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Workbench User's Guide

AD Windows Install - Additional Node

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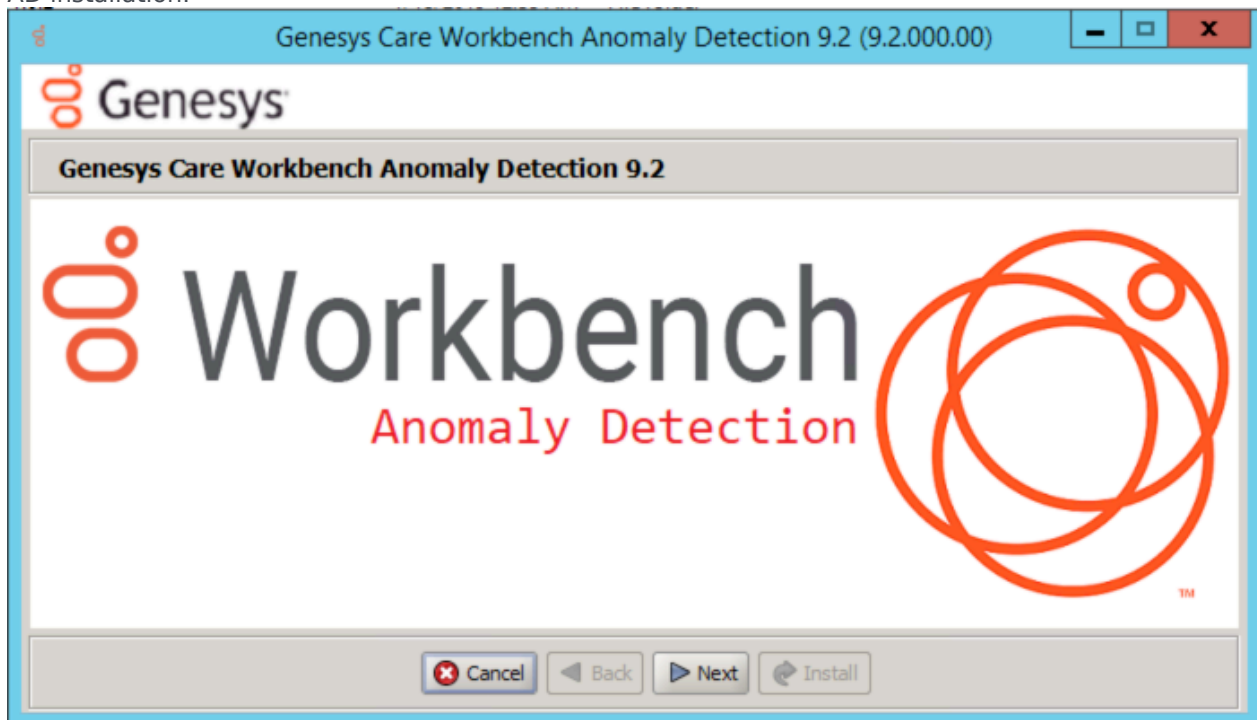
Review this link for details on downloading Workbench AD: [Downloading Anomaly Detection \(AD\)](#).

