Workbench User's Guide

AD Windows Install - Additional Node

4/9/2025

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.
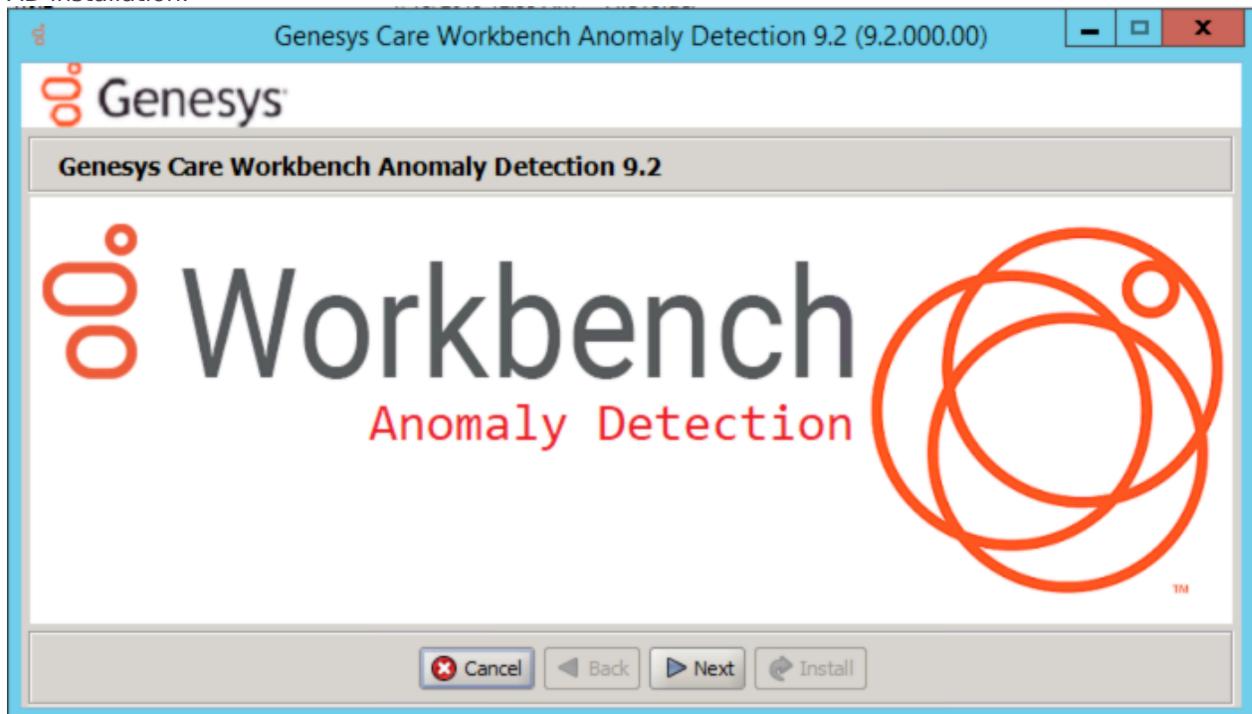
6. Review and if in agreement, click **Accept** to the **Genesys Terms and Conditions** to continue.
