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Workbench User's Guide

Data-Center Synchronization - Planning

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Pre Data-Center Sync Workbench Architecture

The previous Workbench Installation sections in this document result in a Workbench instance/Cluster deployed at a given Data-Center.

For example:

- You have deployed a single node Workbench in APAC
 - The Engage Master Configuration Server is deployed in APAC
 - An Engage Distributed Solution Control Server (SCS) is deployed
 - Engage Alarms and Changes from both Data-Centers are being ingested into the APAC Workbench
- You have deployed a single node Workbench in EMEA
 - An Engage Configuration Server Proxy is deployed in EMEA
 - An Engage Distributed Solution Control Server (SCS) is deployed
 - Alarms and Changes from both Data-Centers are being ingested into the EMEA Workbench
- From a Genesys Engage perspective the APAC and EMEA Data-Centers are integrated via **CS Proxy** and **Distributed SCS** architecture
- At this stage, the 2 x Workbench deployments are separate from each other, albeit they're integrated to the same Engage platform and you wish to form an holistic, metric data ingestion optimised, distributed Workbench architecture

Check Workbench Component Status at each Data-Center

Prior to commencing a Workbench Data-Center Synchronization, please ensure the following components, at each Data-Center, have a Up/Green status:

- Workbench IO

- Workbench Elasticsearch
- Workbench ZooKeeper
- Workbench Agent (running on the respective Workbench Hosts that are going to be synched)

Warning

- Please double-check the Workbench components above, at each Data-Center, have a Up/Green status before initiating a Workbench Data-Center Sync
- Do not change the Elasticsearch Port (i.e. 9200) post Data-Center synchronization - if the default requires change, change before Data-Center Sync
- Do not change the ZooKeeper Port (i.e. 2181) post Data-Center synchronization - if the default requires change, change before Data-Center Sync

Important

- Workbench Versions on ALL Nodes and at ALL Data-Centers should be running the same release - i.e. do NOT mix 9.0.000.00 with 9.1.000.00.

Important

- With the above planning considered, please progress to the next **Data-Center Synchronization - Configuration** section to begin the Data-Center Synchronization process.