Workbench User's Guide

Workbench Installation - Linux - Additional Node

4/18/2025

Contents

Workbench Installation - Linux - Additional Node

As per the Sizing section, if Workbench data and configuration redundancy and service high availability is required, Genesys recommends a 3 (Multi/Cluster) Node/Host Workbench deployment.

Warning

1. Before commencing these Additional Node instructions, ensure the **Workbench Primary Node** has been **successfully** installed
2. Workbench only supports a 1 or 3+ (odd increments) Node architecture; deploying only a Workbench Primary and Workbench Node 2 architecture will cause future upgrade issues

Warning

- **Use a non root account** with sudo permissions for all the commands below - **DO NOT USE THE <ROOT> ACCOUNT**.

Workbench Additional Node - Installation

Please use the following steps to install Workbench Additional Nodes on Linux Operating Systems

1. On the respective **2nd Workbench Additional Node/Host**
2. Run **tar zxf Workbench_9.x.xxx.xx_LINUX.tar.gz** to extract the downloaded *Workbench_9.x.xxx.xx_LINUX_Pkg.tar.gz* compressed file.
3. Navigate into the **ip\linux** folder.
4. Run **tar zxf Workbench_9.x.xxx.xx_Installer_Linux.tar.gz** - to extract the *Workbench_9.x.xxx.xx_linux.tar.gz* compressed tar file.
5. Run the command **./install.sh** (DO NOT prefix *./install.sh* with *sudo*)
6. On the **Genesys Care Workbench 9.x**

1. Press **Enter** to continue.

7. License Agreement
    1. Press **Enter** to view the Term’s & Conditions

8. Review the Term’s & Conditions/License Agreement
    1. Press **Enter** to **scroll to the end**
    2. Or press **N** and **Enter** to review on a page-by-page basis
    3. Press **Enter** (default=Y) to accept the T&C's/license agreement and continue with the installation if you agree to the T&C's,

9. On the **Installation Mode** screen
    1. Press **Enter** for **New Installation** (default)

10. On the **Installation Type** screen
    1. Press **2** and **Enter** for **Additional Node**

11. On the **DEFAULT** or **CUSTOM** screen
    1. Press **Enter** to continue with the respective Workbench components **Default** settings (binaries/paths, config, ports etc)
    2. Or Press **2** and **Enter** to provide **Custom** settings (binaries/paths, config, ports etc)

12. On the **Base Workbench Properties - Workbench Home Location** screen
    1. Press **Enter** to accept the default installation path of **/opt/Genesys/Workbench_9.x.xxx.xx**
    2. Or type the new installation path (i.e. /home/genesys/gcti/WB9.x.xxx.xx)

13. On the **Base Workbench Properties - Hostname** screen
    1. Review the Hostname automatically populated by the Workbench installer

14. On the **Additional Components To Be Installed - - Workbench Elasticsearch** screen
    1. Press **[y/Y]** and **Enter** to install Workbench Elasticsearch on this host/node **or** Press **Enter** to skip (default) installation of this component

15. On the **Additional Components To Be Installed - Workbench ZooKeeper** screen
    1. Press **[y/Y]** and **Enter** to install Workbench ZooKeeper on this host/node **or** Press **Enter** to skip (default) installation of this component

16. On the **Additional Components To Be Installed - Workbench Logstash** screen
    1. Press **[y/Y]** and **Enter** to install Workbench Logstash on this host/node **or** Press **Enter** to skip (default) installation of this component

> **Important**
>
> Workbench Agent will be installed on this host/node as its a mandatory requirement for any Workbench host/node

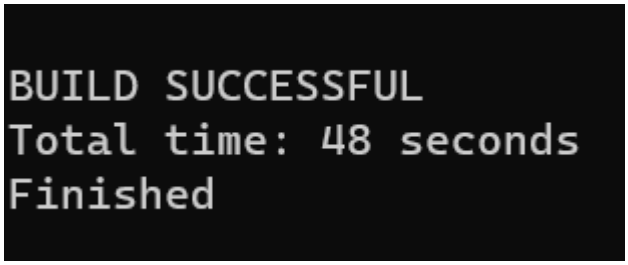
17. On the **Additional Components To Be Installed - Workbench Primary ZooKeeper IP Address/ Port** screen

> **Warning**
>
> Due to a Port validation limitation, please ensure the ZooKeeper Port is correct before pressing Enter; a race-condition could occur if not correctly entered.

