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Workbench User's Guide

Prerequisites

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Prerequisites

Workbench Host/Server Operating System Requirements

Workbench components are supported on hosts with the following Operating Systems:

Platform	Version
Microsoft Windows Server	2012
Microsoft Windows Server	2016
Red Hat Enterprise Linux (RHEL)	7
CentOS	7

Workbench 9.x comprises several components; a network Admin-level account is required that has "Full Control" permissions for all Workbench application related folders.

Warning

- The Workbench Primary and Additional (i.e. Node2 and Node3) hosts/nodes (across ALL Data-Centers) should all be running the same Operating System.
- Workbench uses the Hostname for component configuration
- Please ensure DNS hostname resolution between the Workbench Hosts and the Engage Hosts is accurate and robust
- If the Workbench Hosts have multiple NIC's, please ensure the Hostname resolves to the desired IP Address **prior** to Workbench installation
- Workbench **9.x is limited to a maximum of 100 Hosts** (the global combined Workbench or Engage Hosts), due to delays in loading the Configuration Host and Application objects/details; this limitation will be addressed in the next release of Workbench.
- Genesys support for the OS versions above ends when the respective vendors declare EOL/EOS

Supported Browser

Browser	Version
Google Chrome	latest version is recommended

Genesys Workbench 9 to Engage Integration

Genesys recommends Engage Configuration Server, Solution Control Server, Message Server and SIP Server versions of 8.5+.

Warning

- 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 each and every Engage CME Application has an assigned Template else the Workbench installation will fail.
- Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support.

Warning

- Currently Workbench Agent 9.x uses Port 5067 - this unfortunately clashes with GVP - if your Genesys deployment contains GVP please change the Workbench Agent(s) Port (i.e. to 5068) and restart the Workbench Agent(s) and Workbench Logstash(s) components.
 - This oversight will be addressed in a future Workbench 9.x release

Java Requirements

Workbench 9.x ships/installs with a pre-bundled OpenJDK 11 package, therefore the historical JRE is not mandatory.

Note:

- the Workbench Agent that gets installed on the Workbench Nodes/Hosts utilizes the pre-bundled OpenJDK 11 package
- the Workbench Agent (Remote, WAR) that's installed on "remote" Nodes/Hosts (i.e. SIP, URS, FWK etc) is Go based and therefore does not rely on either OpenJDK or the historical JRE packages

Warning

- If the JAVA_OPTS settings are changed, ensure the **xms** and **mxm** values are different; if the values are the same issues will be encountered when starting Logstash

Network Ports - Workbench Hosts

Workbench components use the network ports below, from a firewall perspective, please review, edit and ensure not already in use.

Warning

- Double-check, these network ports below, that are used by Workbench, are from a firewall perspective, **open and not already in use** by other applications

Workbench Host Ports (i.e. the Primary, Node 2, Node 3, Node N etc hosts)

Port	Component	Comments
8182, 2552	Workbench IO	<ul style="list-style-type: none">• Mandatory to open in firewall for Workbench Users connecting to the Workbench UI• ports 8182 & 2552 can be changed (select custom install to change from these defaults) at install time• ports 8182 & 2552 ports cannot be changed via the WB UI post install
8181	Kibana	<ul style="list-style-type: none">• Mandatory to open in firewall for Workbench Users connecting to the Workbench UI• port 8181 can be changed (select custom install to

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Port	Component	Comments
		<p>change from these defaults) at install time</p> <ul style="list-style-type: none"> port 8181 can be changed via the WB UI post install
9091, 5067	Workbench Agent & Metricbeat	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using a Workbench Cluster ports 9091 & 5067 can be changed (select custom install to change from these defaults) at install time ports 9091 & 5067 can be changed via the WB UI post install
9200, 9300	Elasticsearch	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using a Workbench Elasticsearch Cluster port 9200 can be changed via the WB UI post install port 9300 cannot be changed via the UI post install
9600	Logstash	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using: <ul style="list-style-type: none"> Workbench Cluster Workbench Agent Remote components installed on Engage hosts port 9600 can be changed via the WB UI post install
5047	Logstash Status Pipeline (all ports can be changed via the WB UI)	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using: <ul style="list-style-type: none"> Workbench Cluster Workbench Agent Remote