Important

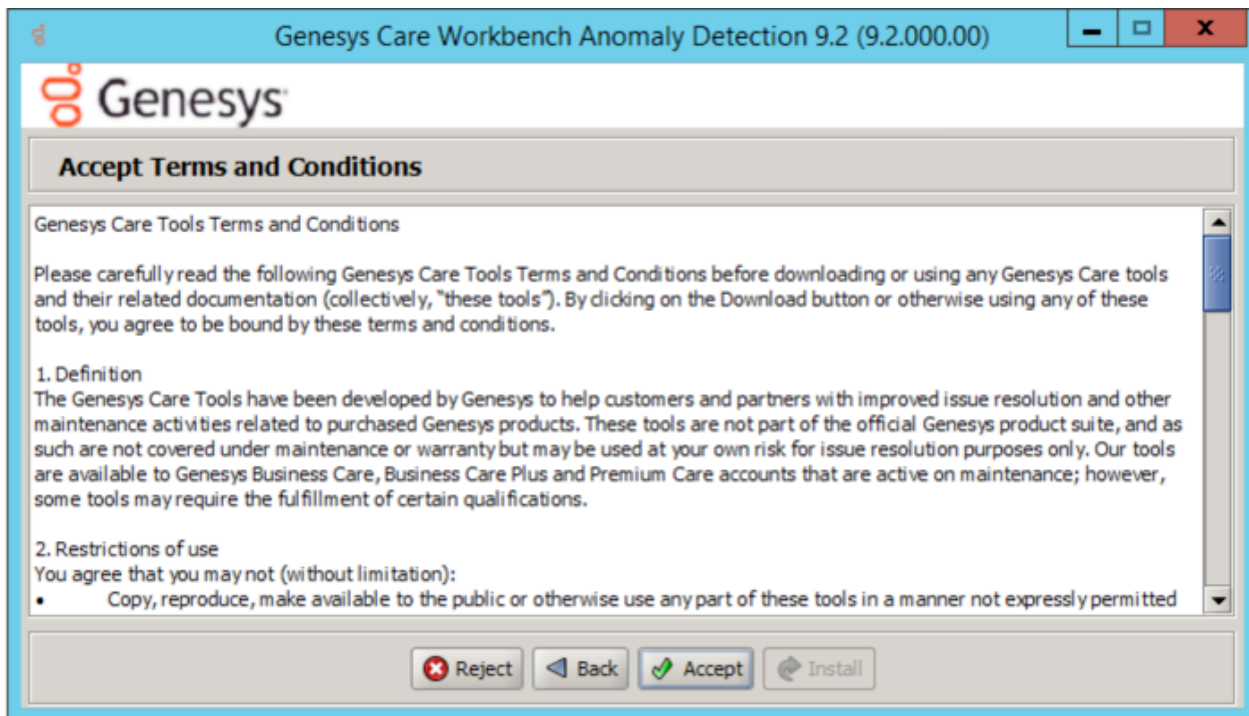
- Ensure you have an installed and running AD Primary Node before installing any AD Additional Nodes

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

1. Extract the downloaded **AD_9.x.xxx.xx_WINDOWS.zip** compressed zip file.
2. Navigate into the **AD_9.x.xxx.xx_WINDOWS/ip/windows** folder.
3. Extract the **AD_9.x.xxx.xx_Installer_Windows.zip** compressed zip file.
4. Open a command prompt **As Administrator** and run **install.bat**.
5. Click **Next** on the **Genesys Care Workbench Anomaly Detection 9.x** screen to start the Workbench AD installation.