    1. Type the Primary ZooKeeper IP:PORT (i.e. 10.20.30.40:2181) and press **Enter**

18. The Workbench Additional Node installation will now progress

19. The Workbench Additional Node installation is complete



Checkpoint

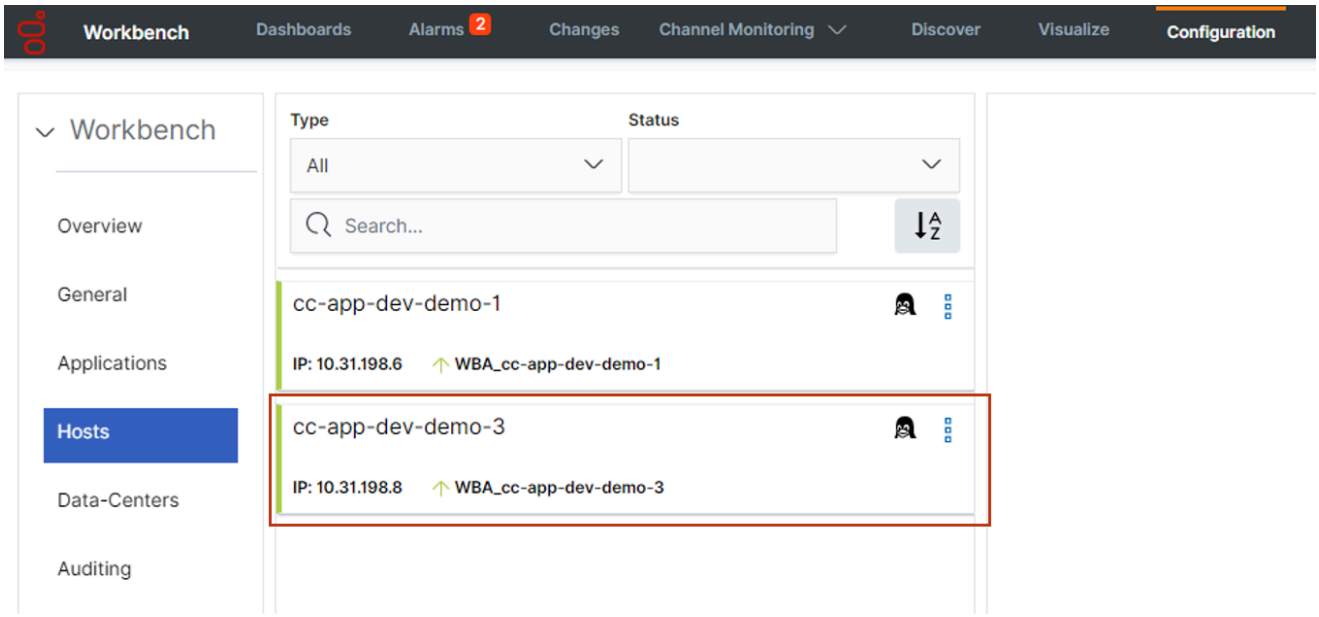
> **Important**
>
> - Based on the instructions above, within the Workbench Configuration\Hosts and Workbench Configuration\Applications menus there should now be additional Hosts and Applications
> - The number of additional Workbench Hosts and Applications will vary based on your sizing architecture and the selections you made during the installation of additional components
> - Currently additional Workbench components have been installed on their respective

Hosts, the next step is to form the Workbench Cluster which will provide HA of ingested event data (Workbench Elasticsearch) and HA of Workbench Configuration data (Workbench ZooKeeper).

