

GENESYS

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Workbench User's Guide

Remote Alarm Monitoring Activation

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

✓ Workbench	Type V JA	WB_IO_Primary					
Overview	Q Search	Status: 🔨 UP	Q Search				
General	WB_Agent_Primary WA	> 3.Logging	1				
Applications Hosts	↑ uk wb2 ↑ WB_Agent_Prima WB_Elasticsearch_Primary WE	4.Genesys PureEngage Integration - Configuration Server					
Data-Centers	↑ uk. b2 ↑ WB_Agent_Prima WB_IO_Primary WB	5.Genesys PureEngage Integration - Message Server(s)					
Auditing	↑ uk wb2 ↑ WB_Agent_Prima						
	WB_Kibana_Primary ↑ uk b2 ↑ WB_Agent_Prima	> 7. Channel Monitoring					
	WB_Zookeeper_Primary WZ	-					
	↑ uk ↓ b2 ↑ WB_Agent_Prima	1.Enabled					
		2.End User ID * 00100					
		3.Origin * EN					
		4.Customer Name Genesys Customer Care Platform					
		5.License Expiration Time (MS) 1609401600000					
		> 9.Management Diagnostics					
		Cancel	Save				

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.

Remote Alarm Monitoring Activation

All Source Alarms Workbench Ala	rms PureEngage Alarm	Show only Active Alarms					
						Clear Active Alarm(s)	×*
□ 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		