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# Workbench User's Guide

## Data-Center Synchronization - Planning

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# Data-Center Synchronization - Planning

## Pre Data-Center Sync Workbench Architecture

The previous Workbench Installation sections in this document result in a Workbench instance/Cluster deployed at a given Data-Center.

For example:

- You have deployed a single node Workbench in APAC
  - The Engage Master Configuration Server is deployed in APAC
  - An Engage Distributed Solution Control Server (SCS) is deployed
  - Engage Alarms and Changes from both Data-Centers are being ingested into the APAC Workbench
- You have deployed a single node Workbench in EMEA
  - An Engage Configuration Server Proxy is deployed in EMEA
  - An Engage Distributed Solution Control Server (SCS) is deployed
  - Alarms and Changes from both Data-Centers are being ingested into the EMEA Workbench
- From a Genesys Engage perspective the APAC and EMEA Data-Centers are integrated via **CS Proxy** and **Distributed SCS** architecture
- At this stage, the 2 x Workbench deployments are separate from each other, albeit they're integrated to the same Engage platform and you wish to form an holistic, metric data ingestion optimised, distributed Workbench architecture

## Check Workbench Component Status at each Data-Center

Prior to commencing a Workbench Data-Center Synchronization, please ensure the following components, at each Data-Center, have a Up/Green status:

- Workbench IO

- Workbench Elasticsearch
- Workbench ZooKeeper
- Workbench Agent (running on the respective Workbench Hosts that are going to be synched)

### Warning

- Please double-check the Workbench components above, at each Data-Center, have a Up/Green status before initiating a Workbench Data-Center Sync
- 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

### Important

- Workbench Versions on ALL Nodes and at ALL Data-Centers should be running the same release - i.e. do NOT mix 9.0.000.00 with 9.1.000.00.

### Important

- With the above planning considered, please progress to the next **Data-Center Synchronization - Configuration** section to begin the Data-Center Synchronization process.