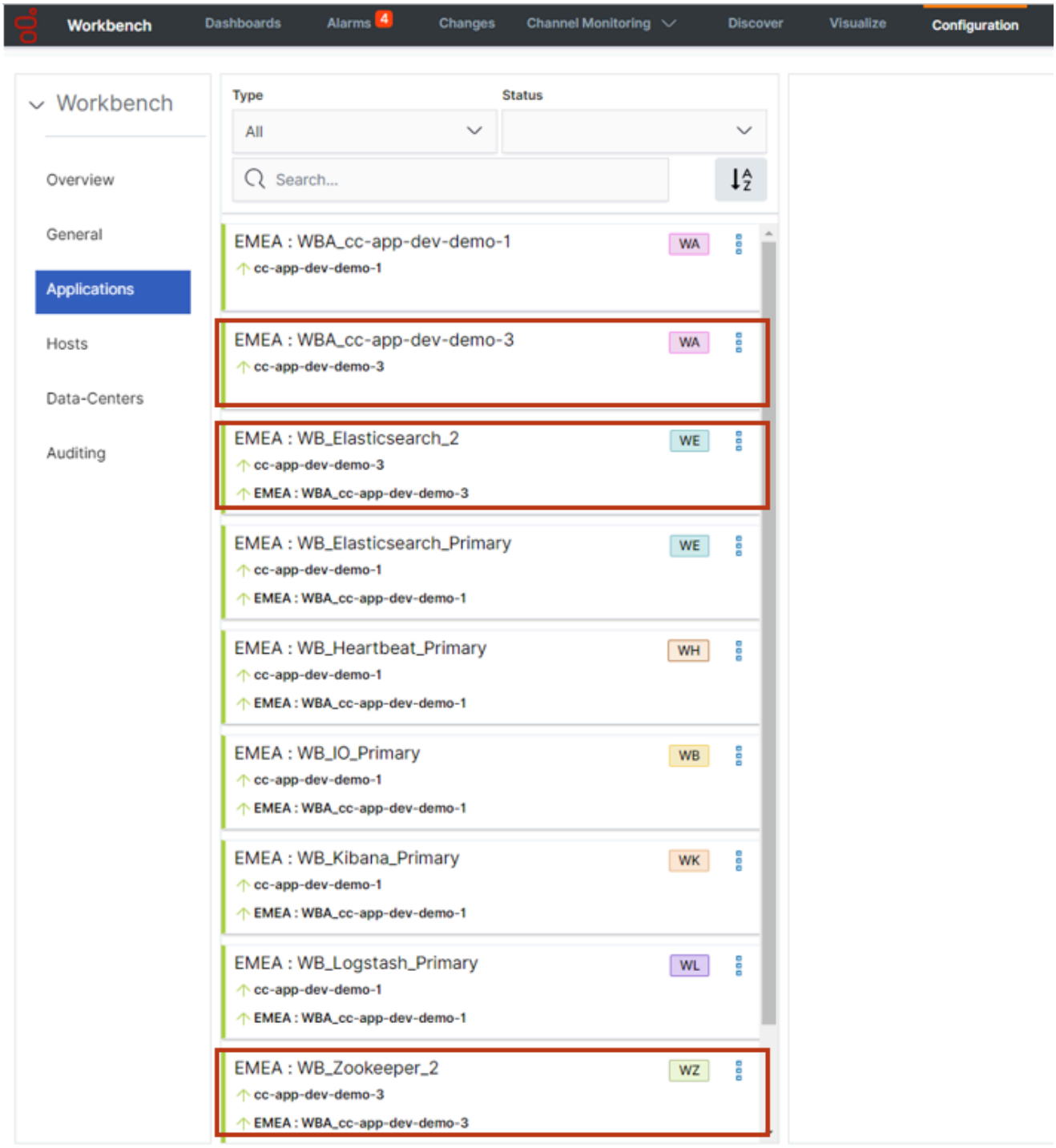
- Do not form the Workbench Cluster until all Workbench Additional Nodes have had their additional respective components installed

As an example, following the installation of Workbench Additional Node 2, the additional Hosts and Applications are highlighted below:

