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Genesys Care Release Notes

Workbench Client

5/9/2025

Workbench Client

This Release Note applies to all 9.x releases of Genesys Care **Workbench Client**, effectively the **Workbench UI**.

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
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	
9.1.100.00	05/05/21	General Release		X	X	
9.1.000.00	12/23/20	General Release		X	X	

Release	Release Date (mm/dd/yy)	Release Type	Restrictions	Linux	Windows	Notes
9.0.100.00	05/14/20	General Release		X		
9.0.000.00	02/03/20	General Release			X	

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

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

- Currently it's unknown when Workbench 9.x will provide full log4j 2.17.1 across all components support due to it's 3rd Party integrations.

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 9.2.000.20

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 (Anomaly Detection)

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

- Currently it's unknown when Workbench 9.x will provide full log4j 2.17.1 across all components support due to it's 3rd Party integrations.

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:

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 (Anomaly Detection)

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

- Currently its unknown when Workbench 9.x will provide full log4j 2.17.0 across all components support due to it's 3rd Party integrations.

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
- Workbench AD (Anomaly Detection)

What's New

- Workbench 9.2 now provides an Anomaly Detection (AD) feature, please review the [Anomaly Detection](#) section for more details.

Resolved Issues

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Upgrade Notes

- Details on upgrading from the previous Workbench 9.1.100.00 release to Workbench 9.2.000.00 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 9.1.000.00 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

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 release to Workbench 9.1.100.00 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 (effectively the Workbench UI/Client)
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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.

Resolved Issues

- Overall stability improvements

Upgrade Notes

- Details on upgrading from a previous Workbench release to Workbench 9.1.000.00 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 9.0.100.00 contains Workbench Client Release 9.0.100.00, Workbench IO release 9.0.100.00 and Workbench Agent release 9.0.100.00.

What's New

- Workbench Client 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

Resolved Issues

- Allowed for the DN@IP:PORT syntax to be specified for the source and destination fields in the Channel Monitoring "Start Call" stage.

Upgrade Notes

- Details on upgrading from a previous Workbench release to Workbench 9.0.100.00 can be found in the
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Workbench User's Guide:

<https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/DeployingWorkbench-Upgrade>

Version 9.0.000.00

The Genesys Care Workbench Package 9.0.000.00 contains Workbench Client release 9.0.000.00, Workbench IO Release 9.0.000.00, and Workbench Agent release 9.0.000.00.

What's New

- A new interface enabling richer Dashboard and Visualization capabilities providing an at-a-glance view of Genesys platform health and status
- View Genesys Engage "Alarms" via the Workbench Alarms Console, complimenting existing products such as Genesys Administrator Extensions (GAX)
- View Genesys Engage "Changes" via the greater context, enabling greater context and perspective of Genesys Engage Application Object changes
- New interface for managing/executing Channel Monitoring calls and call flows
- Create custom dashboards that provide centralized visibility of monitoring and troubleshooting data

Resolved Issues

- This is the first release of the Workbench Client 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 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.

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>
-

Health maps Warning limiting the number of objects.

ID: CCWB-3496 Found In: 9.0.000.00 Fixed In:

Workaround: If while creating health-maps you receive the warning message "The URL is big and Kibana might stop working" please click the "advanced settings" link and go to the "Store URLs in session storage" section and change the "state:storeInSessionStorage" switch button to "ON", then save it.

Scrolling down in a table the scroll bar is unresponsive.

ID: CCWB-3495 Found In: 9.0.000.00 Fixed In:

Workaround: In some cases, when the browser's zoom IN or OUT is active and scrolling down a data table the scroll bar is not responding; in that case please reset the browser zoom to normal.

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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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