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Workbench User's Guide

AD Known Issues and Limitations

12/14/2025

AD Known Issues and Limitations

Given Anomaly Detection is a Workbench Component, details of Workbench 9 **Known Issues and Limitations** can also be found on the Genesys Customer Care Portal via [Workbench Release Notes](#)

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

- Workbench Anomaly Detection (AD) is developed using Python and does not use log4j
 - However the Workbench Agent 9.x component is installed on the AD Hosts, therefore either upgrade to Workbench and Anomaly Detection release 9.2.000.10 or review this page for details on Workbench Agent 9.x log4j vulnerability mitigations:
 - <https://docs.genesys.com/Documentation/ST/current/WorkbenchUG/KnownIssuesandLimitations>
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