6. Review and if in agreement, click **Accept** to the **Genesys Terms and Conditions** to continue.

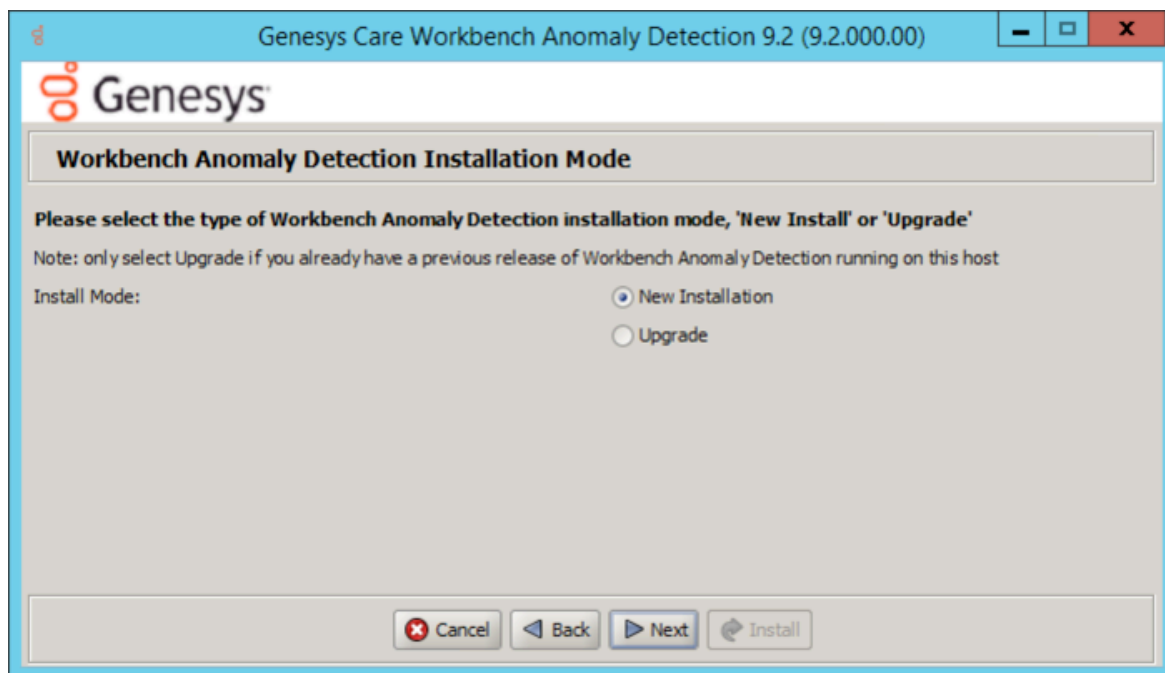


7. Select **New Installation** on the Installation Mode screen

- 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

Warning

*AD currently does not support upgrade capability
*Therefore select **New Installation** and not Upgrade during the AD 9.x.xxx.xx installation



8. Select the **Workbench Anomaly Detection Installation Type:**

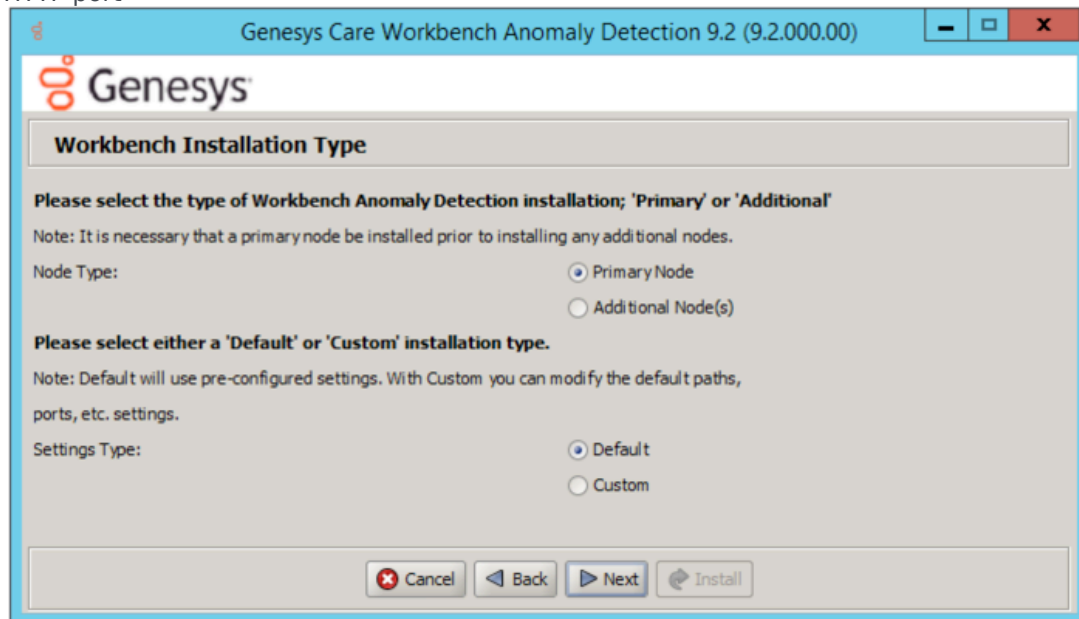
1. Select the type of **Workbench Anomaly Detection Installation:**

- **Primary** Anomaly Detection Node
- **Additional:** Anomaly Detection Node used for distributing load. It is necessary that a primary node be installed prior to installing any additional nodes.

