

GENESYS

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Workbench User's Guide

AD Windows Install - Additional Node

AD Windows Install - Additional Node

Review this link for details on downloading Workbench AD: Downloading Anomaly Detection (AD).

Important

• Ensure you have an installed and running AD Primary Node before installing any AD Additional Nodes

Please use the following steps to install Workbench AD **9.x.xxx.xx** on Windows:

- 1. Extract the downloaded AD_9.x.xxx.xx_WINDOWS.zip compressed zip file.
- 2. Navigate into the AD_9.x.xxx.xx_WINDOWS/ip/windows folder.
- 3. Extract the AD_9.x.xxx.xx_Installer_Windows.zip compressed zip file.
- 4. Open a command prompt As Administrator and run install.bat.
- 5. Click **Next** on the **Genesys Care Workbench Anomaly Detection 9.x** screen to start the Workbench AD installation.



6. Review and if in agreement, click Accept to the Genesys Terms and Conditions to continue.

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Accept Terr	ns and Conditions	
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2. Restrictions of us You agree that you • Copy, repro	se may not (without limitation): oduce, make available to the public or otherwise use any part of these tools in a manner not expressly permitted	•
Reject Back Accept @ Install		

- 7. Select New Installation on the Installation Mode screen
 - There are 2 Installation Modes:
 - New Installation no Workbench Anomaly Detection components are yet running on this host/ node
 - **Upgrade** you already have Workbench Anomaly Detection running on this host/node and wish to upgrade



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Workbench A	nomaly Detection Installation Mode
Please select the ty	pe of Workbench Anomaly Detection installation mode, 'New Install' or 'Upgrade'
Note: only select Upgrade if you already have a previous release of Workbench Anomaly Detection running on this host	
Install Mode:	New Installation
	○ Upgrade
	Cancel Back Next @ Install

- 8. Select the Workbench Anomaly Detection Installation Type:
 - 1. Select the type of Workbench Anomaly Detection Installation:
 - Primary Anomaly Detection Node
 - Additional: Anomaly Detection Node used for distributing load. It is necessary that a primary node be installed prior to installing any additional nodes.
 - 2. Default or Custom Installation Type:
 - **Default** the respective Workbench AD **Default** settings will be used.
 - default settings being paths, ports, etc.
 - **Custom** or, if required, you can change the default settings by selecting a **Custom** install. In Custom mode, the following parameters are required:
 - For Workbench Anomaly Detection:
 - Binary files location
 - Configuration files location
 - Data files location
 - Log files location
 - Socket port
 - Incoming data port from Logstash
 - HTTP AD API port
 - For Workbench Metricbeat:
 - Binary files location

- Data files location
- Log files location
- HTTP port
- For Workbench Agent:
 - Binary files location
 - Log files location
 - HTTP port

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Workbench In	nstallation Type	
Please select the ty	ype of Workbench Anomaly Detection installation; 'Primary' or 'Additional'	
Note: It is necessary th	hat a primary node be installed prior to installing any additional nodes.	
Node Type:	 Primary Node 	
	Additional Node(s)	
Please select either	r a 'Default' or 'Custom' installation type.	
Note: Default will use	Note: Default will use pre-configured settings. With Custom you can modify the default paths,	
ports, etc. settings.		
Settings Type:	 Default 	
	◯ Custom	
Cancel Back Next @ Install		

9. Continue with the next steps for both: **Primary or Additional Node Installation.**

10. Provide the Workbench Primary Zookeeper IP Address and Port

1. If Zookeeper is authenticated, provide username and password

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Workbench Primary Node Settings	
Please provide the Workbench Primary ZooKeeper IP Address and Port	
Note: The ZooKeeper IP Address, not Hostname and Port (i.e. '10.20.30.1:2181')	
Workbench Primary ZooKeeper IP Address:Port	
If ZooKeeper is authenticated, provide the username and password	
Workbench Primary ZooKeeper Username	
Workbench Primary ZooKeeper Password	
Validating connection to ZooKeeper may take a few moments.	
Cancel Back Next Install	

- 11. Base Workbench Properties:
 - Provide the Workbench Anomaly Detection installation folder location
 - AD Hostname: This Hostname will be utilized by the Workbench solution components.

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Base Workbench Properties		
Please provide the Workbench Anomaly Detection installation folder location.		
Note: All AnomalyDete	ection components will be installed relative to this location.	
AD Home Location:		Browse
Hostname: ccare-wi	in1-05	
Note: This Hostname will be utilized by the Workbench solution components.		
Cancel Back Next CInstall		

12. Primary components to be installed: Information on which Workbench components are being installed on this host/node

- Anomaly Detection Node
- Workbench Metricbeat
- Workbench Agent

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Primary Components To Be Installed	
The following components will be installed.	
Anomaly Detection Nod	le 🗸
Workbench Metricbeat	\checkmark
Workbench Agent	\checkmark
Cancel Back Next @ Install	

13. Select / provide the **Service Account** details for the Workbench components:

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Service Account Settings	
Please select/provide the service account details for the	Workbench components.
Note: Workbench components will run using this service account.	
Account Type:	Local System Account
	O Network Account
Note: If Network Account is used, please provide the Account User	name and Password.
Network Username:	
Network Password:	
Cancel Back Next @ Install	

14. The Workbench Anomaly Detection installation will now progress

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Installation progress
Show Details Running:installWorkbenchAnomalyDetection
Cancel Back Next CInstall

15. The Workbench Anomaly Detection installation is complete

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Complete		
Show Details Installation Com	pleted Successfully.	
	Message	
	Finished OK	
Cancel Back Next Ext		

Post Installation Steps

- 1. Validate if the AD primary components services are running:
 - 1. WB Anomaly Detection Node: WB_AnomalyDetection_9.x.xxx.xx
 - 2. WB Metricbeat: WB_Metricbeat_9.x.xxx.xx
 - 3. WB Agent: WB_Agent_9.x.xxx.xx
- 2. Validate if the new AD host appears in Workbench Applications as is presented in AD Configuration.
- 3. Follow the steps in Post Installation Configuration if needed.
- 4. If you are installing AD at first time, follow the guidelines given in Using AD to learn how to use Workbench Anomaly Detection Insights and its features.