this time. Verify in the Collector logs if the schedule has been stopped.

In some cases, when performing a forced collection there is no feedback to the user when the collection has finished

ID: LMST-712 **Found In:** 8.5.100.03 **Fixed In:**

Workaround: Restarting GAX will re-enable the display of the messages sent by the Collector.

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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. Top of Page

Release 8.1

You can find Release Notes for particular releases of Log File Management Client at the following links:

Release	Release Date	Release Type	Restrictions	Linux	Windows	Notes
8.1.260.09	03/13/15	Hot Fix		X	X	This release is now EOL/EOS
8.1.260.07	02/27/15	Hot Fix		X	X	This release is now EOL/EOS
8.1.260.06	02/24/15	General		X	X	This release is now EOL/EOS
8.1.250.15	10/21/14	Hot Fix		X	X	This release is now EOL/EOS

Release	Release Date	Release Type	Restrictions	Linux	Windows	Notes
8.1.250.10	08/01/14	Hot Fix		X	X	This release is now EOL/EOS
8.1.250.08	06/06/14	Hot Fix		X	X	This release is now EOL/EOS
8.1.250.07	05/25/14	Hot Fix		X	X	This release is now EOL/EOS
8.1.250.04	05/13/14	General		X	X	This release is now EOL/EOS
8.1.240.44	04/07/14	Hot Fix		X	X	This release is now EOL/EOS
8.1.240.43	02/14/14	General		X	X	This release is now EOL/EOS
8.1.230.53	12/06/13	Hot Fix		X	X	This release is now EOL/EOS
8.1.230.47	08/22/13	General		X	X	This release is now EOL/EOS

Known Issues and Recommendations

Discontinued Support

Version 8.1.260.09

What's New

For environments using a multitenant Configuration Server, applications without an assigned tenant now appear in the Environment section of the LFMT lists.

Resolved Issues

Fixes an issue where the Setup Index/Scrub pane would not populate due to unknown application types.

LFMT Client

LFMT Build 8.1.260.09 contains LFMT Client release 8.1.260.09 and LFMT Server release 8.1.260.09.

Upgrade Notes

Migration Guide from 8.1.250.xx to 8.1.260.xx

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Version 8.1.260.07

What's New

This build contains no new functionality.

Resolved Issues

Fixes an issue where no applications appear in the Select Applications pane of the Create Log Package section. This issue was limited to PostgreSQL databases with a Windows LFMT Server host.

LFMT Build 8.1.260.07 contains LFMT Client release 8.1.260.07 and LFMT Server release 8.1.260.06.

Upgrade Notes

Migration Guide from 8.1.250.xx to 8.1.260.xx

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Version 8.1.260.06

What's New

Enable/Disable Log Collection pane only populates applications that have the configuration option 'all'

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located in the [log] section. (LMST-112)

Manage Log Collectors pane now allows users to start and stop multiple log collection tasks at one time. (LMST-169, LMST-170, LMST-213, LMST-219)

Manage Log Collectors pane now shows Last Run and Next Run times. (LMST-219)

Manage Log Collectors pane allows users to define an exception period when collections will be paused. (LMST-39)

Create Log Package now allows users to filter by specific applications. (LMST-208, LMST-246)

Packages are now built with a details.txt file that specifies the version of LFMT used to create the package. (LMST-110, LMST-187)

All lists are populated in alphabetical order. (LMST-168)

Resolved Issues

Lists now correctly show all applications and application types. Previously, some applications and application types were not populated due to an invalid Tenant DBID. (LMST-111)

Passwords for scheduled log collections are now checked at the time of entry rather than at the beginning of a log collection. (LMST-264)

Enable/Disable Log Collection pane no longer erroneously enables applications. (LMST-269)

Manage Log Collectors pane now correctly shows schedule status after a GAX restart. (LMST-219)

Scheduled Log Collections no longer fail after a temporary loss of connection to the log index database. (LMST-260)

To-From date filters have been fixed in the Create Log Package pane. In some cases, currently writing log files were previously not returned in query results. (LMST-220)

Create Log Package returns query results faster.

LFMT Client

Default Package Delivery Method now shown as 'Download'. Previously, no default was present.

LFMT build 8.1.260.06 requires an update to the log index database.

The configuration options prod_retention_period and temp_retention_period have been merged into one option named retention_period. The default value for retention_period is 3.