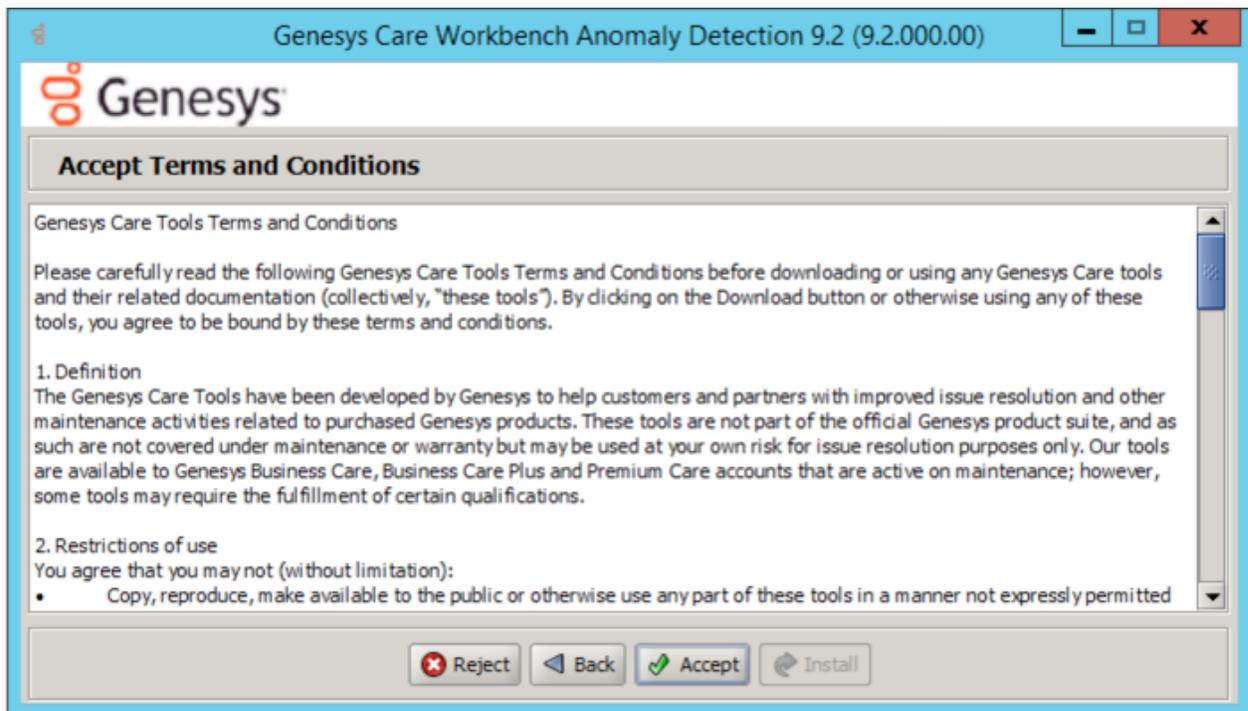
7. Select **New Installation** on the Installation Mode screen

   - 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

        ## Warning
        *AD currently does not support upgrade capability
        *Therefore select **New Installation** and