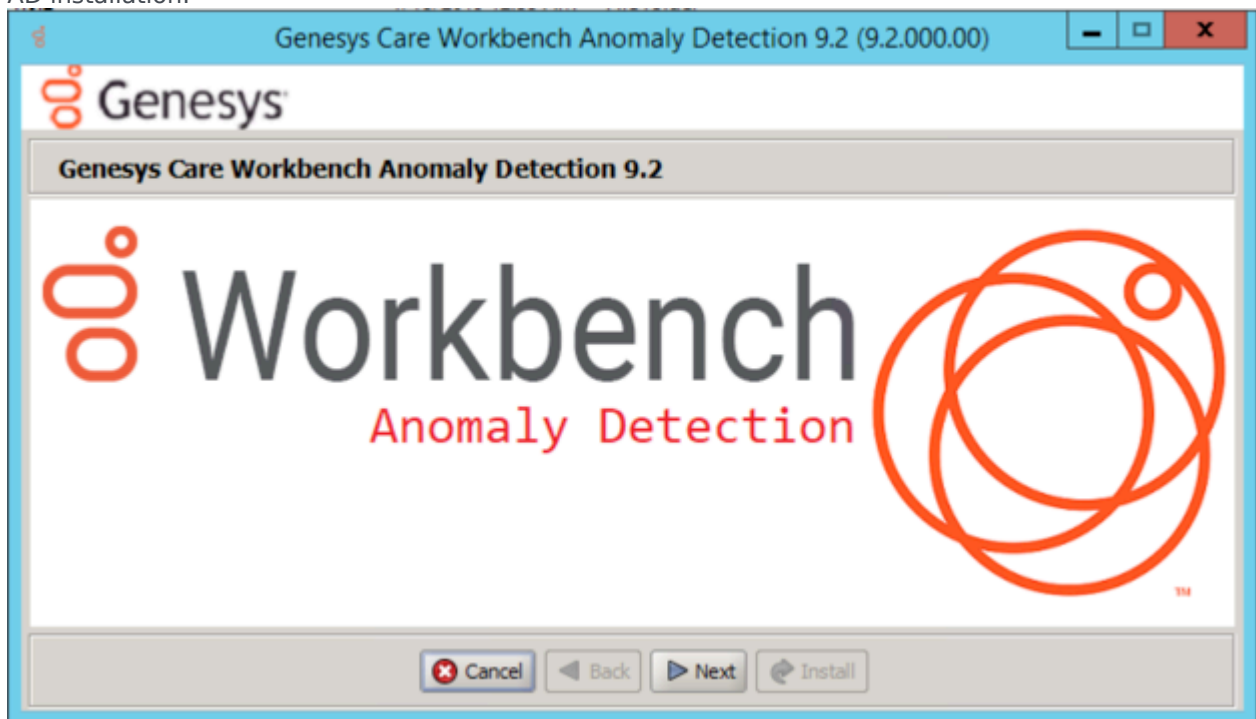GENESYS™

Workbench User's Guide

AD Windows Install - Primary Node

4/3/2025

AD Windows Install - Primary Node
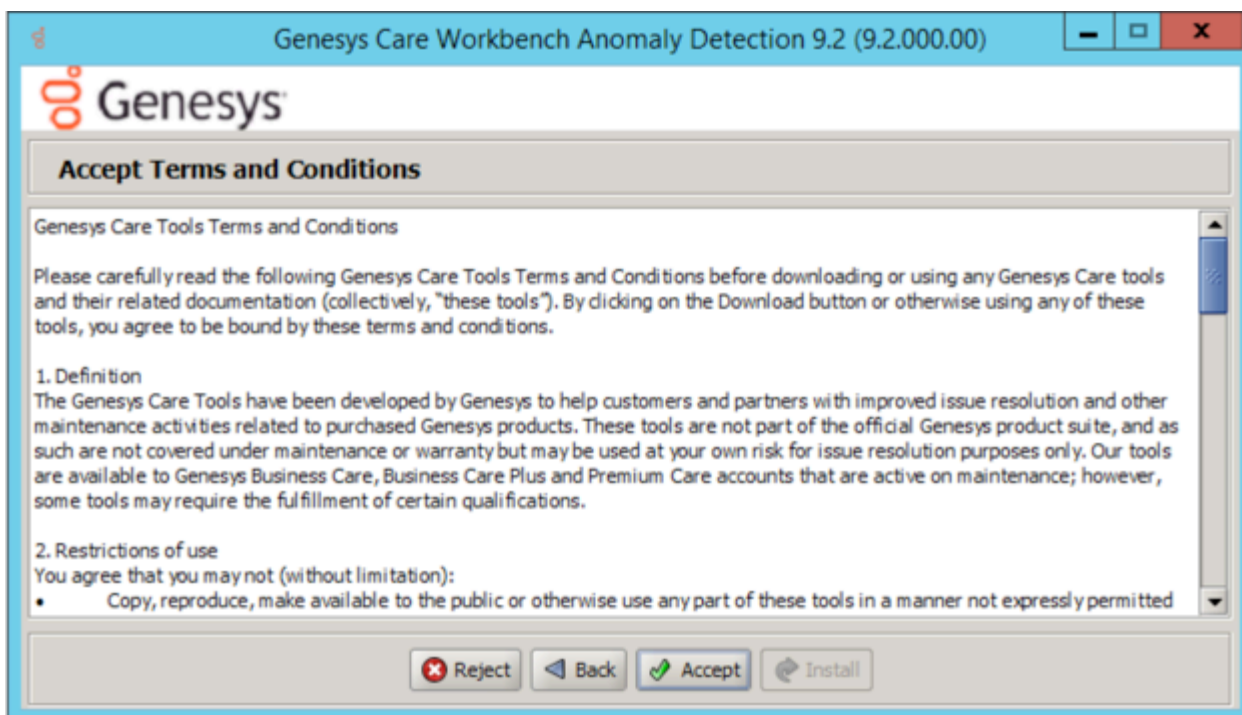
