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Workbench User's Guide

AD Pre-Requisites

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AD Pre-Requisites

Anomaly Detection (AD) and Workbench (WB) Compatibility Matrix

| AD Version | WB Version(s) | Compatible | Restrictions | Notes |
|--|---|------------|--------------|-------|
| <ul style="list-style-type: none">9.2.000.00 | <ul style="list-style-type: none">9.2.000.xx9.3.000.00 | Yes | | |

AD Host(s)/Server(s) Operating System Requirements

The Anomaly Detection components are supported on the following Operating Systems:

- Microsoft Server 2012 and 2016
- RHEL 7
- CentOS 7

Important

- The Anomaly Detection components must be installed on separate hosts from the Workbench (WB) core components - i.e. do NOT install AD on the WB Hosts

Important

- Workbench uses the Hostname for component configuration/communication
- Please ensure hostname resolution between Workbench components, including Anomaly Detection Nodes/Hosts and Engage Hosts is accurate and robust
- If the Workbench Hosts have multiple NIC's, please ensure the Hostname resolves to the desired IP Address **prior** to Workbench installation
- Genesys support for the platform versions mentioned on this page ends when the

respective vendors declare End of Support.

Network Ports - AD Hosts

Anomaly Detection (AD) uses the network ports below.

| Port | Component | Comments |
|---------------|------------------------------|---------------------------------------|
| 50000 - 51000 | App Manager | Nodes and Inter-process communication |
| 8182 | AD API | Expose AD status and visualizations |
| 9091 & 5067 | Workbench Agent & Metricbeat | Status and Metrics |

Important

- Ensure the Ports are reviewed, opened/unblocked and not in use by other applications **prior** to starting the AD installation
- The ports above can be edited/changed via the Workbench Configuration Console and selecting/editing the respective Workbench AD application object

Hardware Sizing Requirements

Please review the [Sizing](#) section for AD hardware requirements.