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# Workbench User's Guide

Workbench Agent

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# Workbench Agent

## Important

Note that Workbench Agent 8.5.0 is packaged with the Workbench 8.5.1 and supports all functions of the Workbench. If customers plan to deploy both Workbench and LFMT, they should deploy the Workbench Agent 8.5.1 that is packaged with LFMT. Workbench Agent 8.5.1 will support both Workbench and LFMT functions. .

## Tip

Before working with Workbench Agent, please refer to the [Software Requirements](#) section.

This section on Workbench Agent will guide you on:

- Provisioning in Genesys Administrator Extension 8.5
- Manual Installation (including Linux and Windows)
- Using Genesys Deployment Agent (GDA)

The following directories in the Workbench installation package contain the Workbench Agent templates:

- For Linux: /templates
- For Windows: \templates

## Important

The Workbench Agent can be deployed manually or by using the Genesys Deployment Agent (GDA). If you use GDA, you do not need to provision the Workbench Agent application in GAX, as this will be done automatically during the GDA deployment process.

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Provisioning=

## Provisioning in Genesys Administrator 8.5

1. Log into GAX, and navigate to Configuration Manager.
2. In the Environment section, select Application Templates.
3. In the Application Templates section, select New.
4. In the New Properties pane, select Import Application Template.
5. In the Import Application Template dialog, click the Choose File file button and navigate to the WB.apd template. Select the template, and click the OK button to confirm the template import.
6. In the New Properties pane, click Save to save the new application template.
7. Once the application template has been imported, navigate to Configuration Manager.
8. In the Environment section, select Applications.
9. In the Applications section, select New.
10. In the New Properties pane, complete the following:
  - a. In the General tab, enter a name for the Workbench Agent application in the Name field.
  - b. Click on the Template field and navigate to the application template created above.
  - c. In the Connections section, click Add and navigate to the Workbench Server application to which you want to send metrics collected by Workbench Agent.
  - d. In the Working Directory field, enter the Workbench Agent installation directory and click Next.
  - e. In the Command Line field, enter one of the following:
    - On Windows: WB\_AgentJavaServerStarter.exe
    - On Linux: ./wbagent\_startup.sh
  - f. In the Command Line Arguments field, enter -host <cfgghost> -port <cfgport> -app <wbAgentapp>.
  - g. In the Host field, select the host where Workbench Agent will be installed. Note that the Workbench Agent component should be installed on each host running Genesys applications from which you want to collect metrics.
11. Click Save to save the new application.

## Enabling SIP Server Metrics for Workbench Agent

If you wish the Workbench Agent to monitor metrics using the HTTP interface of the SIP Server, perform the following steps:

1. Locate the SIP Server application in the Genesys Administrator Extensions (GAX) at Configuration->Environment->Applications and then click on the SIP Server application name.
2. Click on "Application Option" in the left column.
3. Check if an http-port option exists in the TServer section. If it does not, then click on "Add" at the top right of the screen.

4. Locate a port that is currently not in use e.g. 10101
5. Type "TServer" in the "Section:", "http-port" in the "Name:" and type the port that you located in step c above e.g. type "10101" in "Value: "
6. Click on OK.
7. A SIP Server application restart will need to be planned so that the new setting takes effect. Please coordinate with your Operations team.

| - | Linux Manual Installation =

## Installing Workbench Agent on Linux

The /installers directory in the Workbench installation package contains the Workbench Agent installation package for Linux.

### Notes:

- The Workbench Agent component should be installed on each host running Genesys applications from which you want Workbench to collect metrics.
  - These instructions assume you are using Genesys Administrator Extension 8.5.x. If you are using older Genesys configuration software, such as Genesys Administrator or Configuration Manager, the configuration steps and the locations of configuration options will differ in some places.
1. In the directory to which the Workbench Agent installation package was copied, run install.sh.
  2. On the Welcome screen, press Enter to continue.
  3. Read the Genesys Terms and Conditions, and enter Y to accept.
  4. Enter the Workbench Server application name defined in GAX (Configuration Server) and click Next.
  5. Enter the Host name and Port of the Primary Configuration Server.
  6. Enter the destination folder where the Workbench Agent application will be installed, and click Next.
  7. After the installation completes, go to the Workbench Agent installation directory and start the Workbench Agent by running the command `wbagent_startup.sh -host <cfghost> -port <cfgport> -app <wbAgentapp>` where:
    - a. <cfghost> is the IP address of the Configuration Server
    - b. <cfgport> is the port used to connect to the Configuration Server
    - c. <wbAgentapp> is the name of the Workbench Agent application you created

**Note:** You can also use GAX to start and stop the Workbench Agent.

| - | Windows Manual Installation =

## Installing Workbench Agent Manually on Windows

The \installers directory in the Workbench installation package contains the Workbench Log Extractor installation package for Windows.