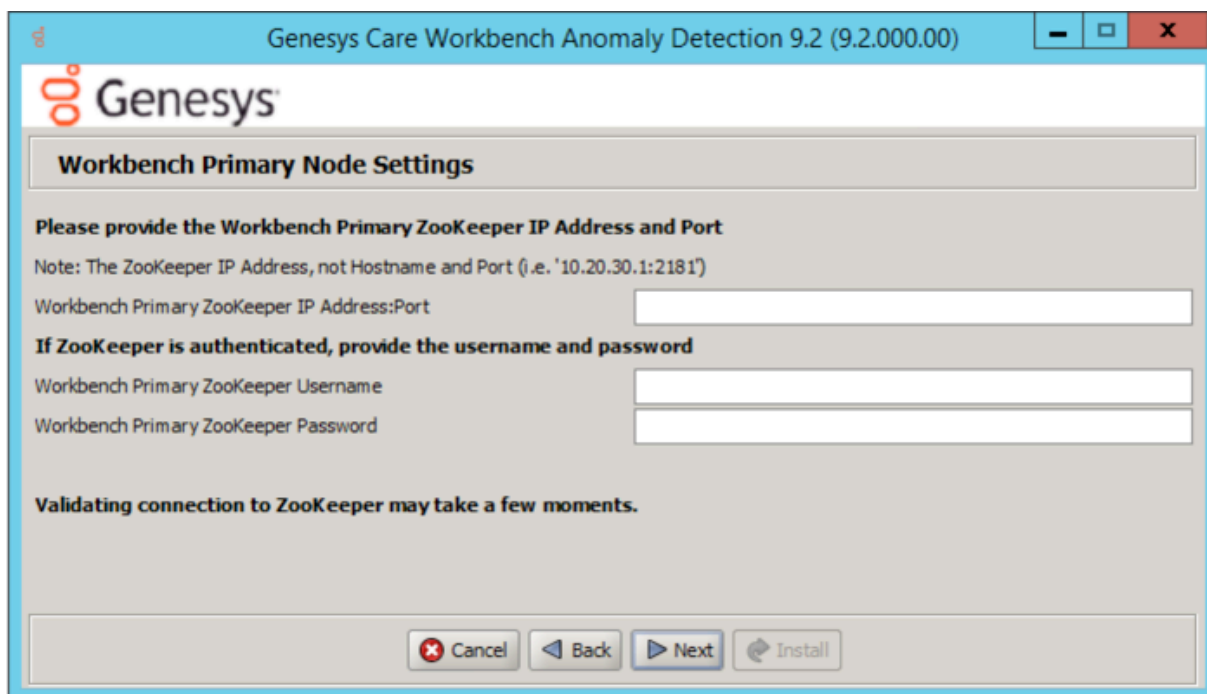
2. Default or Custom Installation Type:

- **Default** - the respective Workbench AD **Default** settings will be used.
 - default settings being paths, ports, etc.
- **Custom** - or, if required, you can change the default settings by selecting a **Custom** install. In Custom mode, the following parameters are required:
 - For Workbench Anomaly Detection:
 - Binary files location
 - Configuration files location
 - Data files location
 - Log files location
 - Socket port
 - Incoming data port from Logstash
 - HTTP AD API port
 - For Workbench Metricbeat:
 - Binary files location

- Data files location
- Log files location
- HTTP port
- For Workbench Agent:
 - Binary files location
 - Log files location
 - HTTP port

