

GENESYS

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Workbench User's Guide

Workbench Upgrade - Windows - Additional Node

Workbench Upgrade – Windows - Additional Node

Warning

- 1. Ensure the Workbench Primary host/node has been successfully upgraded prior to commencing the upgrade of Workbench Additional Hosts/Nodes.
- 2. For Workbench Primary Node upgrade, please see instructions in section "Workbench Upgrade - Windows - Primary Node"
- 3. Ensure the Workbench Additional Hosts/Nodes are up and running until the Workbench Primary node has completed the upgrade process.
- 4. Once the Workbench Primary node upgrade is completed and its new Services are started, proceed with the Workbench Additional Nodes upgrade process.
- 5. The Workbench data and log folders will be automatically created in the new Workbench installed location.
- 6. **ALL** the Workbench components on this particular host where the Workbench upgrade installer is run will be upgraded.
- 7. You cannot upgrade specific Workbench components on a host/node it's ALL Workbench components

Warning

 Before commencing the Workbench upgrade - please ensure the Workbench Host(s) have 'free' at least 3 times the size of the "<WORKBENCH_INSTALL>/ElasticSearch/data" directory - else the Workbench upgrade process will fail and Workbench data integrity and operation will likely be compromised.

Following these instructions when upgrading a Workbench Additional Node:

- 1. Extract the downloaded Workbench_9.x.xxx.xx_Pkg.zip compressed zip file.
- 2. Navigate into the Workbench_9.x.xxx.xx_Pkg\ip\Windows folder.
- 3. Extract the Workbench_9.x.xxx.xx_Installer_Windows.zip compressed zip file.
- 4. Navigate into the Workbench_9.x.xxx.xx_Installer_Windows folder

- 5. Right Click on the **install.bat** file and select Run as Administrator; alternatively, open a command prompt As Administrator and run **install.bat**.
- 6. On the Genesys Care Workbench 9.x screen.
- Click Next
- 7. On the Genesys Terms and Conditions screen.
- Review and if in agreement, click Accept to continue
- 8. On the next Workbench Installation Mode screen
- Select Upgrade mode given you already have a previous release of Workbench running on this host/ node.
- Click Next
- 9. On the Base Workbench Properties Installation Folder screen
- Provide the **Workbench Home Location** folder where Workbench components will be installed (i.e. "C:\Program Files\Workbench_9.x.xxx.xx")
- For Settings Type select either Default or Custom
 - Choose **Default** for the default paths, ports etc
 - Choose **Custom** to provide specific custom paths, ports etc
- Click Next
- 10. On the Workbench Primary Zookeeper IP Address and Port screen
 - Enter the Workbench Primary Zookeeper IP Address and Port
 - Click Next
- 11. On the Workbench Components to be Upgraded screen
 - All the Workbench components that are installed on this host/node will be automatically checked
 - Click Next

12. On the Service Account Settings screen

Choose System Account or Network Account

- if Network Account is selected, provide the Username and Password to be used.
- Once complete, click **Next**.

13. On the Installation Progress screen

• Click **Next** to start the upgrade

14. On the Installation Complete screen

- Click **OK** on the **Finished** dialog
- Click **Exit**
- 15. At the end of the upgrade process, the previous Workbench versions data and configuration will be restored to the new Workbench version.
- 16. **Repeat** the above for **ALL** Workbench Additional Nodes.