Workbench User's Guide

Best Practices

5/2/2025

Best Practices

The following *Best Practises* are recommended by Genesys:

> ## Warning
>
> - Please review the *Planning and Deployment* section of this document before commencing Workbench installation
>
> - Do not change the Elasticsearch Port (i.e. 9200) post Data-Center synchronization - if the default requires change, change before Data-Center Sync
>
> - Do not change the ZooKeeper Port (i.e. 2181) post Data-Center synchronization - if the default requires change, change before Data-Center Sync
>
> - Kibana does not provide Kibana log file rotation.
>
> - Therefore please monitor/manage this Kibana log file accordingly to ensure it does not grow indefinitely and negatively impact the host and/or its applications
>
> - If your Engage Configuration Servers are configured for HA, please ensure the respective CME Host Objects have the IP Address field configured, else Workbench will fail to install.

- Ensure the network ports utilized by Workbench are free and open from a firewall perspective.

- When starting/re-starting Workbench Elasticsearch, ensure the Primary is started before the Elasticsearch 2nd and 3rd Nodes

    - Pause approx. 3-4 minutes between each Elasticsearch Node start

- Suggestion to ensure Genesys application server (i.e. SIP/URS, GVP etc) network traffic has a higher priority than Workbench network traffic

- Suggestion to set a low quality of service (QoS) value for Workbench network traffic