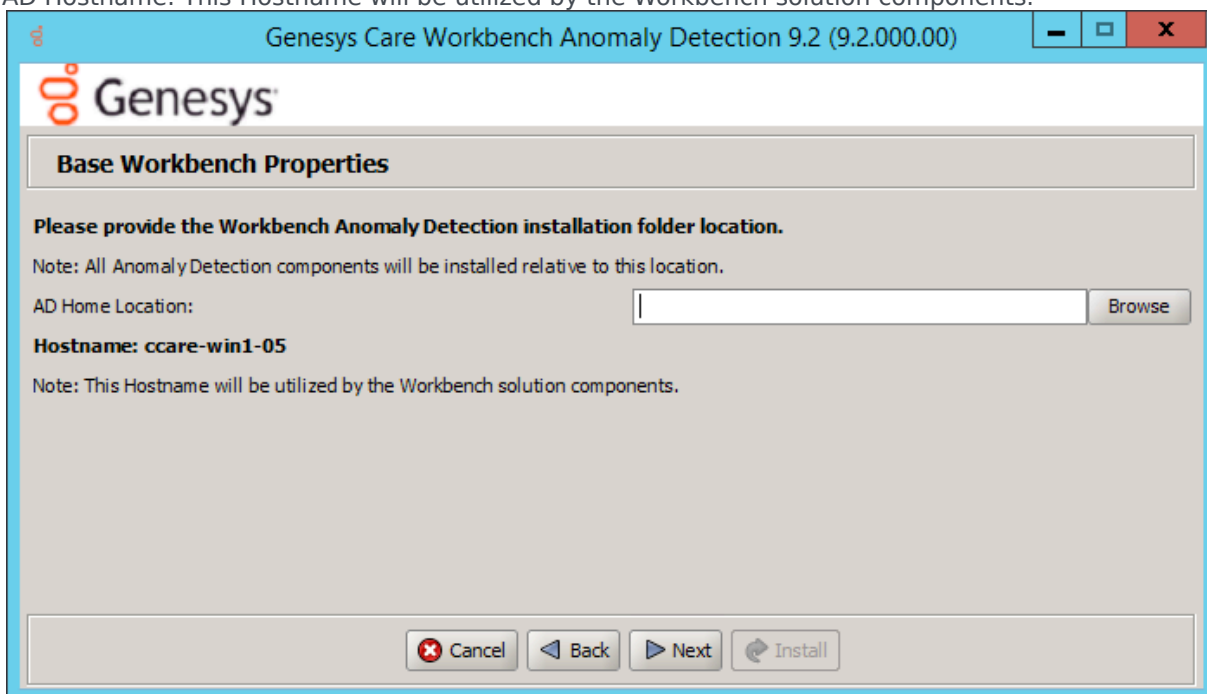


9. Continue with the next steps for both: **Primary or Additional Node Installation.**
10. Provide the Workbench **Primary Zookeeper IP Address and Port**
 1. If Zookeeper is authenticated, provide username and password



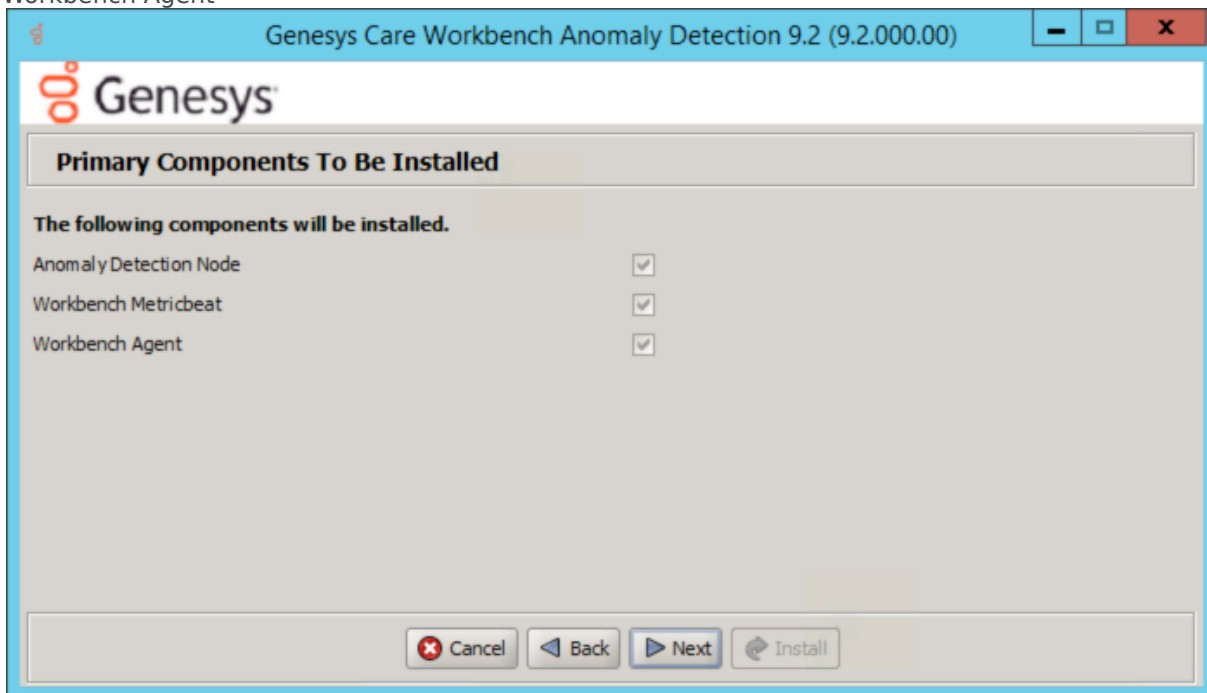
11. Base Workbench Properties:

- Provide the Workbench Anomaly Detection installation folder location
- AD Hostname: This Hostname will be utilized by the Workbench solution components.