not Upgrade during the AD 9.x.xxx.xx installation
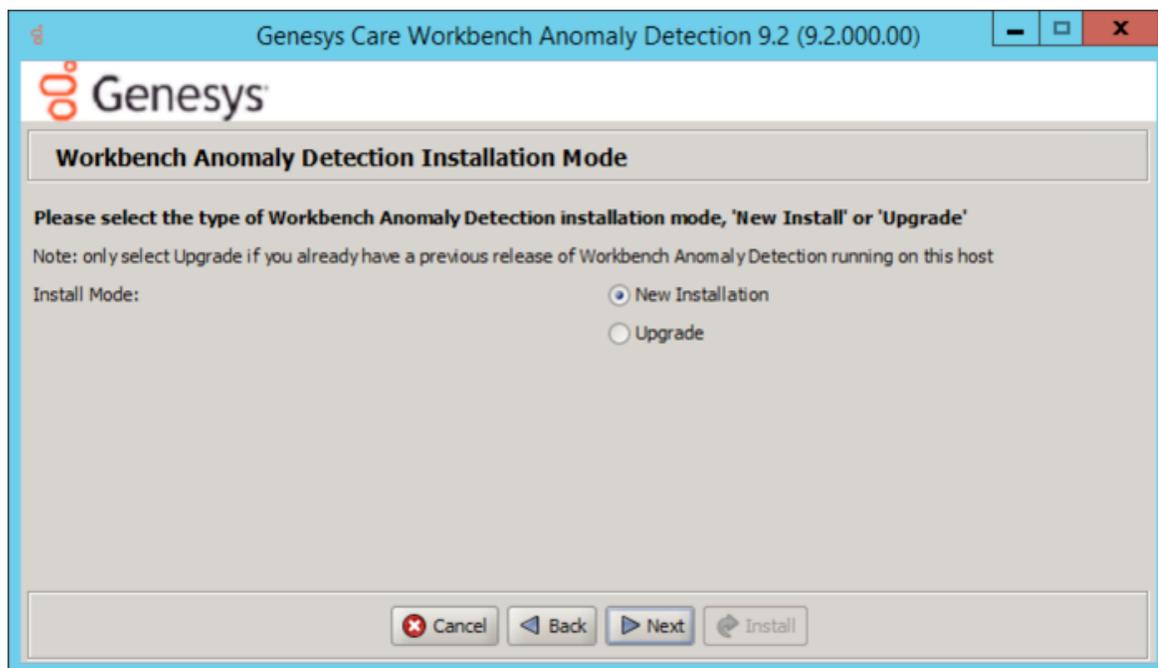
8. Select the **Workbench Anomaly Detection Installation Type:**

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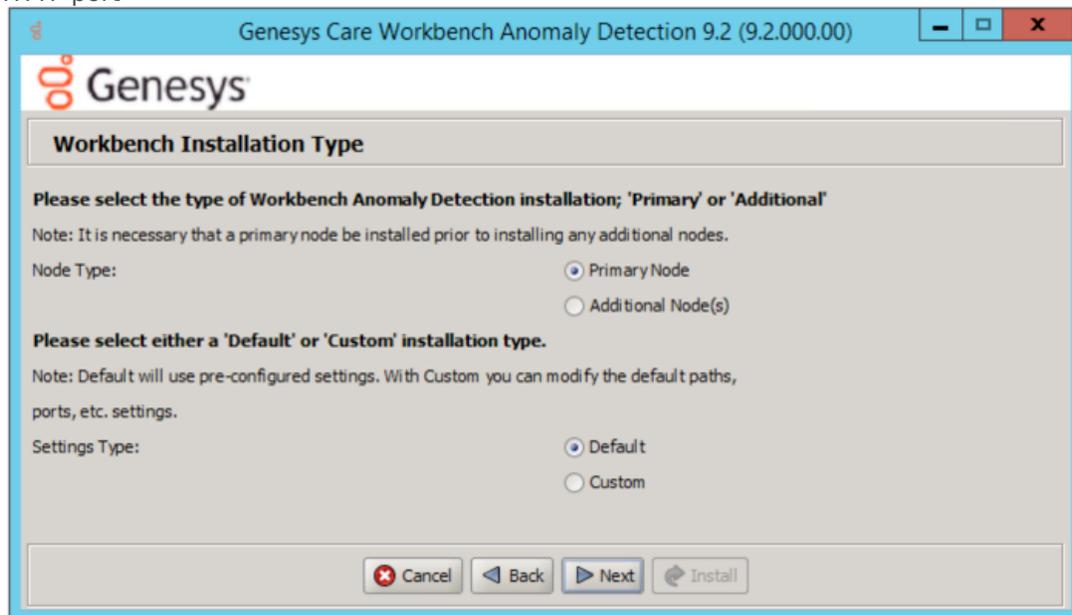
