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Workbench User's Guide

[Changes Console](#)

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Changes Console

Changes Console 'ChangedBy' shows User = "N/A"

- 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

Important

- The Workbench "WB_IO_Primary" Service will need to be restarted if/when Workbench loses connection to the Message Server and the connection is not re-established within 2 minutes
 - Confirmation that Workbench cannot connect to Message Server can be validated by reviewing the:
 - "<WORKBENCH_INSTALL_DIRECTORY>/Karaf/data/log/PE_ChangesInterface.log" file and searching for:
 - "Unable to create a connection to both Primary and Backup Message Server" - if present, to resolve, restart the "WB_IO_Primary" Service