Review this link for details on downloading Workbench AD: Downloading Anomaly Detection (AD).

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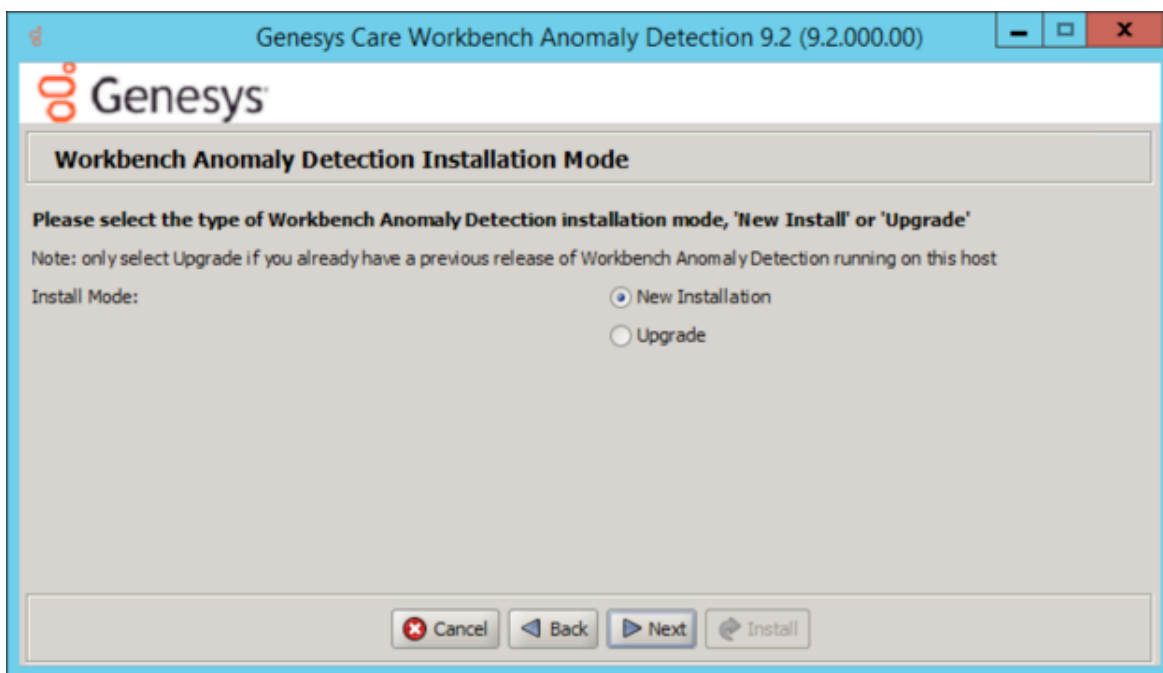
7. Select **New Installation** on the Installation Mode screen