9. Continue with the next steps for both: **Primary or Additional Node Installation.**

10. Provide the Workbench **Primary Zookeeper IP Address and Port**
    1. If Zookeeper is authenticated, provide username and password
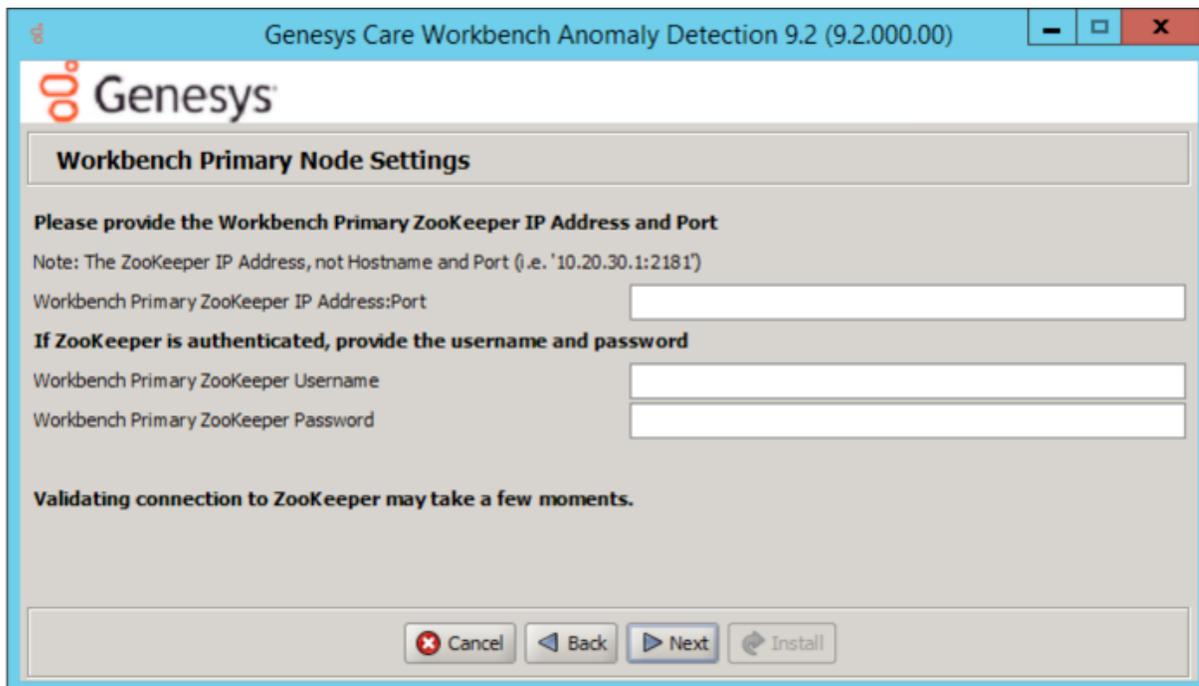
11. Base Workbench Properties:

