

GENESYS

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Workbench User's Guide

Data-Center Synchronization - Configuration

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Data-Center Synchronization -Configuration

This section details the steps necessary to perform a Workbench Data-Center Synchronization:

1. Go to the configuration page -> Data-Center section and click the below button to display the remote Data-Center synchronization form

V Workbench	ferdikanak antiferant karla annat ka mara da a different Data Carter
Overview EMEA	orkbench component hosts cannot be moved to a universit bata-Center
General Total Assigned Host : 1	Application(s) Q IP Address Q
Applications	WB_Zookeeper_Primary,WBA_ cc-tools-chn-dev- 1,WB_IO_Primary,WB_Kibana_ 10.21.199.20
Hosts	Primary,WB_Elasticsearch_Pri mary,WB_Logstash_Primary,W B_Heartbeat_Primary
Data-Centers	
Auditing Cancel	Save

2. In the displayed form, please fill the mandatory fields, remote zookeeper hostname and port. If remote zookeeper has enabled authentication, enter the username and password as well.

		↓ ^A → Data-Center Na			
Overview	EMEA	Remote Data-Center Sy	nchronization	component hosts cannot b	
General Applications	Total Assigned Host : 1	Remote Zookeeper Host Name *	10.31.198.15	lication(s) Zookeeper_Primary,WBA_	IP Address 📿
Hosts		Remote Zookeeper Port *	2181	B_IO_Primary,WB_Kibana_ nary,WB_Elasticsearch_Pri y,WB_Logstash_Primary,W	
Data-Centers Auditing		Remote ZooKeeper User Name	User Name	ical dealer hindry	Cours
		Remote ZooKeeper Passowrd	Password 💿		Save
		Cancel	Sync		

3. After filling the form click the sync button and wait, If your remote Zookeeper address is valid and able to connect, it will start progress synchronization and display the progress status on the screen



Warning	
Please wait for the Workbench Data-Center synchronization to complete; do not perform any Workbench Configuration Changes during this time	

4. Once synchronization completed you can close the modal window and able to see the synchronized remote Data-Center information on the page.

Overview	APAC				
General	Total Assigned Host : 1	Remote Data-Center Synchronization		Q	IP Address 📿
Applications	EMEA			per_Primary,WBA_ n-dev-	
	Total Assigned Host : 1	WB Channel Configurations update completed		mary,WB_Kibana_ _Elasticsearch_Pri ogstash_Primary,W	
		Copying Elasticsearch data to and from 10.31.198.15 is completed		Crimary	
		Copying ZooKeeper data from 10.31.198.15 is completed Sync 0	Completed		
			Close		

5. Check the new/additional remote Workbench Data-Center Host(s) are present in Workbench\

Configuration\Hosts

1. In the example below, **CC-APP-DEC-DEMO-3** is the remote EMEA Data-Center host

Workbench	Dashboards Alarm	s <mark>1</mark> Changes	Channel Monitoring $ \sim $	Discover	Visualize	Configuration
	Туре		Status			
Workbenen	All	\sim	All	\sim		
Overview	Q Search			↓₹		
General	cc-app-dev-der	mo-1				
Applications	IP: 10.31.198.6 🔨	WBA_cc-app-dev-de	emo-1			
Hosts	cc-app-dev-der	mo-3		A !		
Data-Centers	IP: 10.31.198.8 🔨	WBA_cc-app-dev-de	emo-3			
Auditing						

- 6. Check the number of Data-Centers and their names are present in Workbench\Configuration\Overview
 - 1. In the example below, we have 2 x Data-Centers **APAC** (the initiator) and the remote **EMEA** Data-Center

Vorkbench	General Active Alarms				Hosts		Applicatio	ns	
erview ineral plications	System Data Retention Period 30 days Workbench Alarm Expiration 172800 seconds	Critical Alarms O Major Alarms O Minor Alarms O					Total Applications Applications Up Applications Down Applications Unknown		14 14 0 0
sts ta-Centers	Auditing Auditing Events Stored			Remote Alarm M Workbench Applicat	onitoring Ion Name	State		RAM Keep-	Alive
Auditing 103				WB_IO_Primary		Disable	id	8	
				WB_IO_Primary		Disable	id	8	
	Data Centers	Worl	kbench Ager	nts		Pure Engage	e Integration		
Total Data Centers : 2 EMEA APAC		WA	Total		2	Workbench Ap	plication Name	CS Status	SCS Status
		↑ ↓	Total Up Total Down		2 0	WB_IO_Prima	згу	🕑 Up	🕑 Up

7. Repeat the above steps for any other Workbench Data-Center deployments that you wish to form in a Workbench distrbuted architecture

Workbench Data-Center - Post Formation

Warning

- The folders '<WB_HOME_FOLDER>\Karaf\resources\windows\ wbagent_9.x.xxx.xx_installscripts' directory (Windows) and '<WB_HOME_FOLDER>/Karaf/resources/linux/wbagent_9.x.xxx.xx_installscripts' directory (Linux) WILL NEED to be *DELETED* first as new folders will be created with the updated details
- When forming a Workbench Cluster, for example adding a Workbench Node 2 or Node 3, or Node N, on completion of forming the Workbench Cluster, the Workbench IO (i.e. WB_IO_Primary) Application now needs to be restarted to regenerate the correct Workbench Agent Remote JSON configuration file"

Workbench Data-Center - Renaming

Warning

- The folders '<WB_HOME_FOLDER>\Karaf\resources\windows\ wbagent_9.x.xxx.xx_installscripts' directory (Windows) and '<WB_HOME_FOLDER>/Karaf/resources/linux/wbagent_9.x.xxx.xx_installscripts' directory (Linux) WILL NEED to be deleted first as new folders will be created with the updated details
- If/when a Workbench Data-Center is renamed, the Workbench IO (i.e. WB_IO_Primary) Application needs to be restarted to regenerate the correct Workbench Agent Remote JSON configuration file"

Workbench Data-Center - Renaming - Workbench Agent Remote

Warning

1. Post the renaming of a Workbench Data-Center, if an existing host requires a Workbench Agent Remote re-installation, the newly generated binaries in the folders '<WB_HOME_FOLDER>\Karaf\resources\windows\wbagent_9.x.xxx.xx_installscripts' directory (Windows) and '<WB_HOME_FOLDER>/Karaf/resources/linux/ wbagent_9.x.xxx.xx_installscripts' directory (Linux), will first need to be copied to the host before running the "installer.exe" (Windows) or "installer" (Linux) executable"