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Workbench User's Guide

[Changes Console](#)

Changes Console

The Workbench Configuration **Changes** Console is a dedicated console that displays a real-time statistics summary as well as a data-table of historic Workbench and Genesys Engage Configuration Changes.

Important

- Currently Workbench is limited to tracking/displaying Genesys Engage CME **Host**, **Application** and **Solution** objects only; all other CME objects are not monitored by Workbench

The statistics summary being Configuration Changes that occurred Today, Yesterday, This Week, Last Week, This Month, Last Month for:

- All Source Changes; Changes from Workbench and Genesys Engage
- Workbench Changes; Changes only from Workbench
- Genesys Engage Changes; Changes only from Genesys Engage

The Changes Console also provides a real time data-table of historic Changes, from either Workbench and Genesys Engage (All Source Changes), Workbench only Changes or Genesys Engage only Changes; the Changes data-table provides the following functionality:

- Columns
 - **Generated** - the generation DateTime of this Change event
 - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone
 - **Config Object** - the particular Object of this Change event
 - **Changed Item** - the Item of this Change event
 - **New Value** - the new value of this Change event
 - **ChangedBy** - the User who actioned the change
 - **Data-Center** - the associated Data-Center
 - **ID** - the internal ID of this Change event
 - **DB ID** - the internal DB ID of this Change event
- Export
 - PDF or XLS
- Column Visibility

Changes Console

- Show/Hide columns
- Normal/Full-Screen
- Column Reordering
 - move columns left or right within the data-table
- Column Search/Filter
 - Filter data-table events based on DateTime, drop-down or text searches
- Column Sort
 - 'Generated' and 'Sent to RAM Service'

An example Workbench **Changes Console** shown below:

The screenshot shows the Workbench Changes Console interface. At the top, there is a navigation bar with 'Workbench' and various menu items. Below the navigation bar, there are three summary cards for 'All Source Changes', 'Workbench Changes', and 'PureEngage Changes'. Each card displays counts for 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', and 'Last Month'. Below the summary cards, there is a table of changes with columns: Generated, Config Object, Changed Item, New Value, Changed By, and Data-Center. The table contains 10 rows of change data and a 'Total Changes: 36' summary at the bottom.

Generated	Config Object	Changed Item	New Value	Changed By	Data-Center
Tue 13 Oct 2020 14:14:18	sjp	TServer/http-port	46664	fizz	
Tue 13 Oct 2020 11:24:22	WB_Kibana_Primary	Workbench Elasticsearch Host	http://cc-app-dev-demo-1:9200,http://cc-app-dev-demo-3:9200	fizz	EMEA
Tue 13 Oct 2020 11:24:22	WB_IO_Primary	Elasticsearch Nodes	cc-app-dev-demo-1:9200,cc-app-dev-demo-3:9200	fizz	EMEA
Tue 13 Oct 2020 11:24:20	logstash	metricbeat.output.elasticsearch.host	http://cc-app-dev-demo-1:9200,http://cc-app-dev-demo-3:9200	fizz	EMEA
Tue 13 Oct 2020 11:24:19	WB_Elasticsearch_2	Initial Master Nodes(s)	node-cc-app-dev-demo-1_Elasticsearch,node-cc-app-dev-demo-3_Elasticsearch	fizz	EMEA
Tue 13 Oct 2020 11:24:19	WB_Elasticsearch_Primary	Initial Master Nodes(s)	node-cc-app-dev-demo-1_Elasticsearch,node-cc-app-dev-demo-3_Elasticsearch	fizz	EMEA
Tue 13 Oct 2020 11:24:18	WB_Elasticsearch_2	Workbench Elasticsearch Discovery/Discovery Host(s)	cc-app-dev-demo-1,cc-app-dev-demo-3	fizz	EMEA
Tue 13 Oct 2020 11:24:18	WB_Elasticsearch_Primary	Workbench Elasticsearch Discovery/Discovery Host(s)	cc-app-dev-demo-1,cc-app-dev-demo-3	fizz	EMEA
Tue 13 Oct 2020 11:13:46	WB_IO_Primary	Zookeeper Nodes	10.31.198.8:2181,10.31.198.6:2181	fizz	EMEA

Changes Console **ChangedBy** field for Genesys Engage Changes

For the Changes Console **ChangedBy** field to be accurate (not "N/A"), the following Genesys Engage configuration is required:

- A connection from the respective Genesys Engage Configuration Server or Configuration Server Proxy to

the Genesys Engage Message Server that Workbench is connected to.

- If not already, **standard=network** added to the **log** section of the Configuration Server or Configuration Server Proxy that Workbench is connected to.

Changes Console and Workbench Data-Center Syncing

Important

- Post a Workbench Data-Center sync, existing Workbench Changes will be synced based on the Workbench Retention Period; Engage Changes will not be synced because each Workbench Data-Center IO component has its own integration to the Engage Configuration/Message Server components and therefore syncing is not required.