   - Provide the Workbench Anomaly Detection installation folder location

   - AD Hostname: This Hostname will be utilized by the Workbench solution components.
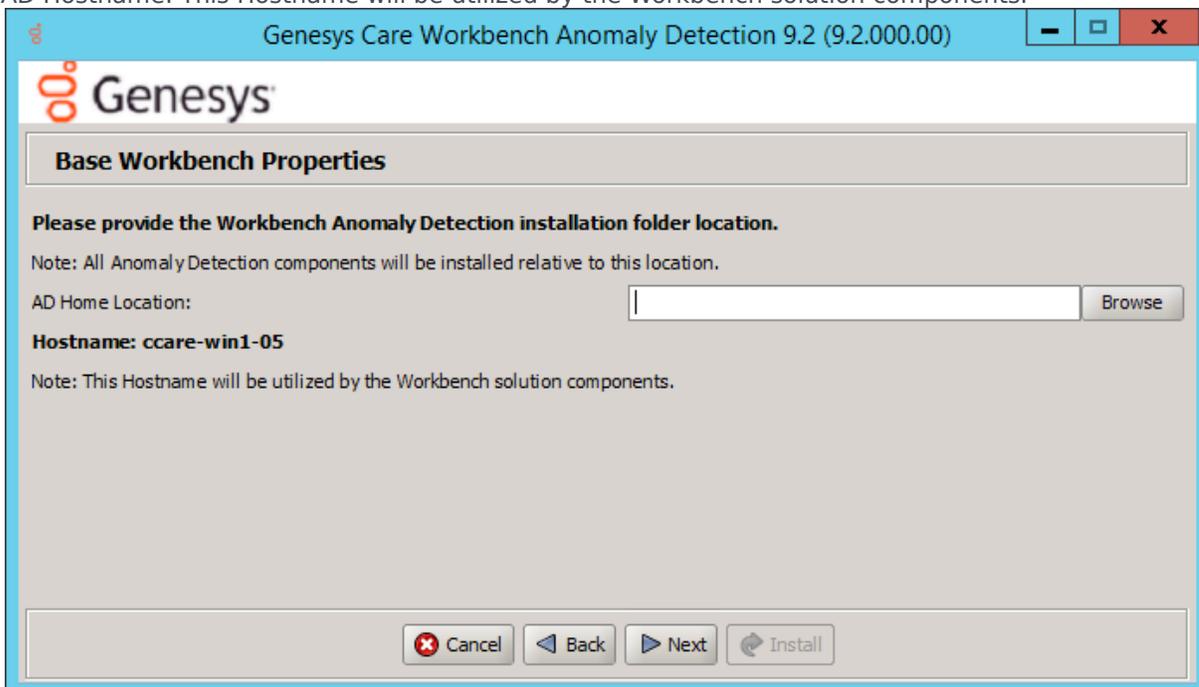
12. Primary components to be installed: Information on which Workbench components are being installed on this host/node

