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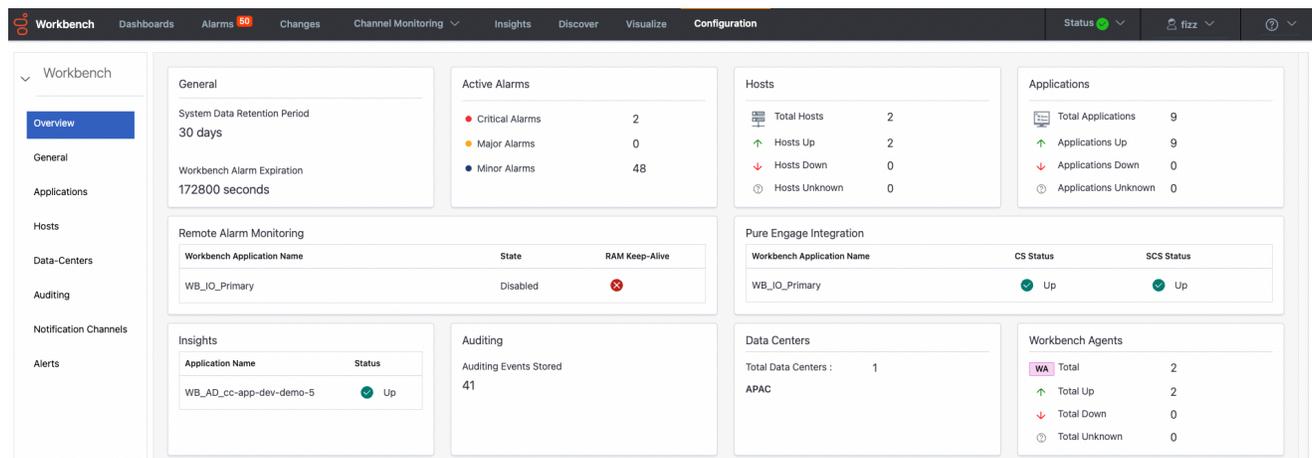
Workbench User's Guide

Workbench Configuration

4/3/2025

Workbench Configuration

The Workbench Configuration Console allows the user to manage, configure and view the state/status of the Workbench components.



The Workbench 'Configuration Console' has the following sub menus:

- **Overview**

- Gain an at-a-glance overview of the state, status and content of the Workbench components and features

- **General**

- *System Data Retention Period*
 - this applies to the data stored within Workbench and the duration for which its stored; if this setting is enabled, data will be permanently deleted post this value; the default is Enabled and 30 days
 - Note: Data Retention values not updated in real-time when viewing this page
- *Alarm Expiration*
 - this applies to the 'Workbench' *Active Alarms* duration, if not resolved, if this setting is enabled, Workbench alarms (not Genesys Engage) will be automatically closed post this value - i.e. to avoid *manually* clearing 100 Channel Monitoring active alarms, they would be automatically cleared post this value; the default is Enabled an 172800 seconds (2 days)
 - Note: Alarm Expiration values not updated in real-time when viewing this page
- *Session Expiration*
 - this applies to the timeout of sessions; Users will be auto logged out of Workbench if/when a new request is greater than the Session Expiration; if/when the Session Expiration setting is unchecked/disabled, Users will *never* be auto logged out

- **Hosts**

- These are either Workbench hosts or Engage hosts
- Engage hosts will only be present if the Workbench Agent is installed on the respective Engage host (i.e. SIP Server host)
- Only deploy the Workbench Agent on Engage hosts that you wish to ingest metric data (CPU/RAM/DISK/NETWORK) from
- This Configuration section allows read-only *visibility* of Workbench Host Objects
 - The WB Host objects can be:
 - Deleted (i.e. should there be a need to move/re-install Workbench Additional components to a new Host/Server)

Warning

- Use the **Delete** option with extreme caution; please read and understand these instructions before progressing.
- This will permanently delete the WB Host Object from the WB UI and also backend configuration
- The WB Delete action will NOT delete the respective binaries from the host; that will be a manual task via the respective host post deleting in the WB UI

Warning

- WB Primary Host deletion is NOT supported - only Workbench **Additional** Hosts/Nodes can be deleted
- Pre-Cluster formation
 - Delete WB Secondary WB Host object from configuration page under Host section
 - **ALL** associated WB component config data will be permanently removed
 - Now and only when the WB Host is deleted, delete the associated Hosts WB Application component config objects one-by-one under Applications section
- Post-Cluster formation WB Host deletion is NOT recommended

• Applications

- In Workbench 9.x there are 8 x Workbench Application Objects:
 - Workbench IO (for WB UI and integration to Genesys Engage including the Channel Monitoring feature)
 - Workbench Agent (for WB status, control and configuration - in WB 9.0 Workbench Agents are **ONLY** installed on Workbench hosts, not Genesys Engage hosts)
 - Workbench Elasticsearch (for WB storage)