The configuration options absolute_prod_folder_path and absolute_temp_folder_path have been merged into one option named absolute_cls_folder_path.

The configuration options cls_archive and arch_retention_period have been removed.

LFMT Build 8.1.260.06 contains LFMT Client release 8.1.260.06 and LFMT Server release 8.1.260.06.

Upgrade Notes

Migration Guide from 8.1.250.xx to 8.1.260.xx

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Version 8.1.250.15

What's New

This build contains no new functionality.

Resolved Issues

This build removes the Case number requirement when sending log file packages via FTP.

LFMT Build 8.1.250.15 contains LFMT Client release 8.1.250.15 and LFMT Server release 8.1.250.15.

Upgrade Notes

Migration Guide from 8.1.240.xx to 8.1.250.xx

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Version 8.1.250.10

What's New

This build contains no new functionality.

Resolved Issues

This release includes minor changes and bug fixes.

LFMT Build 8.1.250.10 contains LFMT Client release 8.1.250.08 and LFMT Server release 8.1.250.10.

Upgrade Notes

Migration Guide from 8.1.240.xx to 8.1.250.xx

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Version 8.1.250.08

What's New

This build contains no new functionality.

LFMT Client

Resolved Issues

This release includes minor changes and bug fixes.

LFMT Build 8.1.250.08 contains LFMT Client release 8.1.250.08 and LFMT Server release 8.1.250.08.

Upgrade Notes

Migration Guide from 8.1.240.xx to 8.1.250.xx

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Version 8.1.250.07

What's New

Application log files older than the value of prod_retention_period are not collected during a CLS refresh.

Resolved Issues

Log Collector now correctly updates CLS with application log files that are still actively writing on Windows hosts.

LFMT Build 8.1.250.07 contains LFMT Client release 8.1.250.07 and LFMT Server release 8.1.250.07.

Upgrade Notes

Migration Guide from 8.1.240.xx to 8.1.250.xx

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Version 8.1.250.04

What's New

This release supports the configuration of a backup Configuration Server in warm standby. This is configured using the backuphostip and backuphostport options in the [cfg_srv_n] section.

backuphostip Default value: No Default Value Valid Values: The IP address of the backup Configuration Server application. Changes Take Effect: After restart of GAX/LFMT Application. Description: Specifies the IP address of the backup Configuration Server.

backuphostport Default value: No Default Value Valid Values: The connection port of the backup Configuration Server application. Changes Take Effect: After restart of GAX/LFMT Application. Description: Specifies the connection port of the backup Configuration Server.

This release reduces bandwidth usage by comparing log files in the Log Database to that present on the application host. This is configured using the pk_location and reduce_bandwidth_usage options in the [app_config] section.

pk_location Default value: No Default Value Valid Values: The location of the GAX startup user's private key. Changes Take Effect: After restart of GAX/LFMT Application. Description: Specifies the location of the GAX startup user's private key. Ex. /home/genesys/.ssh/id_rsa

reduce_bandwidth_usage Default value: true Valid Values: true, false Changes Take Effect: After restart of GAX/LFMT Application. Description: Reduces the bandwidth usage by LFMT Collection.

LFMT Client 8.1.250.04 requires the Java 7 Runtime Environment (JRE).

Naming convention for log file packages now includes seconds in timestamp.

LFMT Build 8.1.250.XX requires the creation of a new log index database.

Resolved Issues

Time-based search functionality has been fixed to properly query for files that were active for the given timeframe.

LFMT Client 8.1.250.XX requires LFMT Server 8.1.250.XX.

LFMT Build 8.1.250.04 contains LFMT Server release 8.1.250.04 and LFMT Client release 8.1.250.04.

Upgrade Notes

Migration Guide from 8.1.240.xx to 8.1.250.xx

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Version 8.1.240.44

What's New

This build contains no new functionality.

Resolved Issues

This release resolves an issue where scheduled log collection tasks would not start under some specific configurations.

Build 8.1.240.01 contains LFMT Server release 8.1.240.43 and LFMT Client release 8.1.240.44.

Upgrade Notes

Migration Guide from 8.1.230.xx to 8.1.240.xx

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Version 8.1.240.43

What's New

Central Log Storage (CLS) manual refresh now pauses Indexer and generates a higher priority collection.

LFMT Client

GUI log package creation flow was modified to improve usability.

Logs of connected applications are selected by default during the package creation.

