GENESYS™

Workbench User's Guide

Remote Alarm Monitoring Activation

4/10/2025

Remote Alarm Monitoring Activation

Once you receive your Workbench Remote Alarm Monitoring license key from Genesys Customer Care, use the steps below to activate your subscription:

> ### Warning
>
> - Only 1 x WB IO application in a multi node Workbench Cluster should have a RAM license enabled
>
>   - If you have APAC, EMEA and LATAM Data-Centers - assign the RAM License to either APAC, EMEA or LATAM - do NOT add/enabled on all 3 Data-Centers

1. **Login** to Workbench
2. Navigate to **Configuration** via the navigation bar
3. **Select** Applications
4. **Select** the Workbench IO Primary application (i.e. post installation and by default this would be **WB_IO_Primary**)
   1. The Workbench IO application configuration details are displayed
5. Within the Workbench IO Application Configuration panel expand the **8.Remote Alarm Monitoring (RAM) Service** section
6. **Click/Check** the **Enabled** checkbox - to enable WB to send Alarms to the Remote Alarm Monitoring Service
7. Enter your *License Key/End User ID* into the **End User ID** field
8. Enter your *Origin* into the **Origin** field (i.e. "EMEA" - a text value of your choice to better describe the region/location/data-center/site of Workbench)
9. Verify the above
10. Click **Save**
11. Restart the Workbench IO Application **Service** on the respective host; required for the license/service to take effect.

Once the Workbench IO Application Service has been restarted the **Customer Name** and **License Expiration Time** fields will be auto-populated, this is an indicate of successful communication between the on-premise Workbench instance and the Remote Alarm Monitoring Service.

From here on the supported Workbench RAM Alarms will be transitioned to the RAM Service and intelligently routed into Genesys Customer Care and subsequently a Genesys Customer Care Analyst, from there a Genesys Support Case will be raised by the Genesys Analyst..

> ## Important
>
> - The Workbench IO Application Service on the respective host needs to be restarted for the license/service to take effect.
>
> - The **Customer Name** field is read-only; this name is obtained via the communication between Workbench and the RAM Service.
>
> - The **License Expiration Time** field is read-only; this name is obtained via the communication between Workbench and the RAM Service
>
> - Since Remote Alarm Monitoring is implemented at the Genesys Account level, only **one Workbench RAM License Key/End User ID is required per company/ organisation**

The image below provides some content on RAM configuration:
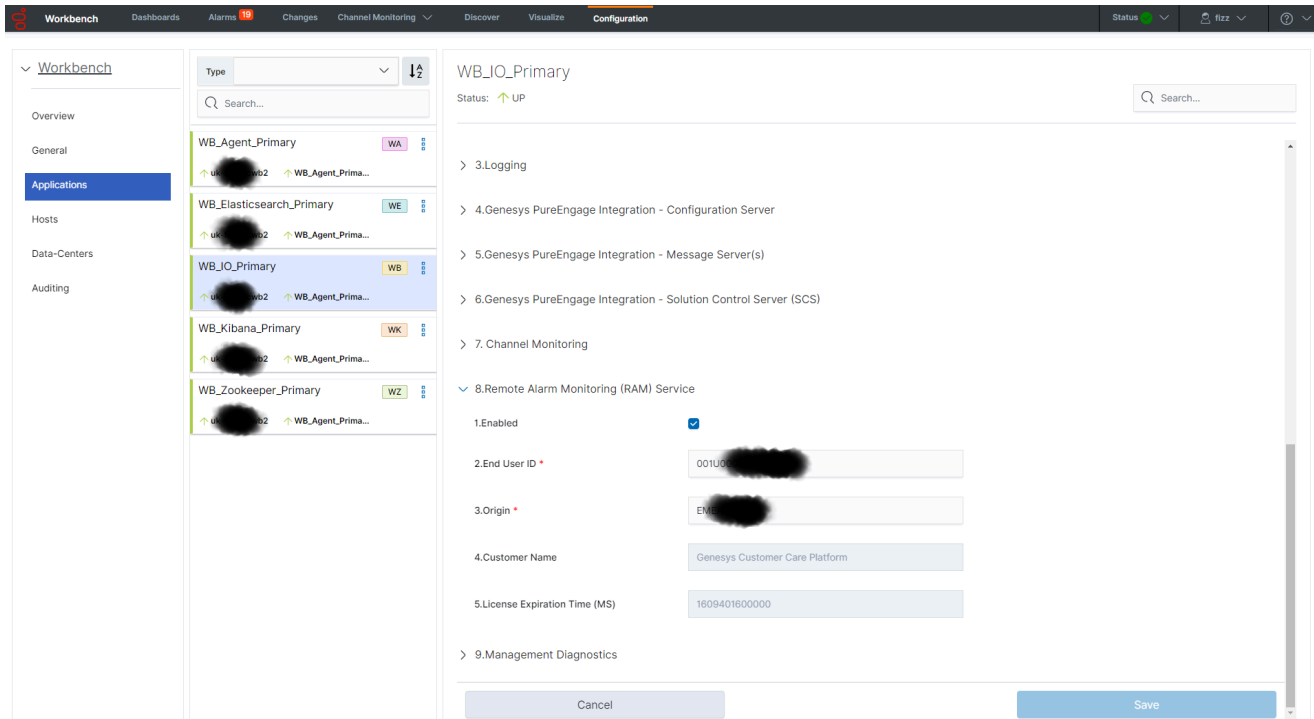
Remote Alarm Monitoring Event Visibility

Use the Alarm Console to view which Alarms were routed to the Remote Alarm Monitoring Service, utilise/show the "Sent to RAM Service" column to visualize when the alarm was sent from Workbench to the RAM service.

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Generated	Status	Severity	Alarm Message	Host	Application	Sent to RAM Service	
Sat 25 Jan 2020 01:17:42	Closed	● Critical	PE Host inaccessible - LCA is not listening on port 4999			Sat 25 Jan 2020 01:17:42	×
Sat 25 Jan 2020 01:17:39	Closed	● Critical	PE Host unavailable			Sat 25 Jan 2020 01:17:39	×
Sat 25 Jan 2020 01:07:32	Closed	● Minor	WB simple_2999_to_2002 - Registrar Connection Failed		WB_IO_Primary		×

All Source Alarms · Workbench Alarms · PureEngage Alarms — Show only Active Alarms