Workbench User's Guide

AD Pre-Requisites

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Contents

AD Pre-Requisites

Anomaly Detection (AD) and Workbench (WB) Compatibility Matrix

AD Version	WB Version(s)	Compatible	Restrictions	Notes
• 9.2.000.00	• 9.2.000.xx • 9.3.000.00	Yes		

AD Host(s)/Server(s) Operating System Requirements

The Anomaly Detection components are supported on the following Operating Systems:

- Microsoft Server 2012 and 2016
- RHEL 7
- CentOS 7

Important

- The Anomaly Detection components must be installed on separate hosts from the Workbench (WB) core components - i.e. do NOT install AD on the WB Hosts

Important

- Workbench uses the Hostname for component configuration/communication
- Please ensure hostname resolution between Workbench components, including Anomaly Detection Nodes/Hosts and Engage Hosts is accurate and robust
- If the Workbench Hosts have multiple NIC's, please ensure the Hostname resolves to the desired IP Address **prior** to Workbench installation
- Genesys support for the platform versions mentioned on this page ends when the

respective vendors declare End of Support.

Network Ports - AD Hosts

Anomaly Detection (AD) uses the network ports below.

Port	Component	Comments
50000 - 51000	App Manager	Nodes and Inter-process communication
8182	AD API	Expose AD status and visualizations
9091 & 5067	Workbench Agent & Metricbeat	Status and Metrics

Important

- Ensure the Ports are reviewed, opened/unblocked and not in use by other applications **prior** to starting the AD installation

- The ports above can be edited/changed via the Workbench Configuration Console and selecting/editing the respective Workbench AD application object

Hardware Sizing Requirements

Please review the Sizing section for AD hardware requirements.