   - 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 has no upgrade capability
         *Therefore select **New Installation** and <u>not</u> Upgrade during the AD 9.x.xxx.xx installation

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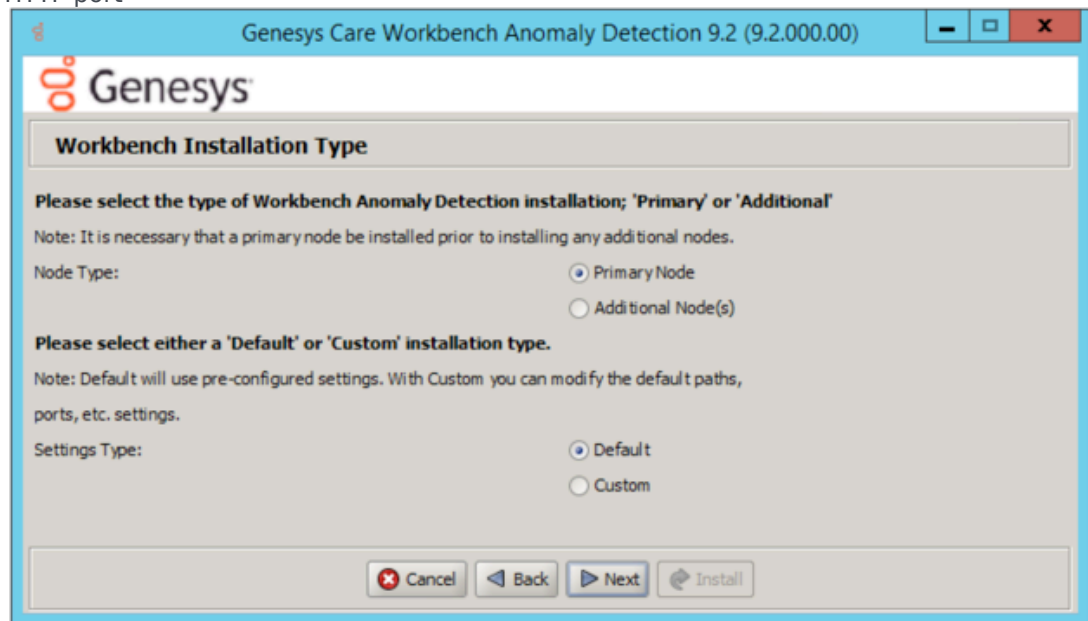
    1. Select the type of **Workbench Anomaly Detection Installation:**