Hosts



Applications


Workbench
Dashboards
Alarms 4
Changes
Channel Monitoring
Discover
Visualize
Configuration
Workbench
Overview
General
Applications
Hosts
Data-Centers
Auditing
Type
All
Status
Search...
EMEA : WBA_cc-app-dev-demo-1
WA
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-3
WA
cc-app-dev-demo-3
EMEA : WB_Elasticsearch_2
WE
cc-app-dev-demo-3
EMEA : WBA_cc-app-dev-demo-3
EMEA : WB_Elasticsearch_Primary
WE
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Heartbeat_Primary
WH
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_IO_Primary
WB
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Kibana_Primary
WK
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Logstash_Primary
WL
cc-app-dev-demo-1
EMEA : WBA_cc-app-dev-demo-1
EMEA : WB_Zookeeper_2
WZ
cc-app-dev-demo-3
EMEA : WBA_cc-app-dev-demo-3

Workbench ZooKeeper Cluster - Configuration

Warning

- Before configuring the Workbench ZooKeeper Cluster, ensure ALL Workbench Additional Node components have been installed

Important

- Before configuring the Workbench Cluster, ensure ALL Workbench Agent and Workbench ZooKeeper components are Up (Green)
- For the Workbench ZooKeeper configuration, use **IP Address:PORT** and not Hostname:Port
- Workbench ONLY supports ODD number of additional nodes (i.e. 1, 3, 5 etc) within a Workbench Cluster architecture
- Ensure ALL "N" Workbench Additional Nodes are installed/configured before forming the final Workbench Cluster
- Workbench does not support scaling post Workbench Cluster formation
    - For example, if you form a 3 Node Workbench ZooKeeper Cluster, you cannot increase to a 5 Node ZooKeeper Cluster - as such please ensure your Workbench planning and sizing is accurate before completing your Workbench ZooKeeper Cluster formation, else a reinstall may be required

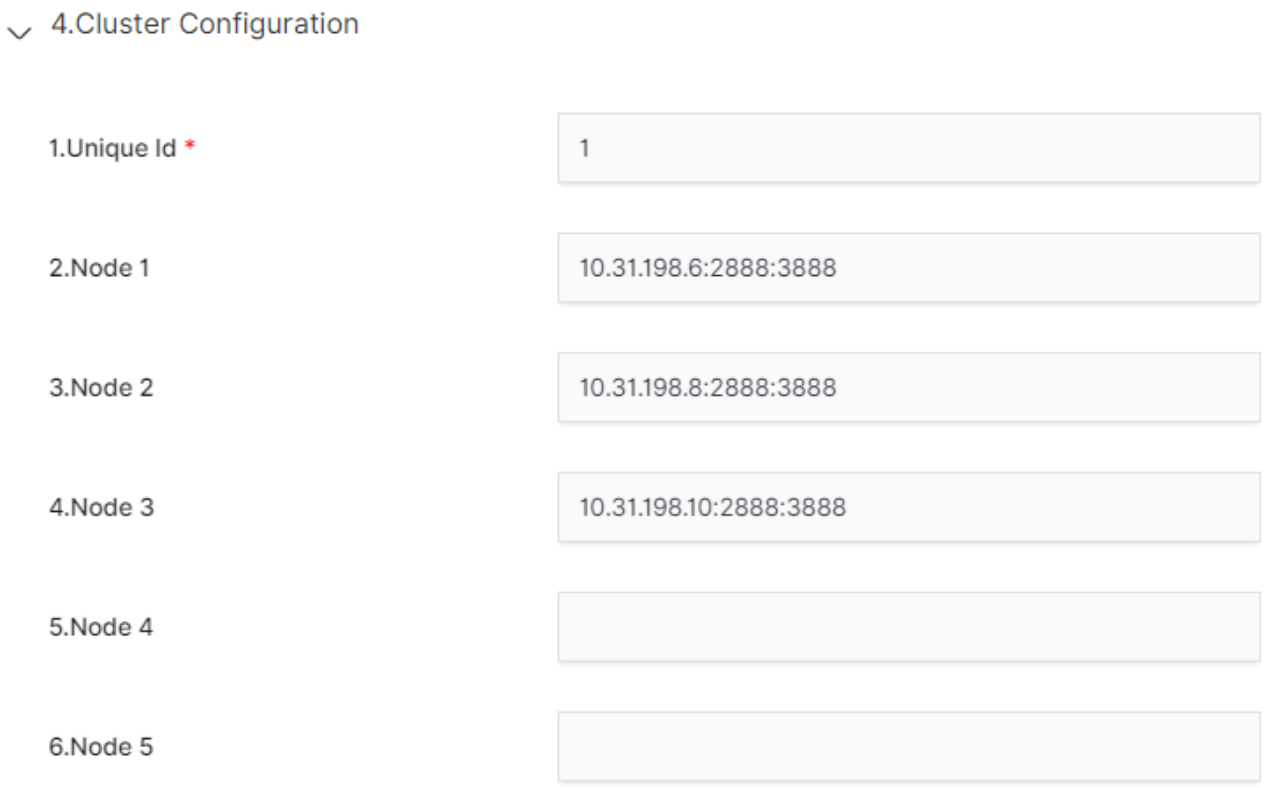
1. Navigate to the **Primary ZooKeeper** application, i.e. **EMEA : WB_ZooKeeper_Primary**
    1. Expand Configuration Section **4.Cluster Configuration**
    2. In the **Node 1** field enter the Primary Workbench ZooKeeper Hostname **<IPAddress>:2888:3888**
    3. In the **Node 2** field enter the Workbench Additional ZooKeeper Node 2 Hostname **<IPAddress>:2888:3888**
    4. In the **Node 3** field enter the Workbench Additional ZooKeeper Node 3 Hostname **<IPAddress>:2888:3888**
    5. Click **Save**