- Workbench Kibana (for WB UI)
- Workbench Logstash (an ETL pipeline primarily relating to Workbench Agent Metric data ingestion)
- Workbench Heartbeat (for WB component health monitoring)
- Workbench Metricbeat (for Host/Process Metric data ingestion in conjunction with the Workbench Agent component)
- Workbench ZooKeeper (for WB configuration)
- This Configuration section allows visibility and management of the Application Objects above
 - The Application Objects can be:
 - Renamed (i.e. "WB_IO_Primary" to "APAC_WB_IO_P")
 - Edited (i.e. change the `[WB_Kibana_Primary|HTTP Port]` setting from the default `8181` to `9191`)
 - Deleted (not the Workbench Primary host Applications)

Warning

- Use the **Delete** option with extreme caution; please read and understand these instructions before progressing.
- This will permanently delete the WB Application Object from the WB UI and also backend configuration
- If the Workbench IO, Workbench Agent or Workbench Kibana *Application Types* are deleted, a **full re-install** will be required
- The WB Delete action will NOT delete the respective binaries from the host; that will be a manual task via the respective host

Warning

- WB Primary Host deletion is NOT supported - only Workbench **Additional** Hosts/Nodes can be deleted
- Pre-Cluster formation
 - Delete WB Secondary WB Host object from configuration page under Host section
 - **ALL** associated WB component config data will be permanently removed
 - Only when the WB Host object is deleted, delete the associated Hosts WB Application component config objects one-by-one under Applications section
- Post-Cluster formation WB Application deletion is NOT recommended

• Data-Centers

- The Data-Center(s) name(s) are provided during WB installation and will be displayed according to the value(s) entered

• Auditing

- The Workbench Audit Console is similar to the Changes Console but also provide visibility of WB User Logins/Logouts; the Audit events will also evolve overtime
 - Note: Audit events are not updated in real-time when viewing this page

The screenshot shows the Workbench Auditing console. The table contains the following data:

Generated	Action	User	Config Object	Changed Item	New Value
Mon 30 May 2022 09:00:56	WB_ADD	fizz	zookeeper	my_python_webhook	<pre>{ "ncName": "my_python_webhook", "ncType": "webhook", "ncUri": "http://10.31.198.7:4658/json", "httpMethod": "POST", "headers": { "Content-Type": "application/json", "username": "", "password": "", "connectTimeoutSec": 30, "readTimeOutSec": 30, "limitNumber": 0, "limitFrequency": 0, "limitUnit": "minutes", "isEnabled": false, "tlsCerts": {} } }</pre>
Mon 30 May 2022 08:50:23	WB_LOGIN	fizz	N/A	N/A	N/A
Sat 28 May 2022 10:49:36	WB_LOGOUT	fizz	N/A	N/A	N/A
Sat 28 May 2022 10:48:08	WB_LOGIN	fizz	N/A	N/A	N/A
Fri 27 May 2022 20:29:52	WB_LOGOUT	fizz	N/A	N/A	N/A
Fri 27 May 2022 20:20:30	WB_CHANGE	fizz	N/A	Application Status	up
Fri 27 May 2022 20:20:21	WB_CHANGE	fizz	N/A	Application Status	down
Fri 27 May 2022 20:20:20	WB_CHANGE	fizz	N/A	Application Status	up
Fri 27 May 2022 20:20:10	WB_CHANGE	fizz	N/A	Application Status	down
Fri 27 May 2022 20:20:09	WB_CHANGE	fizz	metricbeat.yml	setup.kibana.host	http://cc-app-dev-demo-1:8182
Fri 27 May 2022 20:20:07	WB_CHANGE	fizz	metricbeat.yml	output.elasticsearch.enabled	false

Total Audits: 41

Configuration Edit Example

This example below show the "WB_IO_Primary" application being edited:

- The application name is being changed from "WB_IO_Primary" to "WB_IO_Pri"
- There's indication that 1 option/setting and has modified
- The **Save** button is enabled and when the user clicks Save the application will be subsequently renamed.

Workbench Configuration

The screenshot displays the Workbench Configuration interface. On the left, a sidebar lists various application types under the 'Workbench' category, including 'WB_IO_Primary' which is currently selected. The main area shows the configuration for 'WB_IO_Primary', with a status of 'UP'. The configuration is organized into sections, with '1. General' expanded to show 11 settings:

- 1. Workbench Application Name: WB_IO_Pr
- 2. Data-Center: EMEA
- 3. Workbench Application Type: Workbench IO
- 4. Workbench Version: 9.1.000.00
- 5. Workbench HTTP Port: 8182
- 6. Associated Workbench Agent Application: EMEA : WBA_cc-app-dev-demo-1
- 7. Host Name: cc-app-dev-demo-1
- 8. Host IP Address: 10.31.198.6
- 9. Host Time-Zone: Asia/Kolkata
- 10. Elasticsearch Host: cc-app-dev-demo-1
- 11. Elasticsearch Port: 9200

At the bottom of the configuration panel, there are 'Cancel' and 'Save' buttons. A 'Modified' button is also visible next to the '1. General' section header.