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Workbench User's Guide

Upgrade

5/2/2025

Upgrade

Single Node deployment, or Primary node deployment in cluster, upgrade failed

1. To enable troubleshooting, backup logs for Workbench 9.0.1:
 - WBAgent logs: C:\Program Files\Workbench_9.0.100.00\WorkbenchAgent\logs
 - ElasticSearch logs: C:\Program Files\Workbench_9.0.100.00\ElasticSearch\logs
 - Zookeeper logs: C:\Program Files\Workbench_9.0.100.00\ZooKeeper\logs
2. Extract the downloaded **Workbench_9.0.100 .00_Pkg.zip** compressed zip file.
 - Browse to Workbench installation folder (C:\Program Files\Workbench_9.0.100.00) and locate file **uninstall.bat**
 - Execute **uninstall.bat** file as administrator
 - After the uninstall is complete, delete any traces of sub-folder or files in the Workbench_9.0.100.00 or installation folder.
3. After successful uninstall, reinstall Workbench 9.0.1.

Cluster deployment, upgrade failed

If there was a successful upgrade on the primary node but an unsuccessful upgrade in an additional node:

1. To enable troubleshooting, backup logs for Workbench 9.0.1:
 - WBAgent logs: C:\Program Files\Workbench_9.0.100.00\WorkbenchAgent\logs
 - ElasticSearch logs: C:\Program Files\Workbench_9.0.100.00\ElasticSearch\logs
 - Zookeeper logs: C:\Program Files\Workbench_9.0.100.00\ZooKeeper\logs
2. Uninstall Workbench 9.0.1.
 - Browse to Workbench installation folder (C:\Program Files\Workbench_9.0.100.00) and locate file **uninstall.bat**
 - Execute **uninstall.bat** file as administrator
 - After uninstall also delete traces of folder
3. After successful uninstall, reinstall Workbench 9.0.1.

Important

1. Run these steps only on the additional node where the upgrade failed.
2. At the end of an upgrade, all primary and additional nodes should be at same version (Workbench_9.0.100.00).