- Anomaly Detection Node
- Workbench Metricbeat
- Workbench Agent
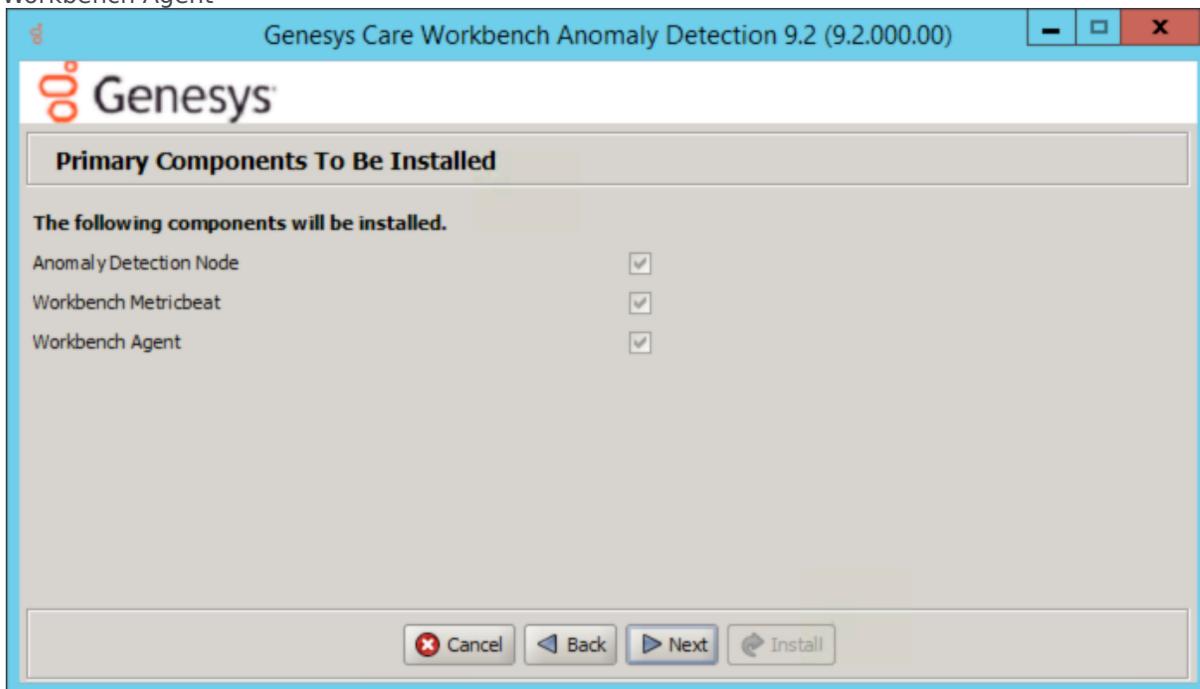
13. Select / provide the **Service Account** details for the Workbench components:
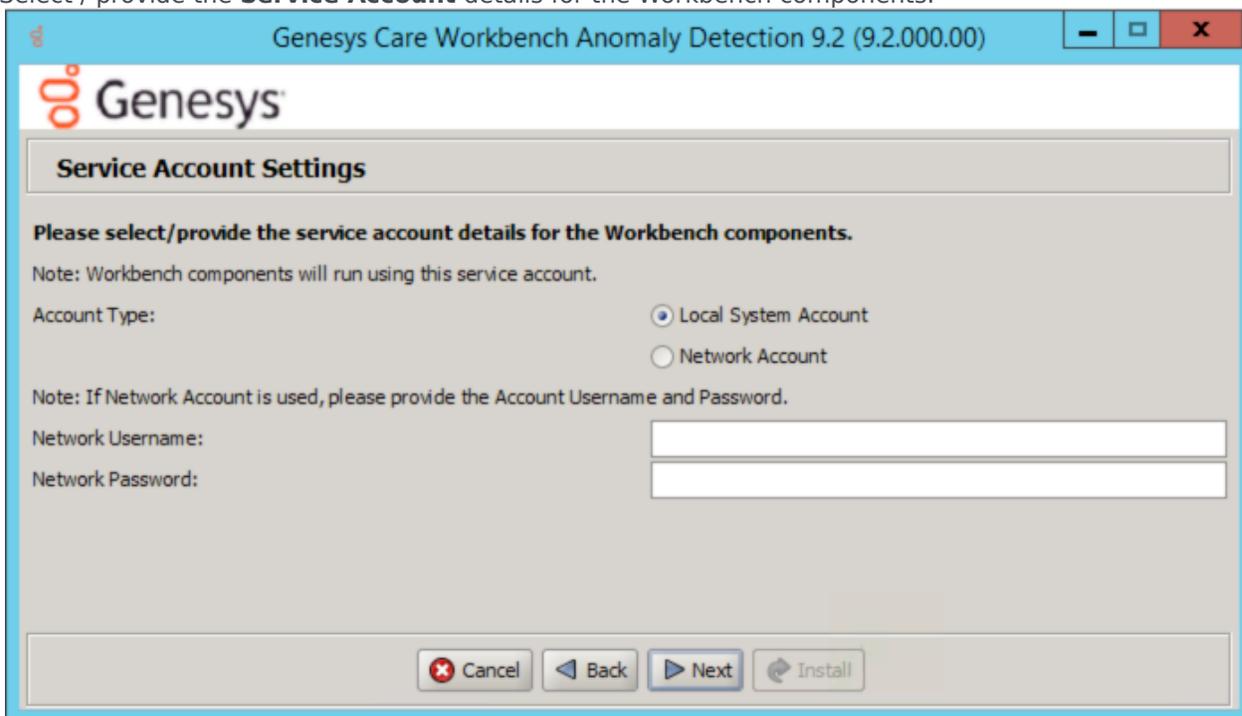
