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Workbench User's Guide

[Changes Console](#)

Changes Console

The Workbench Configuration **Changes** Console is a dedicated console that displays a real-time statistics summary as well as a data-table of historic Workbench and Genesys Engage Configuration Changes.

Important

- Currently Workbench is limited to tracking/displaying Genesys Engage CME **Host**, **Application** and **Solution** objects only; all other CME objects are not monitored by Workbench

The statistics summary being Configuration Changes that occurred Today, Yesterday, This Week, Last Week, This Month, Last Month for:

- All Source Changes; Changes from Workbench and Genesys Engage
- Workbench Changes; Changes only from Workbench
- Genesys Engage Changes; Changes only from Genesys Engage

The Changes Console also provides a real time data-table of historic Changes, from either Workbench and Genesys Engage (All Source Changes), Workbench only Changes or Genesys Engage only Changes; the Changes data-table provides the following functionality:

- Columns
 - **Generated** - the generation DateTime of this Change event
 - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone
 - **Config Object** - the particular Object of this Change event
 - **Changed Item** - the Item of this Change event
 - **New Value** - the new value of this Change event
 - **ChangedBy** - the User who actioned the change
 - **Data-Center** - the associated Data-Center
 - **ID** - the internal ID of this Change event
 - **DB ID** - the internal DB ID of this Change event
- Export
 - PDF or XLS
- Column Visibility

Changes Console

- Show/Hide columns
- Normal/Full-Screen
- Column Reordering
 - move columns left or right within the data-table
- Column Search/Filter
 - Filter data-table events based on DateTime, drop-down or text searches
- Column Sort
 - 'Generated' and 'Sent to RAM Service'

An example Workbench **Changes Console** shown below:

The screenshot displays the Workbench Changes Console interface. At the top, there is a navigation bar with tabs for Dashboards, Alarms, Changes, Channel Monitoring, Discover, Visualize, and Configuration. The main content area is titled 'Changes' and features three summary cards: 'All Source Changes', 'Workbench Changes', and 'PureEngage Changes'. Each card shows counts for Today, Yesterday, This Week, Last Week, This Month, and Last Month. Below the cards is a table with columns: Generated, Config Object, Changed Item, New Value, Changed By, and Data-Center. The table lists various configuration changes, such as 'sfp' being updated to '46664' and 'WB_Kibana_Primary' being updated to 'http://cc-app-dev-demo-1:9200,http://cc-app-dev-demo-3:9200'. The table also includes a 'Total Changes: 36' summary at the bottom.

Generated	Config Object	Changed Item	New Value	Changed By	Data-Center
Tue 13 Oct 2020 14:14:18	sfp	TServer/http-port	46664	fizz	
Tue 13 Oct 2020 11:24:22	WB_Kibana_Primary	Workbench Elasticsearch Host	http://cc-app-dev-demo-1:9200,http://cc-app-dev-demo-3:9200	fizz	EMEA
Tue 13 Oct 2020 11:24:22	WB_IO_Primary	Elasticsearch Nodes	cc-app-dev-demo-1:9200,cc-app-dev-demo-3:9200	fizz	EMEA
Tue 13 Oct 2020 11:24:20	logstash	metricbeat.output.elasticsearch.host	http://cc-app-dev-demo-1:9200,http://cc-app-dev-demo-3:9200	fizz	EMEA
Tue 13 Oct 2020 11:24:19	WB_Elasticsearch_2	Initial Master Nodes(s)	node-cc-app-dev-demo-1_Elasticsearch,node-cc-app-dev-demo-3_Elasticsearch	fizz	EMEA
Tue 13 Oct 2020 11:24:19	WB_Elasticsearch_Primary	Initial Master Nodes(s)	node-cc-app-dev-demo-1_Elasticsearch,node-cc-app-dev-demo-3_Elasticsearch	fizz	EMEA
Tue 13 Oct 2020 11:24:18	WB_Elasticsearch_2	Workbench Elasticsearch Discovery/Discovery Host(s)	cc-app-dev-demo-1,cc-app-dev-demo-3	fizz	EMEA
Tue 13 Oct 2020 11:24:18	WB_Elasticsearch_Primary	Workbench Elasticsearch Discovery/Discovery Host(s)	cc-app-dev-demo-1,cc-app-dev-demo-3	fizz	EMEA
Tue 13 Oct 2020 11:13:46	WB_IO_Primary	Zookeeper Nodes	10.31.198.8:2181,10.31.198.6:2181	fizz	EMEA

Changes Console **ChangedBy** field for Genesys Engage Changes

For the Changes Console **ChangedBy** field to be accurate (not "N/A"), the following Genesys Engage configuration is required:

- A connection from the respective Genesys Engage Configuration Server or Configuration Server Proxy to

the Genesys Engage Message Server that Workbench is connected to.

- If not already, **standard=network** added to the **log** section of the Configuration Server or Configuration Server Proxy that Workbench is connected to.

Changes Console and Workbench Data-Center Syncing

Important

- Post a Workbench Data-Center sync, existing Workbench Changes will be synced based on the Workbench Retention Period; Engage Changes will not be synced because each Workbench Data-Center IO component has its own integration to the Engage Configuration/Message Server components and therefore syncing is not required.