        - **Primary:** 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.
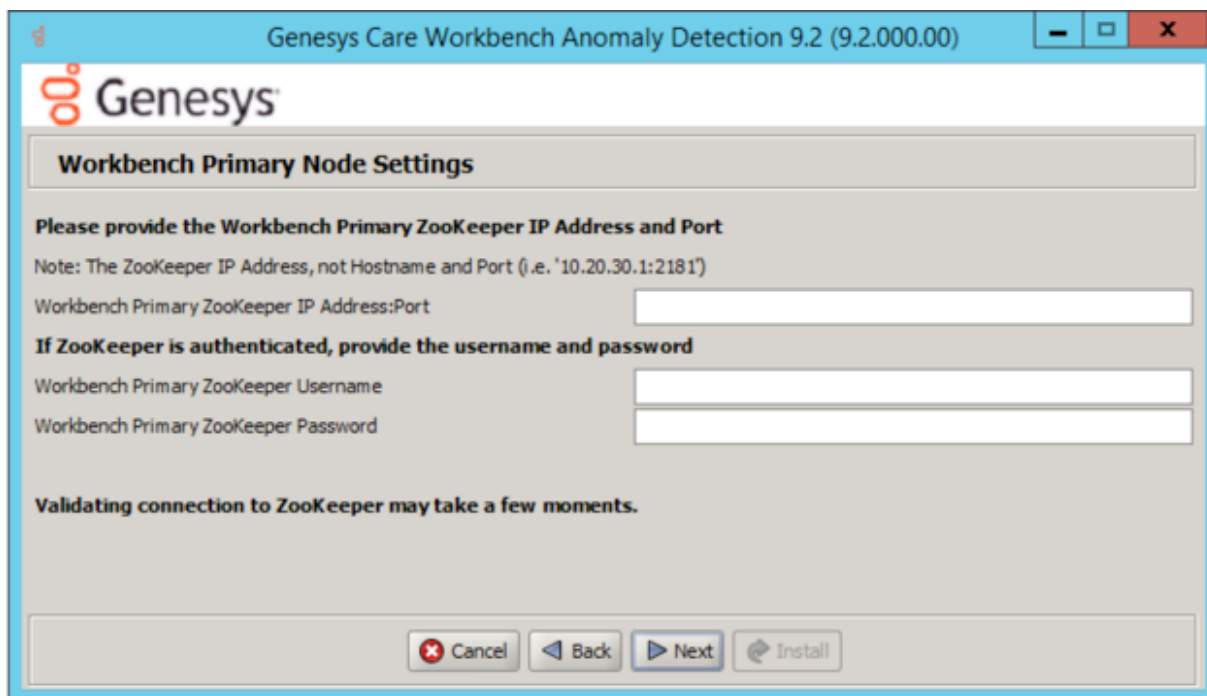
    2. Default or Custom Installation Type:

        - **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
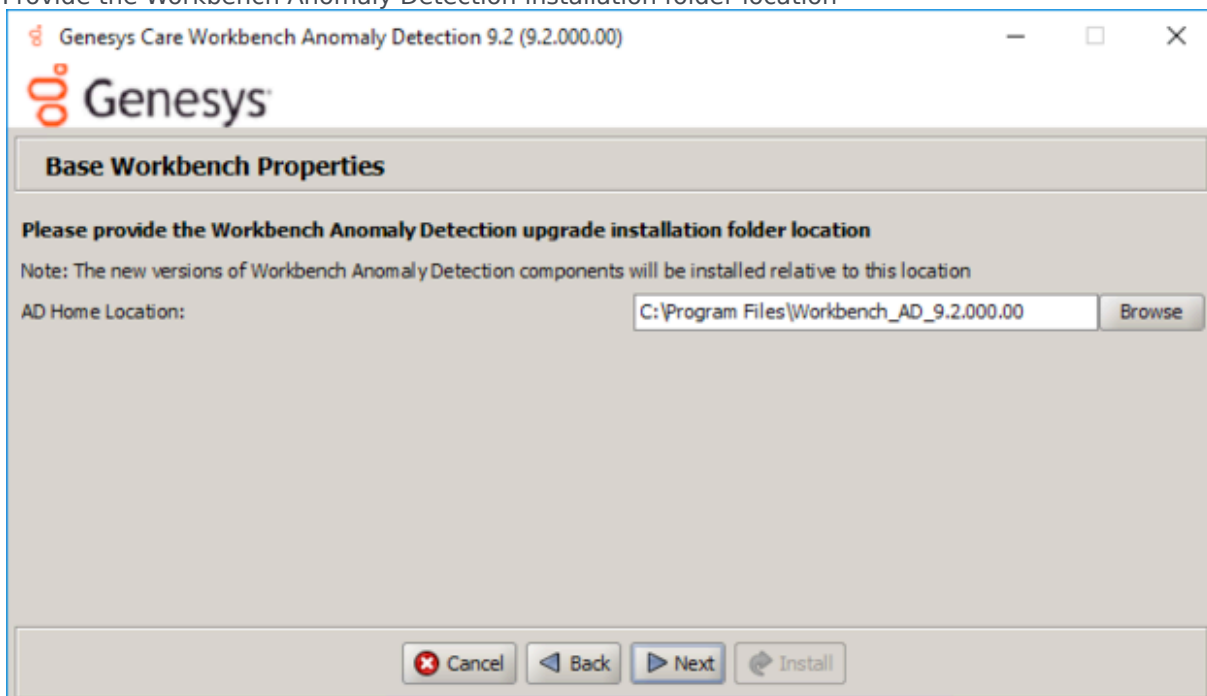
  - Log files location