14. The Workbench Anomaly Detection installation will now progress
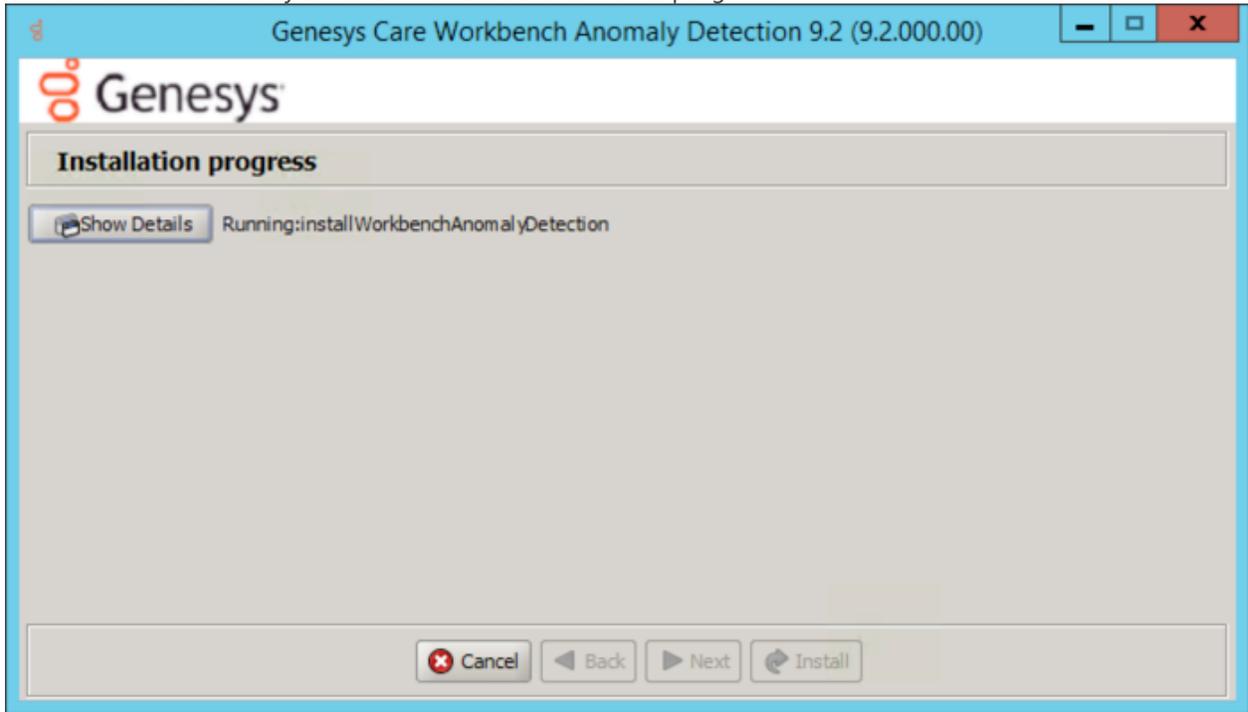
15. The Workbench Anomaly Detection installation is complete
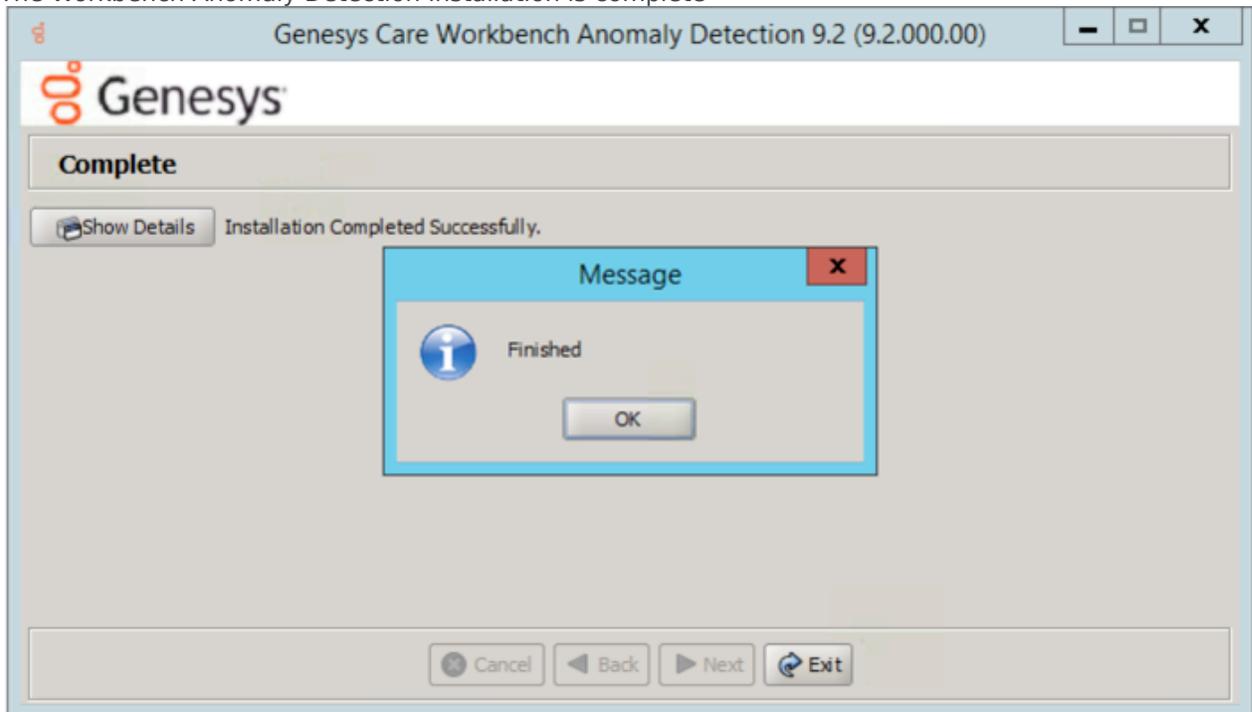
Post Installation Steps

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.