Important

- Wait for 3 minutes and refresh (F5) the Chrome Browser

- Workbench 9 should now have a Workbench ZooKeeper clustered environment providing HA of Workbench Configuration

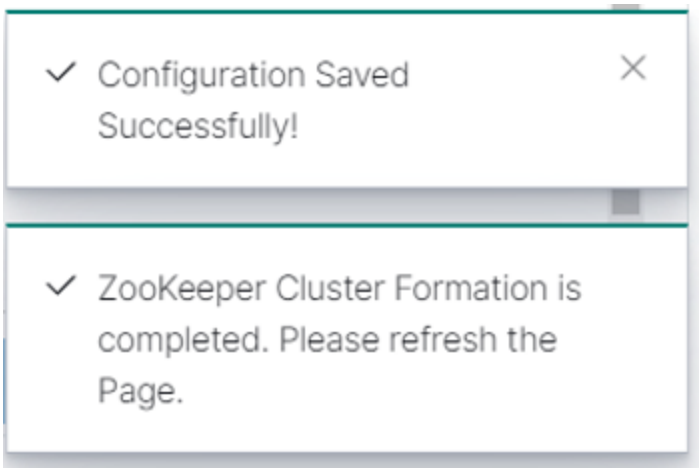
An example Workbench Cluster Configuration being:



Warning

- Workbench ZooKeeper Cluster supports a maximum of 5 Nodes

After clicking **Save** the ZooKeeper Cluster formation process will progress and complete:



Workbench Elasticsearch Cluster - Configuration

Warning

- Before configuring the Workbench Elasticsearch Cluster, ensure ALL Workbench Additional Node components have been installed