  - HTTP port

9. Provide the Workbench **Primary Zookeeper IP Address and Port**

   - If Zookeeper is authenticated, provide username and password

10. **Base Workbench Properties**:
    - Provide the Workbench Anomaly Detection installation folder location
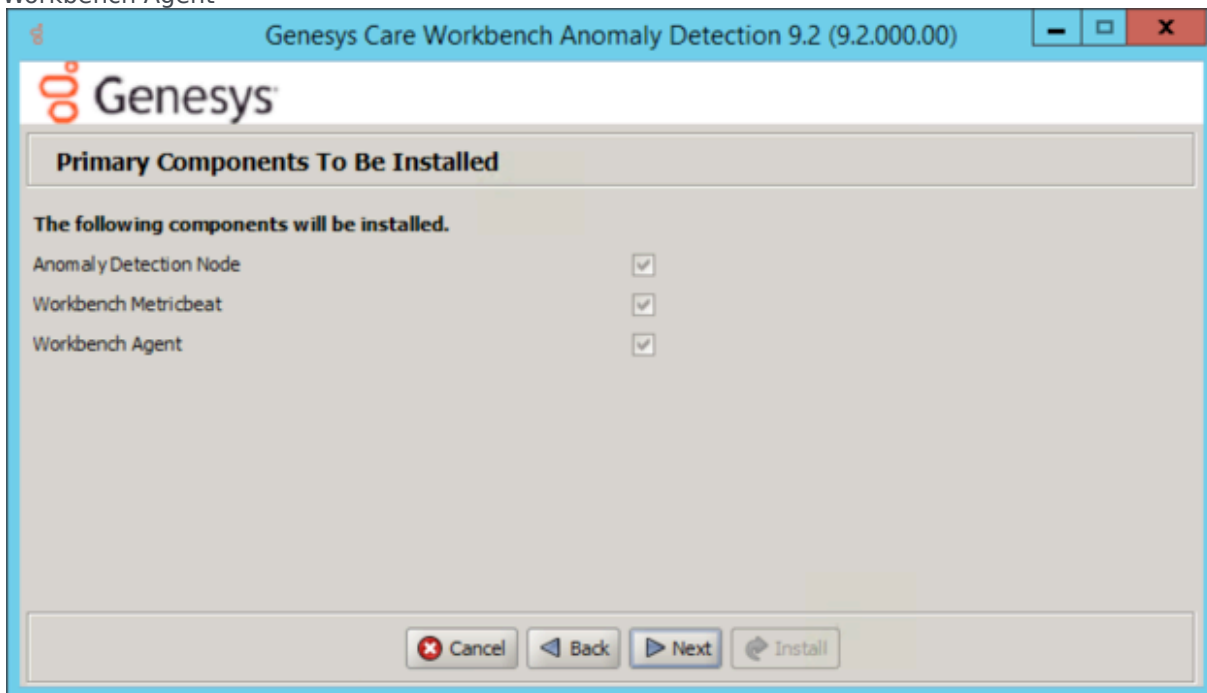

