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Workbench User's Guide

Workbench Installation - Windows - Additional Node

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Workbench Installation - Windows - Additional Node

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

Warning

- Before commencing these Workbench Additional Node instructions, ensure the Workbench Primary Node has been successfully installed
- Workbench supports a **1** or **N** (**minimum 3** with **odd** number increments) Node architecture
 - Deploying only a Workbench Primary and Workbench Node 2 architecture will cause future upgrade issues likely resulting in a reinstall of Workbench

Workbench Additional Node - Installation

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

1. On the respective **2nd Workbench Additional Node/Host**, extract the downloaded Workbench installation compressed zip file.
2. Within the extracted folder, open a Command/Powershell Console **As Administrator** and run **install.bat**.
3. Click **Next** on the **Genesys Care Workbench 9.x** screen
4. Review and if you agree click **Accept** on the **Term's & Condition's** screen
5. Select **New Installation** on the **Workbench Installation Mode** screen
 1. Click **Next**
6. On the **Workbench Installation Type** screen
 1. Select **Additional Node**
 2. If required change from the default **Default** installation to **Custom** (complete the Custom config according to your needs)
 3. Click **Next**
7. On the **Base Workbench Properties** screen

1. Provide the **Workbench Home Location** folder where Workbench components will be installed (i.e. "C:\Program Files\Workbench_9.1.000.00").
2. Review the network **Hostname** - this should be accessible/resolvable within the domain
3. Click **Next**
8. On the **Additional Components To Be Installed** screen:
 1. Ensure the **Workbench Elasticsearch** option is checked (for HA of the ingested Workbench data i.e. Alarms, Changes, Channel Monitoring etc)
 2. Ensure the **Workbench ZooKeeper** option is checked (for HA of the Workbench configuration settings)
 1. Workbench ZooKeeper Cluster supports a **maximum of 5 Nodes**
 3. If required, based on the Planning/Sizing exercise, ensure the **Workbench Logstash** option is checked
 4. Workbench Agent is checked by default; it's a mandatory requirement for any hosts running Workbench 9.x components
 5. Provide the **Primary Node ZooKeeper IP and Port** - i.e. **10.20.30.1:2181**

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.

6. click **Next**
9. Click **Next** on the **Service Account** screen
 1. unless Network Account is required
10. Click **Install**
11. Click **OK** on the **Finished** dialog
12. Click **Exit**

Repeat the above for the respective **3rd** (or ALL **N** nodes) Workbench Additional Node/Host

Checkpoint

Important

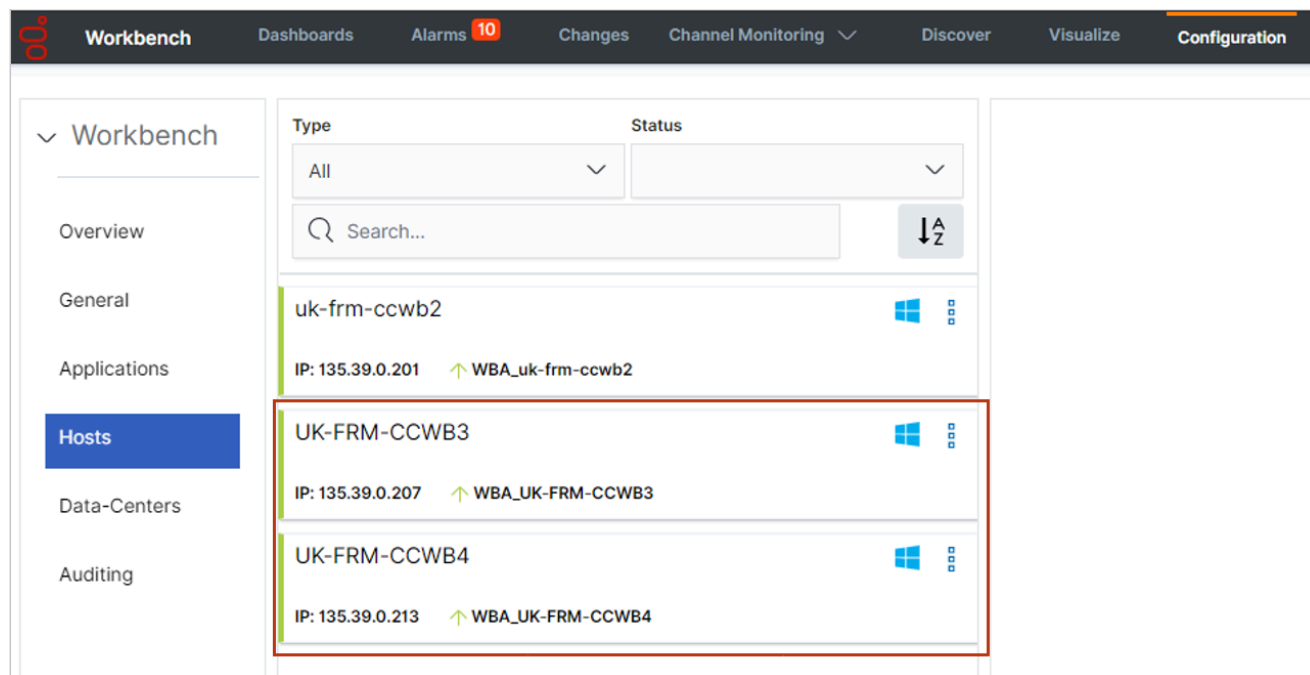
- Based on the instructions above, within the Workbench Configuration\Hosts and Workbench Configuration\Applications menus there should now be additional Hosts and