### Notes:

- The Workbench Agent component should be installed on each host running Genesys applications from which you want Workbench to collect metrics.
- These instructions assume you are using Genesys Administrator Extension 8.5.x. If you are using older Genesys configuration software, such as Genesys Administrator or Configuration Manager, the configuration steps and the locations of configuration options will differ in some places.

1. In the directory to which the Workbench Agent installation package was copied, run setup.exe.
2. On the Welcome screen, press Enter to continue.
3. Read the Genesys Terms and Conditions, and enter Y to accept.
4. Enter the Workbench Server application name defined in GAX (Configuration Server) and click Next.
5. Enter the Host name and Port of the Primary Configuration Server.
6. Enter the destination folder where the Workbench Agent application will be installed, and click Next.
7. After the installation completes, go to the Workbench Agent installation directory and start the Workbench Agent by running the command **startServer.bat**

**Note:** You can also use GAX to start and stop the Workbench Agent.

| - | GDA Installation =

## Using Genesys Deployment Agent (GDA) to Install Workbench Agent

The following directories in the Workbench installation package contain the Workbench Agent installation packages:

- For Linux: /installers
- For Windows: \installers

### Notes:

- The Workbench Agent component should be installed on each host running Genesys applications from which you want Workbench to collect metrics.

- Refer to the Genesys Administrator Extension Deployment Guide for detailed instructions on how to use the Genesys Deployment Agent.
- These instructions assume you are using Genesys Administrator Extension 8.5.x. If you are using older Genesys configuration software, such as Genesys Administrator or Configuration Manager, the configuration steps and the locations of configuration options will differ in some places.

### Prerequisites

The following applications should be installed on the hosts where you want to install Workbench Agent:

- Genesys Local Control Agent (LCA)
- Genesys Deployment Agent (GDA)
- In GAX, assign the following permissions:
  - Navigate to the Workbench Agent application you created
  - Select the Permissions tab
  - Check at least Create, Read, and Update permissions for the SYSTEM user
  - Ensure the SYSTEM user has permission to use GDA

### Installing the Workbench Agent with GDA

1. In the directory to which the Workbench Agent installation package was copied, extract the zip or tar file.
2. Login to GAX using the SYSTEM user configured in the prerequisites.
3. Select Administration > Installation package from the main menu and click the + (plus sign) button to add a new package.
4. Select the Installation Package Upload (includes templates) radio button, and click Next.
5. In the right pane, click on Choose File.
6. Select the Workbench Agent installation package file and click Open.
7. Click Finish.
8. Once the package is uploaded, close the pane.
9. Select the package that was uploaded on the first pane.
10. Click on the Gear icon and select Install from the drop-down list.
11. At the Welcome panel, click Next.
12. Select the servers where you want to deploy the Workbench Agent and click Next.
13. Enter the following application parameters:
  - a. Application name for host: enter a name for the Workbench Agent application that will be created
  - b. App port: enter a port that can be used by the Workbench Agent
  - c. Primary Configuration Server\*

- d. Backup Configuration Server\*
  - e. App port: enter a port that can be used by the Workbench Agent
  - f. Primary Configuration Server: enter the application name for the primary Configuration Server that Workbench Server communicates with
  - g. Backup Configuration Server: enter if applicable
  - h. Skip IP Re-install: use default value provided
  - i. Configure client side port functionality: use default value provided
14. Click Next.
  15. Complete the following silent.ini installation parameters:
    - a. IPCommon: Provide the path where the installation package will be deployed in the target host(s)
    - b. WorkbenchApplicationName: Enter the name of the Workbench Server application.
  16. Click Next.
  17. Click Finish.
  18. After the installation completes, go to the Workbench Agent installation directory and use one of the following commands to start the Workbench Agent:  
  
Linux: `wbagent_startup.sh -host <cfgghost> -port <cfgport> -app <wbAgentapp>` where:  
    <cfgghost> is the IP address of the Configuration Server  
    <cfgport> is the port used to connect to the Configuration Server  
    <wbAgentapp> is the name of the Workbench Agent application you created  
  
Windows: `startServer.bat`

**Note:** You can also use GAX to start and stop the Workbench Agent.