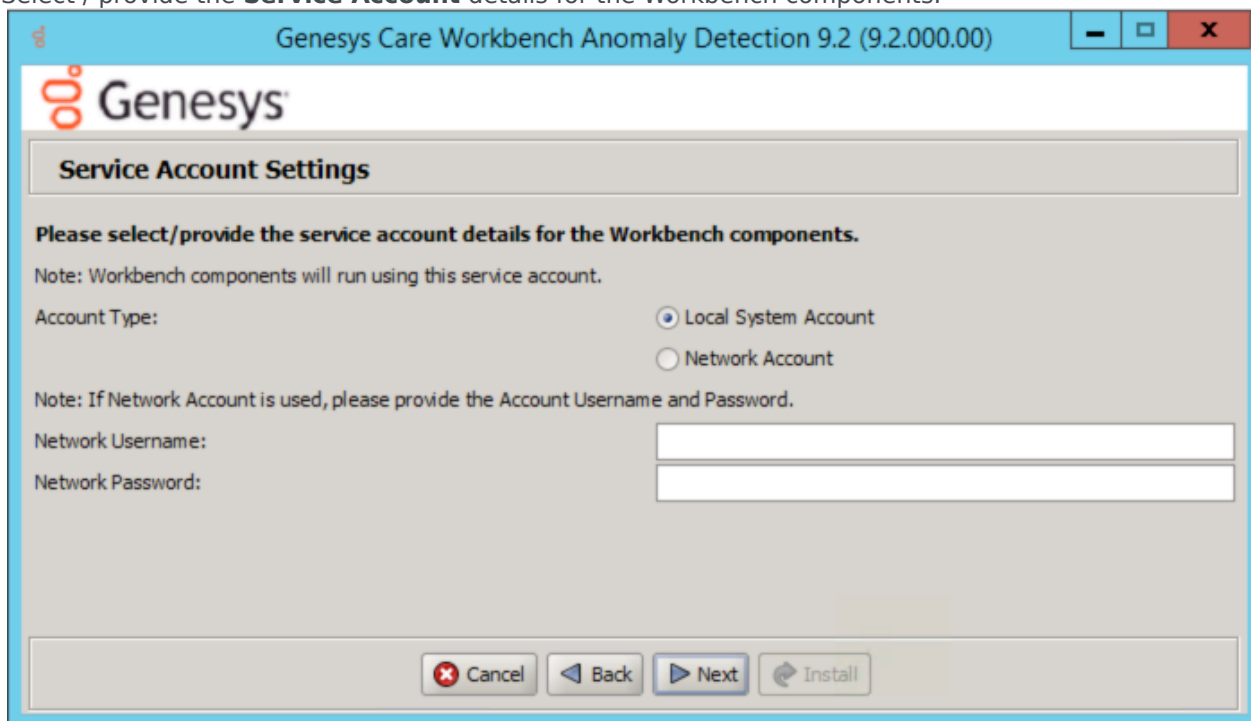


12. Primary components to be installed: Information on which Workbench components are being installed on this host/node

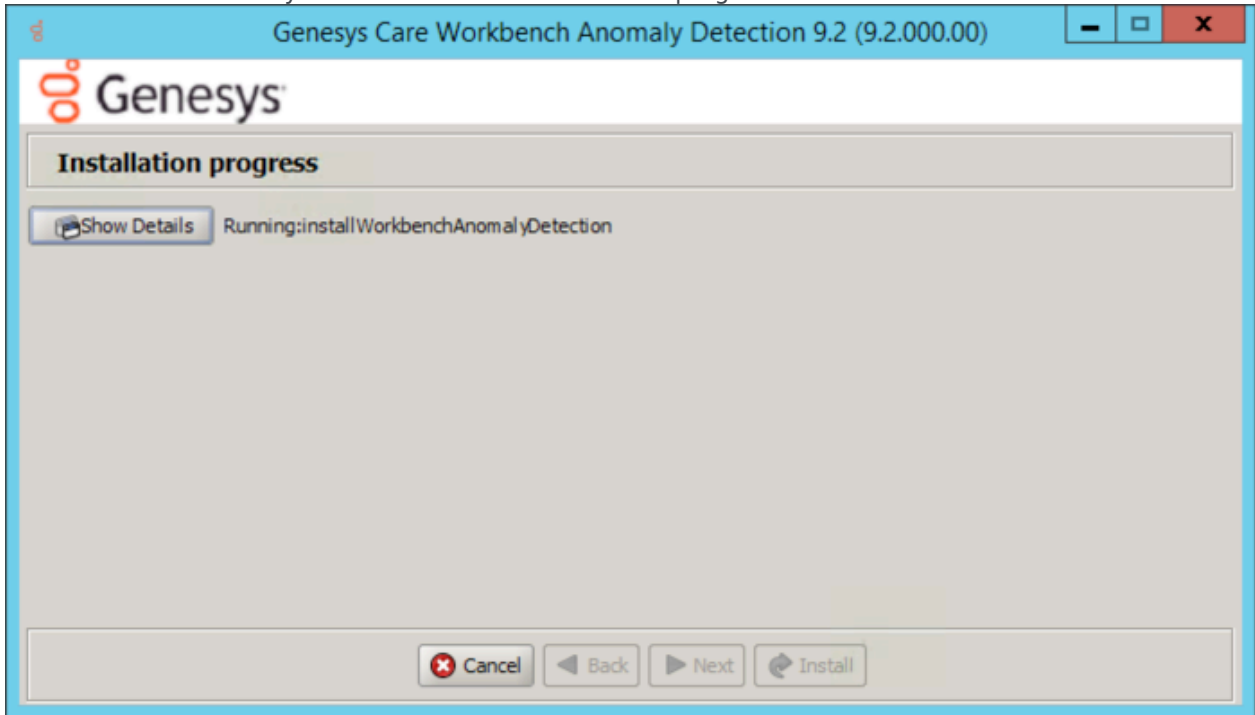
- Anomaly Detection Node
- Workbench Metricbeat
- Workbench Agent