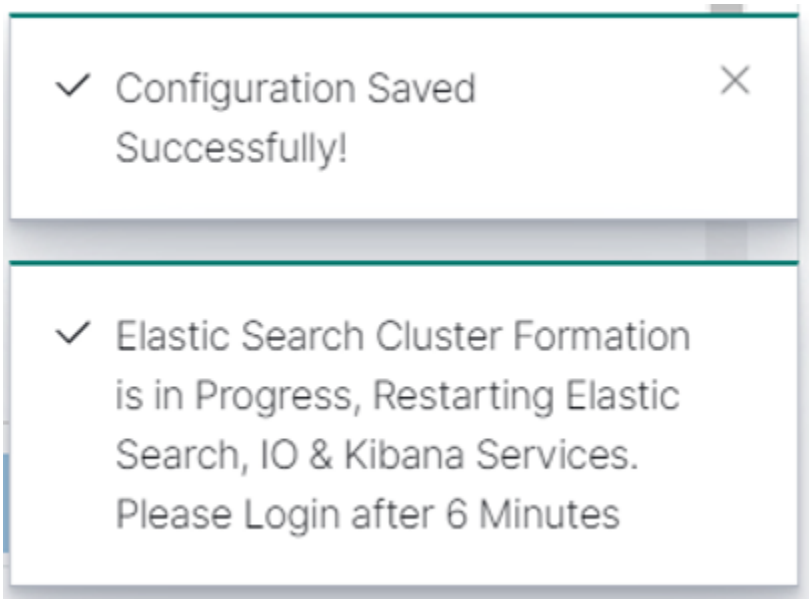
Important

- Before configuring the Workbench Cluster, ensure ALL Workbench Agent and Workbench Elasticsearch components are Up (Green)
- Fully Qualified Domain Name (FQDN) is NOT supported - either use **Hostname** or **IP Address** and not FQDN
- Workbench ONLY supports odd number of additional nodes (i.e. 1, 3, 5, 7, 9 etc) within a Cluster deployment
- Ensure ALL "N" Additional Nodes are installed before forming the final Workbench Cluster
- Workbench does not support scaling post Workbench Cluster formation
    - For example, if you form a 3 Node Workbench Elasticsearch Cluster, you cannot increase to a 5 Node Elasticsearch Cluster - as such please ensure your Workbench planning and sizing is accurate before completing your Workbench Elasticsearch Cluster formation, else a reinstall may be required

1. Navigate to the **Primary Elasticsearch** application, i.e. **EMEA : WB_Elasticsearch_Primary**
    1. Expand Configuration Section **6.Workbench Elasticsearch Discovery**
    2. In the **Discovery Host(s)** field enter the value from the associated **Section 5 - [Workbench Elasticsearch Identifiers/Network Host]** field of ALL Elasticsearch applications (i.e. WB-1,WB-2,WB-3)
    3. Click **Save**

Example configuration being:

Post clicking ''Save'' you will see the popup notification below:



> **Important**
>
> - Logout of Workbench (Chrome Browser session)
> - Wait for a minimum of 6 minutes for the Workbench Elasticsearch Cluster formation to complete
> - Login to Workbench
> - Workbench 9 should now have a Workbench Elasticsearch Clustered environment providing HA of Workbench ingested event data

Test Health of Workbench Elasticsearch Cluster Status

Check the health status of the Workbench Elasticsearch Cluster:

In a Chrome Browser navigate to:

http://<WB-VM-X>:9200/_cluster/health?pretty

or

1. Or using Windows Powershell curl
    1. Execute **curl -Uri "<WB-VM-X>:9200/_cluster/health?pretty"**
2. or using Linux CURL
    1. Execute **curl "http://<WB-VM-X>:9200/_cluster/health?pretty"**

Where <WB-VM-X> is the **Workbench Primary**, **Node 2** or **Node 3** Host.

Elasticsearch Cluster health should be reporting **Green**.

Typical expected output:

{

```
"cluster_name" : "GEN-WB-Cluster",
"status" : "green",
"timed_out" : false,
"number_of_nodes" : 3,
"number_of_data_nodes" : 3,
"active_primary_shards" : 29,
"active_shards" : 58,
"relocating_shards" : 0,
"initializing_shards" : 0,
```

```
 "unassigned_shards" : 0,
 "delayed_unassigned_shards" : 0,
 "number_of_pending_tasks" : 0,
 "number_of_in_flight_fetch" : 0,
 "task_max_waiting_in_queue_millis" : 0,
 "active_shards_percent_as_number" : 100.0

}
```