    - AD Hostname: This Hostname will be utilized by the Workbench solution components.
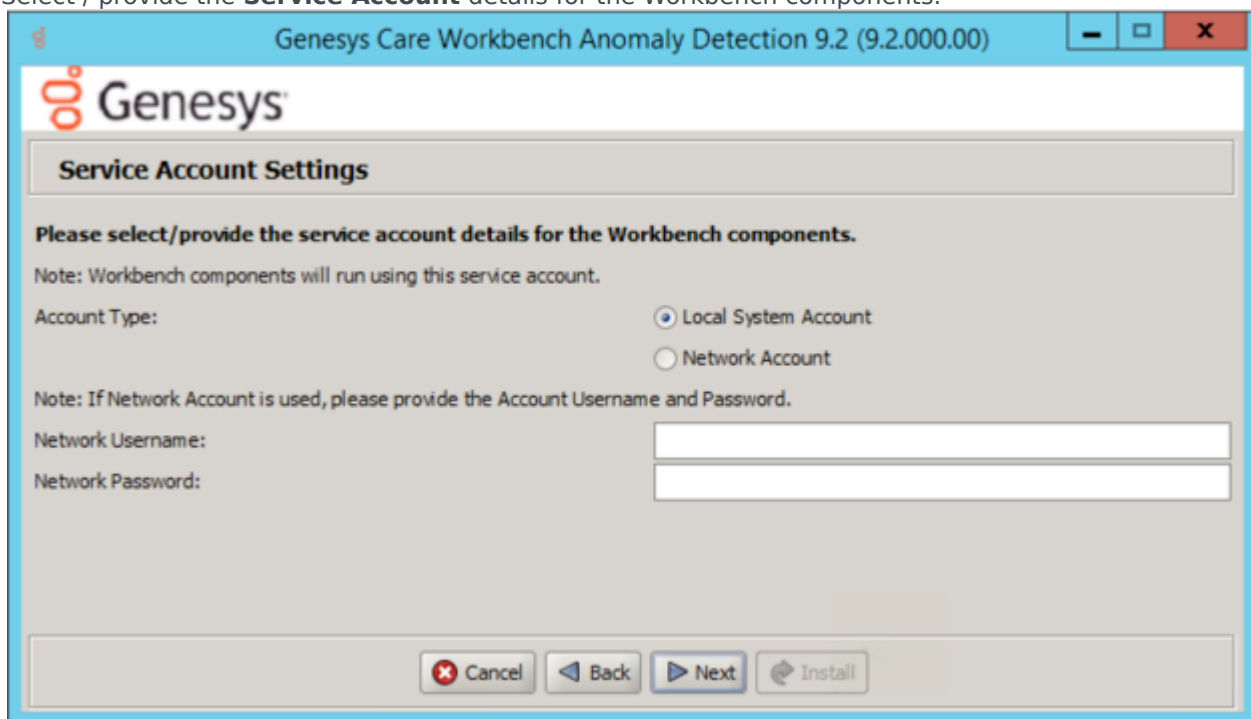
11. **Primary Components to be Installed**
    Information on which Workbench components are being installed on this host/node
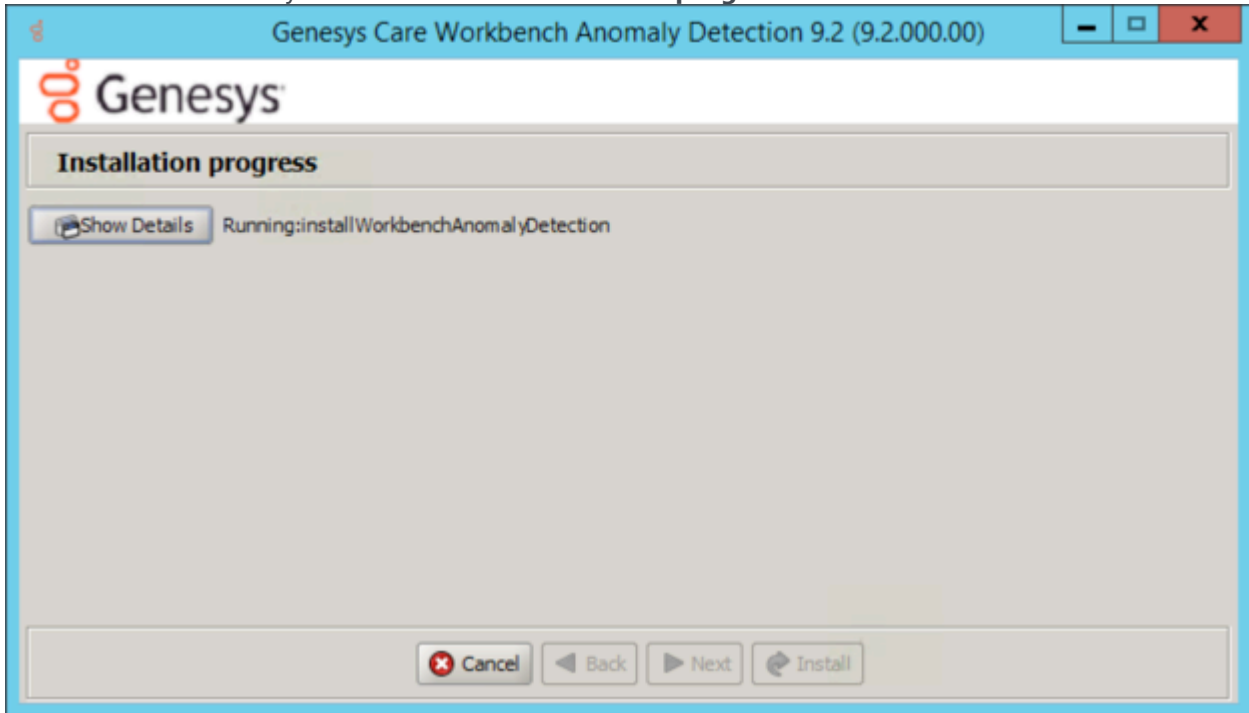
- Anomaly Detection Node