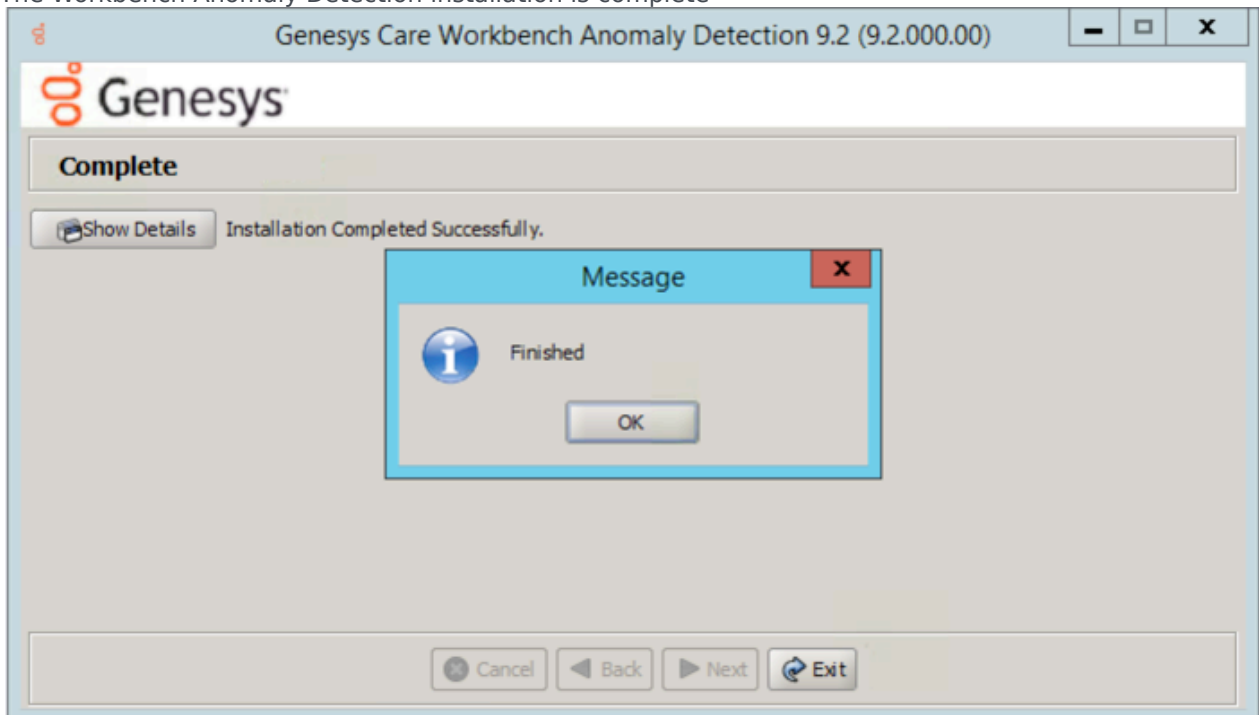
13. Select / provide the **Service Account** details for the Workbench components:



14. The Workbench Anomaly Detection installation will now progress



15. The Workbench Anomaly Detection installation is complete



Post Installation Steps

1. Validate if the AD primary components 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 Applications 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 Workbench Anomaly Detection Insights and its features.