

GENESYS

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Workbench User's Guide

AD Linux Install - Primary Node

AD Linux Install - Primary Node

Review this link for details on downloading Workbench AD: Downloading Anomaly Detection (AD).

Please use the following steps to install Workbench AD **9.x.xxx.xx** on Linux:

- 1. Create a working directory (i.e. ~/tmp) adding the AD_9.x.xxx.xx_LINUX.tar.gz file
- 2. Run **tar zxf AD_9.x.xxx.xx_LINUX.tar.gz** to extract the downloaded *AD_Installer_Linux.tar.gz* compressed file.
- 3. Navigate into the **ip\linux** folder
- 4. Run **tar zxf AD_9.x.xxx.xx_Installer_Linux.tar.gz** to extract AD Installer content; the following files should be extracted:
 - 1. install.sh
 - 2. jdk-11.0.2/
 - 3. lib/
 - 4. AD_9.x.xxx.xx_Installer.jar
- 5. Run ./install.sh (DO NOT prefix ./install.sh with sudo)
- 6. Genesys Care Workbench Anomaly Detection Installation
 - Press Enter on the Genesys Care Workbench Anomaly Detection 9.x screen to start the AD installation.



- 7. Genesys Workbench license agreement.
 - Press Enter to view the Genesys Workbench license agreement
- 8. Review license agreement
 - Enter N for the next page, or press anything else to scroll to the end of the Terms and Conditions



- 9. Genesys Workbench Terms and Conditions
 - If you agree to the Genesys Workbench Terms and Conditions, press Enter (default=Y) or enter Y to continue.
- 10. Workbench Installation Mode:
 - There are 2 Installation Modes:
 - New Installation no Workbench Anomaly Detection components are yet running on this host/ node
 - **Upgrade** you already have Workbench Anomaly Detection running on this host/node and wish to upgrade
 - Press Enter for default value (new installation)





- 11. Workbench AD Installation Type
 - There are 2 Installation Types:
 - Primary Anomaly Detection Node
 - Additional Anomaly Detection Node used for distributing load. You already have Workbench Anomaly Detection Primary Node running in other host.
 - Press **Enter** for default value (primary node)



12. DEFAULT or CUSTOM installation

- Install Workbench AD with Default or Custom settings:
 - Default the respective Workbench AD Default settings will be used.
 - Default settings being installation paths, ports, etc.
 - Custom or, if required, you can change the default settings by selecting a Custom install.
- Press Enter for default value (default installation)

```
PLEASE SELECT EITHER A 'DEFAULT' OR 'CUSTOM' INSTALLATION TYPE.
Note: Default will use pre-configured settings. With Custom you can modify the default paths,
ports, etc. settings.
Settings Type:
Enter a number
1) Default [default]
2) Custom
```

- 13. Provide the Workbench Primary Zookeeper IP Address and Port.
 - If Zookeeper is authenticated, provide username and password.
 - Simply press Enter for username/password if ZooKeeper authentication is disabled

Workbench Primary Node Settings	
PLEASE PROVIDE THE WORKBENCH PRIMARY ZOOKEEPER IP ADDRESS AND PORT Note: The ZooKeeper IP Address, not Hostname and Port (i.e. '10.20.30.1: Workbench Primary ZooKeeper IP Address:Port 10.20.192.164:2181	2181')
SLF4J: Failed to load class "org.slf4j.impl.StaticLoggerBinder". SLF4J: Defaulting to no-operation (NOP) logger implementation SLF4J: See http://www.slf4j.org/codes.html#StaticLoggerBinder for furthe IF ZOOKEEPER IS AUTHENTICATED, PROVIDE THE USERNAME AND PASSWORD Workbench Primary ZooKeeper Username [default:]	r details
(Workbench Primary ZooKeeper Password [default:]	
VALIDATING CONNECTION TO ZOOKEEPER MAY TAKE A FEW MOMENTS.	

14. Provide the Workbench Anomaly Detection installation folder location.



- 15. AD Hostname:
 - This Hostname will be utilized by the Workbench solution components.
- 16. Primary components to be installed: Information on which Workbench components are being installed on this host/node
 - Anomaly Detection Node
 - Workbench Metricbeat
 - Workbench Agent

Primary Components To Be Installed	~~~~~	~~~~~	~~~~~~
THE FOLLOWING COMPONENTS WILL BE INSTALLED. Install the following component? Y or True to install, o Anomaly Detection Node [default:true] [required]	r press	Enter	to skip.
Install the following component? Y or True to install, o Workbench Metricbeat [default:true] [required]	r press	Enter	to skip.
Install the following component? Y or True to install, o Workbench Agent [default:true] [required]	r press	Enter	to skip.

- 17. Select / provide the Service Account details for the Workbench components:
 - · Workbench components will run using this service account



- 18. The Workbench Anomaly Detection installation will now progress
- 19. The Workbench Anomaly Detection installation is complete

BUILD SUCCESSFUL Total time: 42 seconds Finished

Post Installation Steps

- 1. Validate (i.e. service --status-all | grep WB) if the AD Primary component Services are running:
 - 1. WB Anomaly Detection Node: WB_AnomalyDetection_9.x.xxx.xx
 - 2. WB Metricbeat: WB_Metricbeat_9.x.xxx.xx
 - 3. WB Agent: WB_Agent_9.x.xxx.xx
- 2. Validate if the new AD host appears in Workbench/Configuration/Hosts as is presented in AD

Configuration.

- 3. Follow the steps in Post Installation Configuration if needed.
- 4. If you are installing AD at first time, follow the guidelines given in Using AD to learn how to use the Workbench Anomaly Detection Insights features.

Warning

 Post AD installation there is a 3 day training period before Insights are raised; during this time the Insights Console will display "No Insights Found!"