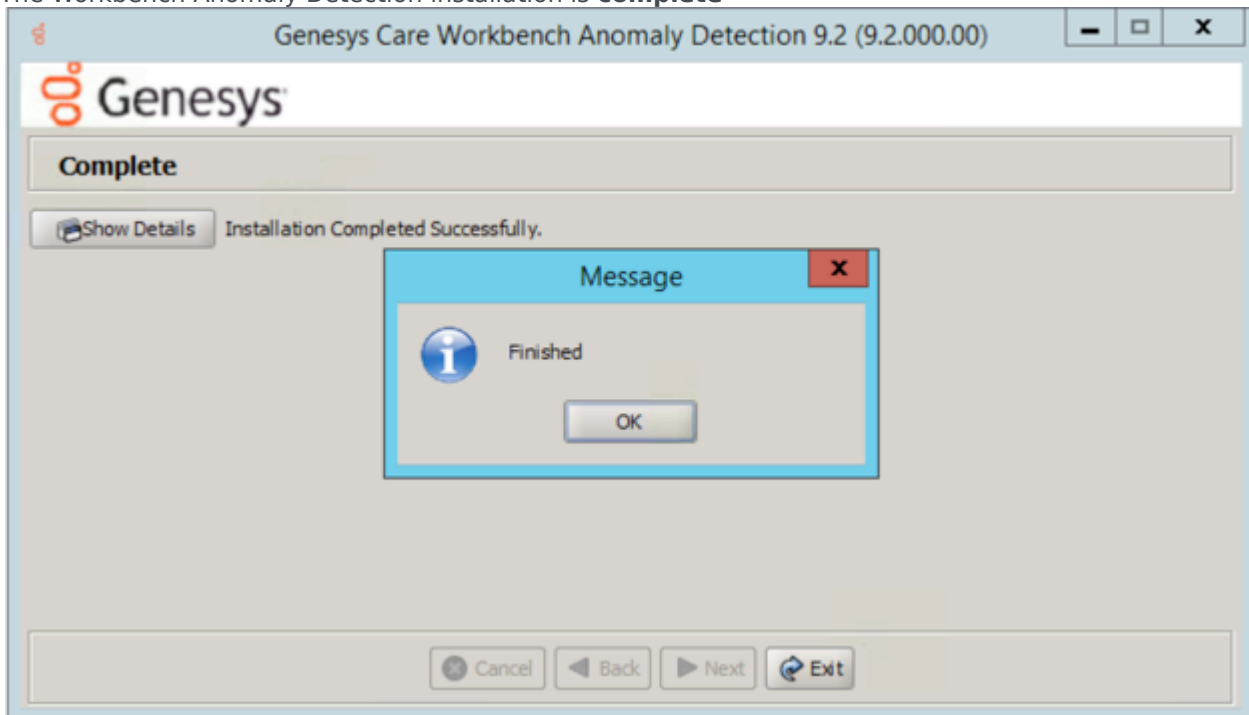- Workbench Metricbeat
- Workbench Agent

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

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

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

Click **OK** and **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!"