

# **GENESYS**

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## Workbench User's Guide

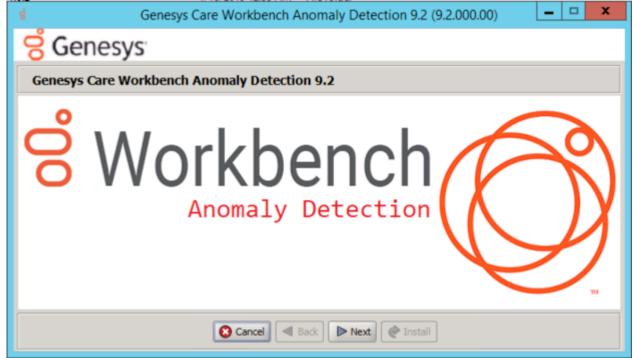
AD Windows Install - Primary Node

## AD Windows 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 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.

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<mark>ල් Genesys</mark>
Accept Terms and Conditions
Genesys Care Tools Terms and Conditions         Please carefully read the following Genesys Care Tools Terms and Conditions before downloading or using any Genesys Care tools and their related documentation (collectively, "these tools"). By clicking on the Download button or otherwise using any of these tools, you agree to be bound by these terms and conditions.         1. Definition         The Genesys Care Tools have been developed by Genesys to help customers and partners with improved issue resolution and other maintenance activities related to purchased Genesys products. These tools are not part of the official Genesys product suite, and as such are not covered under maintenance or warranty but may be used at your own risk for issue resolution purposes only. Our tools are available to Genesys Business Care, Business Care Plus and Premium Care accounts that are active on maintenance; however, some tools may require the fulfillment of certain qualifications.
<ul> <li>2. Restrictions of use</li> <li>You agree that you may not (without limitation):</li> <li>Copy, reproduce, make available to the public or otherwise use any part of these tools in a manner not expressly permitted</li> </ul>
🔇 Reject 🖪 Back 🥜 Accept 🕐 Install

- 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



Security Select the type of Workbench Anomaly Detection Installation Mode         Please select the type of Workbench Anomaly Detection installation mode, 'New Install' or 'Upgrade'         Note: only select Upgrade if you already have a previous release of Workbench Anomaly Detection running on this host         Install Mode: <ul> <li>New Installation</li> <li>Upgrade</li> <li>Vegrade</li> </ul>	ę	Genesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)			
Workbench Anomaly Detection Installation Mode         Please select the type of Workbench Anomaly Detection installation mode, 'New Install' or 'Upgrade'         Note: only select Upgrade if you already have a previous release of Workbench Anomaly Detection running on this host         Install Mode: <ul> <li>New Installation</li> </ul>	Sene:	SVS'			
Please select the type of Workbench Anomaly Detection installation mode, 'New Install' or 'Upgrade'         Note: only select Upgrade if you already have a previous release of Workbench Anomaly Detection running on this host         Install Mode: <ul> <li>New Installation</li> </ul>					
Note: only select Upgrade if you already have a previous release of Workbench Anomaly Detection running on this host Install Mode: <ul> <li>New Installation</li> </ul>	WORDERCHA				
Install Mode: <ul> <li>New Installation</li> </ul>	Please select the t	ype of Workbench Anomaly Detection installation mode, 'New Install' or 'Upgrade'			
	Note: only select Upg	rade if you already have a previous release of Workbench Anomaly Detection running on this host			
O Upgrade	Install Mode:	New Installation			
		○ Upgrade			
🔇 Cancel < Back 🕨 Next @ Install		🙆 Cancel 🖪 Back 🕨 Next 🕐 Install			

- 8. Select the Workbench Anomaly Detection Installation Type:
  - 1. Select the type of Workbench Anomaly Detection Installation:
    - Primary: master Anomaly Detection Node
    - Additional: 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 installation paths, ports, etc.
    - **Custom** or, if required, you can change the default settings by selecting a **Custom** install.
      - 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

	Genesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)			
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Workbench Ins	tallation Type			
Please select the type	e of Workbench Anomaly Detection installation; 'Primary' or 'Additional'			
Note: It is necessary that	t a primary node be installed prior to installing any additional nodes.			
Node Type:	<ul> <li>Primary Node</li> </ul>			
	Additional Node(s)			
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:	<ul> <li>Default</li> </ul>			
	Oustom			
Cancel Back Next @ Install				

- 9. Provide the Workbench Primary Zookeeper IP Address and Port
  - If Zookeeper is authenticated, provide username and password

d Genesys Care Workbench Anomaly Detection 9.2	(9.2.000.00) <b>– – X</b>		
Genesys			
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. '10.20.30.1:2181')			
Workbench Primary ZooKeeper IP Address:Port			
If ZooKeeper is authenticated, provide the username and password			
Workbench Primary ZooKeeper Username			
Workbench Primary ZooKeeper Password			
Validating connection to ZooKeeper may take a few moments.			
Cancel Back Next @ Install	)		

#### 10. Base Workbench Properties:

Provide the Workbench Anomaly Detection installation folder location

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<mark>ල්</mark> Genesys				
Base Workbench Properties				
Please provide the Workbench Anomaly Detection upgrade in	stallation folder location			
Note: The new versions of Workbench Anomaly Detection components	will be installed relative to this location			
AD Home Location:	C:\Program Files\Workbench_AD_9.2.0	00.00	B	rowse
Cancel d Back	Next @ Install			

• AD Hostname: This Hostname will be utilized by the Workbench solution components.

#### 11. Primary Components to be Installed

Information on which Workbench components are being installed on this host/node

- Anomaly Detection Node
- Workbench Metricbeat
- Workbench Agent

	Genesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)		
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Primary Compo	onents To Be Installed		
The following compo	nents will be installed.		
Anomaly Detection Node	e 🗸		
Workbench Metricbeat	✓		
Workbench Agent	✓		
Cancel Back Next @ Install			

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

	Genesys Care Workbench Anor	naly Detection 9.2 (9.2.000.00)	• x
Gene:	sys		
Service Accou	unt Settings		
Please select/prov	vide the service account details for the Wo	rkbench components.	
Note: Workbench com	ponents will run using this service account.		
Account Type:		Local System Account	
		Network Account	
Note: If Network Acco	ount is used, please provide the Account Usernar	me and Password.	
Network Username:			
Network Password:			
Cancel Back Next @ Install			

13. The Workbench Anomaly Detection installation will now **progress** 

denesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)	<b>– – ×</b>
<del>G</del> Genesys	
Installation progress	
Show Details Running:installWorkbenchAnomalyDetection	
😢 Cancel 🔍 Back 🕨 Next 🕐 Install	

14. The Workbench Anomaly Detection installation is **complete** 

Genesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)	<b>x</b>
Complete	
Show Details Installation Completed Successfully.	
Cancel Back Next CExt	

Click  $\boldsymbol{\mathsf{OK}}$  and  $\boldsymbol{\mathsf{Exit}}$  to close the installation dialogs.

### 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.

#### 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!"