This release supports Genesys Administrator Extension (GAX) 8.1.4.

This release supports Oracle 11.

Resolved Issues

Password field used in the deployment scripts now supports escape characters. The password is properly recognized when it contains specials characters such as "$,%,&".

Build 8.1.240.00 contains LFMT Server release 8.1.240.43 and LFMT Client release 8.1.240.43.

Upgrade Notes

Migration Guide from 8.1.230.xx to 8.1.240.xx

Version 8.1.230.53

What's New

This build contains no new functionality.

Resolved Issues

Password field used in the GUI now supports HTML escape characters. The password is properly recognized when it contains specials characters such as "%,&".

Indexer is now able to index / scrub previously processed files that have grown in size.

Build 8.1.230.03 contains LFMT Server release 8.1.230.53 and LFMT Client release 8.1.230.53.

Upgrade Notes

No special procedure is required to upgrade to this release.

Version 8.1.230.47

What's New

The Log File Management Tool (LFMT) provides a central repository for the storage of application log files, and an interface for retrieving a set of specified log files. The LFMT has two components, the LFMT Server and the LFMT Client.

The **LFMT Server** performs these functions:

Periodically copies snapshots of the log files for the Genesys applications you define during initial LFMT setup. Compresses the copied log files and transfers them to a central Log File Server in your network. Allows you to specify retention settings for the copied log files on the Log File Server, based on storage available on the Log File Server and/or the likely time period for which logs might be required if a problem occurs with a given Genesys application. Indexes the copied log files on the Log File Server by product and time stamp. Retains a set of the copied log files for each Genesys application according to your configuration settings.

The **LFMT Client** allows you to:

Configure the index settings for the copied log files stored on the Log File Server. Specify the log files to be packaged and transferred to Genesys Customer Care when a problem occurs. Upload packaged log files directly to the FTP folder associated with a Genesys Customer Care open case, using secure FTP protocols.

Please Note:

The Log File Management Tool is offered "as is" by Genesys Customer Care. It may not adhere in all aspects to the same level of rigorous design, development and quality testing standards as official Genesys products. This tool is only available at this time to Genesys customers and partners with Write or Read access to the My Customer Care section of the Customer Care portal.

LFMT Client

Resolved Issues

The first two builds of the Log File Management Tool had a typo in the number of the build package:

- The initial build 8.1.230.47, corresponding with LFMT Server release 8.1.230.47 and LFMT Client release 8.1.230.47, should have been numbered 8.1.230.00.
- The update of build 8.1.230.47 should have been named 8.1.230.01. It contained LFMT Server release 8.1.230.47 and LFMT Client release 8.1.230.47. The only change was the addition of the LFMT Deployment and User's Guide.

Build 8.1.230.02 contains LFMT Server release 8.1.230.48 and LFMT Client release 8.1.230.47.

Upgrade Notes

No special procedure is required to upgrade to this release.

Known Issues and Recommendations

The Known Issues and Recommendations section is a cumulative list for all 8.1.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.

Setup Index/Scrub pane does not populate.

Found In: 8.1.260.07 **Fixed In:** 8.1.260.09

Workaround:

Applications do not appear in the Select Applications pane of the Create Log Package section.

Found In: 8.1.260.06 **Fixed In:** 8.1.260.07

Workaround:

Applications do not appear in Enable/Disable Log Collection List.

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Applications are erroneously enabled in Enable/Disable Log Collection List.

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Manage Log Collectors pane shows incorrect schedule status after GAX restart.

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Newest files in CLS are not returned in Create Log Package query when using To-From filter.

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Log Collection schedules fail after temporary loss of connection to log index database.

Found In: 8.1.250.15 **Fixed In:** 8.1.260.06

Workaround:

Log files actively writing on Windows hosts are not updated during a CLS refresh.

Found In: 8.1.250.04 **Fixed In:** 8.1.250.07

Workaround:

Reindex/Rescrub is not supported when option compress_logs_after_indexing is set to true.

Found In: 8.1.240.43 **Fixed In:** 8.1.250.04

Workaround:

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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.

CLS archive is no longer supported. Discontinued As Of: 8.1.260.06

Reindex/Rescrub is no longer supported. Log files are now scrubbed on demand when log files are packaged. Discontinued As Of: 8.1.250.04

Case number requirement is no longer supported when transferring log file packages via FTP. Discontinued As Of: 8.1.250.15

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