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Port	Component	Comments
		<p>components installed on Engage hosts</p> <ul style="list-style-type: none"> port 5047 can be changed (select custom install to change from these defaults) at install time port 5047 can be changed via the WB UI post install
5048	Logstash Metrics Pipeline (all ports can be changed via the WB UI)	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using: <ul style="list-style-type: none"> Workbench Cluster Workbench Agent Remote components installed on Engage hosts port 5048 can be changed (select custom install to change from these defaults) at install time port 5048 can be changed via the WB UI post install
5077	Heartbeat HTTP Port (all ports can be changed via the WB UI)	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using: <ul style="list-style-type: none"> Workbench Cluster (all ports can be changed via the WB UI) Workbench Agent Remote components installed on the Engage hosts port 5077 can be changed (select custom install to change from these defaults) at install time port 5077 can be changed via the WB UI post install
2181, 2888, 3888	ZooKeeper	<ul style="list-style-type: none"> only publicly open in the firewall on the Workbench host if/when using Workbench ZooKeeper Cluster

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Port	Component	Comments
		<ul style="list-style-type: none">ports 2181, 2888 and 3888 can be changed via the WB UI post install

Network Ports - Non-Workbench Hosts (i.e. SIP, URS, FWK etc hosts)

Port(s)	Component
9091, 5067	Workbench Agent & Metricbeat on the remote Engage (i.e. SIP, URS, FWK etc Hosts)

- Workbench Agent/Metricbeat installed on the Genesys Application Servers will send metric data to the local WB Data-Center instance/Cluster

Important

- The ports above can be edited via the Workbench Configuration Console - and selecting/editing the respective Workbench application object

Warning

- Ensure the Ports are reviewed, edited, opened and not in use prior to starting the Workbench installation

Hardware Sizing Requirements

Please review the **Sizing** section for Workbench hardware requirements.

Linux Pre-installation Steps

For Linux based installations, some Operational System settings are required to enable support of Elastic Search, a key components of Workbench 9.

1. Run the command **ulimit -a**. This should print something like the following:

```
bash-4.2$ ulimit -a
core file size          (blocks, -c) 0
data seg size          (kbytes, -d) unlimited
scheduling priority    (-e) 0
file size              (blocks, -f) unlimited
pending signals        (-i) 31152
max locked memory      (kbytes, -l) 64
max memory size        (kbytes, -m) unlimited
open files             (-n) 8192
pipe size              (512 bytes, -p) 8
POSIX message queues   (bytes, -q) 819200
real-time priority     (-r) 0
stack size             (kbytes, -s) 8192
cpu time               (seconds, -t) unlimited
max user processes     (-u) 4096
virtual memory         (kbytes, -v) unlimited
file locks             (-x) unlimited
```

2. Make the following changes:

- Run the command **sudo vi /etc/security/limits.conf**
- Add the following lines to the bottom. <username> is the current username.
 - <username> - nofile 131070
 - <username> - nproc 8192
 - <username> - memlock unlimited
- Logout and log back in.
- Run the command **sudo sysctl -w vm.max_map_count=262144**
- Run the command **sudo vi /etc/sysctl.conf** and add the line **vm.max_map_count=262144** to the bottom.

3. Exit the current terminal window and open a new one.

4. Run the command **ulimit -a**. This should print something like the following:

```
bash-4.2$ ulimit -a
core file size          (blocks, -c) 0
data seg size          (kbytes, -d) unlimited
scheduling priority    (-e) 0
file size              (blocks, -f) unlimited
pending signals        (-i) 31152
max locked memory      (kbytes, -l) 64
max memory size        (kbytes, -m) unlimited
open files             (-n) 131070
pipe size              (512 bytes, -p) 8
```

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```
POSIX message queues      (bytes, -q) 819200
real-time priority        (-r) 0
stack size                (kbytes, -s) 8192
cpu time                  (seconds, -t) unlimited
max user processes        (-u) 8192
virtual memory            (kbytes, -v) unlimited
file locks                (-x) unlimited
```

5. Ensure the values **max user processes=8192** and **open files=131070** from Step 4.

RHEL 7.x - specific steps

The following change is needed only for machines running Red Hat Enterprise Linux Server release 7.x.

For the Workbench services to start correctly after a machine reboot, it is necessary to run the following commands:

1. `sudo visudo` (enter the sudo password when prompted)
2. Locate the line “Defaults requiretty” in the opened file
3. Comment it out by placing a “#” at the beginning to make it read “#Defaults requiretty”
4. `:wq<Enter>` to save the changes and exit.

Alternatively, upon reboot of the machine, these services can be manually started in the following sequence:

```
service WB_Elasticsearch_9.1.000.00 start
```

```
service WB_ZooKeeper_9.1.000.00 start
```

```
service WB_Kibana_9.1.000.00 start
```

```
service WB_Agent_9.1.000.00 start
```

```
service WB_IO_9.1.000.00 start
```