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 and Node 3, the additional Hosts and Applications are highlighted below:

Hosts



Applications

The screenshot shows the Workbench Configuration page. The top navigation bar includes Workbench, Dashboards, Alarms (11), Changes, Channel Monitoring, Discover, Visualize, and Configuration. The left sidebar lists Workbench, Overview, General, Applications (highlighted), Hosts, Data-Centers, and Auditing. The main content area displays a list of applications with filters for Type and Status, a search bar, and a sort button. The applications are listed as follows:

| Type | Status |
|--|--------|
| EMEA : WBA_uk-frm-ccwb2 ↑ uk-frm-ccwb2 | WA |
| EMEA : WBA_UK-FRM-CCWB3 ↑ UK-FRM-CCWB3 | WA |
| EMEA : WBA_UK-FRM-CCWB4 ↑ UK-FRM-CCWB4 | WA |
| EMEA : WB_Elasticsearch_2 ↑ UK-FRM-CCWB3 ↑ EMEA : WBA_UK-FRM-CCWB3 | WE |
| EMEA : WB_Elasticsearch_3 ↑ UK-FRM-CCWB4 ↑ EMEA : WBA_UK-FRM-CCWB4 | WE |
| EMEA : WB_Zookeeper_2 ↑ UK-FRM-CCWB3 ↑ EMEA : WBA_UK-FRM-CCWB3 | WZ |
| EMEA : WB_Zookeeper_3 ↑ UK-FRM-CCWB4 ↑ EMEA : WBA_UK-FRM-CCWB4 | WZ |
| EMEA : WB_IO_Primary ↑ uk-frm-ccwb2 ↑ EMEA : WBA_uk-frm-ccwb2 | WB |
| EMEA : WB_Kibana_Primary ↑ uk-frm-ccwb2 ↑ EMEA : WBA_uk-frm-ccwb2 | WK |

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:

✓ 4.Cluster Configuration

1.Unique Id *

1

2.Node 1

135.39.0.201:2888:3888

3.Node 2

135.39.0.207:2888:3888

4.Node 3

135.39.0.213:2888:3888

5.Node 4

6.Node 5

Warning

- Workbench ZooKeeper Cluster supports a maximum of 5 Nodes

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**

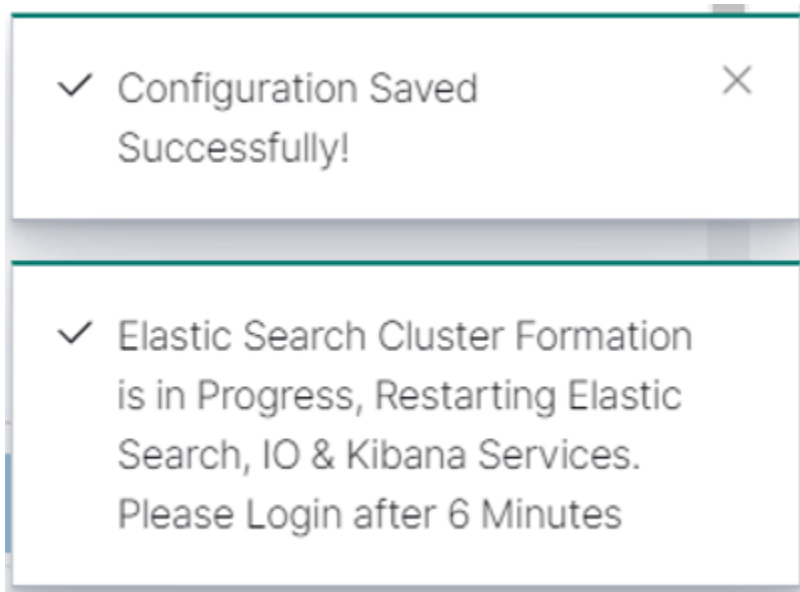
Example configuration being:

✓ 6.Workbench Elasticsearch Discovery

1.Discovery Host(s) *

UK-FRM-CCWB2,UK-FRM-CCWB3,UK-FRM-CCWB4

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
}
```