Workbench User's Guide

Workbench Upgrade – Linux - Additional Node

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Workbench Upgrade – Linux - Additional Node

The Workbench installation files will be contained in the Genesys My Portal obtained downloaded compressed file.

Important

1. Workbench requires the installation of a **Primary Node** at each and every Workbench Data-Center.

2. The Workbench Primary Node must be installed/upgraded prior to installing/upgrading Workbench Additional Nodes.

3. Workbench ships with its own pre-bundled Java distribution, OpenJDK11; all Workbench components will be configured through the installation to use this Java distribution and should not affect any other components that may be installed on the host.

4. The Workbench installation uses the Ant Installer component, if during the Workbench installation a Network Account install is selected, the Ant Installer prints the username and password details to the "ant.install.log" file. Genesys therefore recommends, post installation, at a minimum the "ant.install.log" file be manually edited and the password be masked/deleted.

5. Use an **sudo** level account when running the Workbench *install.sh* file (do NOT use the root account).

6. If the Workbench installation is cancelled mid completion, please ensure the Workbench install directory is cleaned/purged prior to attempting another install

Warning

- **Before commencing the Workbench upgrade - please ensure the Workbench Host(s) have 'free' at least 3 times the size of the "<WORKBENCH_INSTALL>/ElasticSearch/data" directory - else the Workbench upgrade process will fail and Workbench data integrity and operation will likely be compromised.**

Warning

- Only proceed if:

    - The Workbench Primary Node has been successfully upgraded.

- The Workbench Additional Node components you wish to upgrade are Up and Running with a Status of Green

Please use the following steps to upgrade Workbench 9 on Linux:

1. Run **tar zxf Workbench_9.x.xxx.xx_LINUX_Pkg.tar.gz** to extract the downloaded *Workbench_9.x.xxx.xx_LINUX_Pkg.tar.gz* compressed file.

2. **cd** into the **ip\linux** folder.

3. 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.

4. Run **./install.sh** (Do NOT prefix **./install.sh** with **sudo**)

5. Genesys Care Workbench 9.x

- Press **Enter** to start the Workbench upgrade.

6. Genesys Workbench License Agreement

- Press **Enter** to view the Genesys Workbench license agreement

7. Review License Agreement

- Enter **N** for the next page, or press **Enter** to scroll to the end of the Terms and Conditions

8. Genesys Workbench **Terms and Conditions**

- Press **Enter** to continue, if you agree to the Genesys Workbench Terms and Conditions

9. Workbench **Installation Mode**.

- Enter **2** for **Upgrade** - given there is already a previous release of Workbench running on this host/ node.

> ## Important
>
> - Select **2** for Upgrade given there is already a previous release of Workbench running on this host/node.
> - All the Workbench components on this particular host will be upgraded.
> - All *old version* Workbench Services will be automatically stopped at end of this upgrade process.

10. Workbench Base Properties - **Installation Path**.

- Press **Enter** to accept the default **/opt/Genesys/Workbench_9.x.xxx.xx** installation path
- Or provide a new installation path - i.e. **/home/genesys/WB9** and press **Enter**

> ## Important
>
> - This *Installation Path* directory should be different than the current Workbench 9.x installation location.
> - Choose between the **Default** or **Custom** installation type.

11. Workbench Base Properties - **Default** or **Custom**

- For Settings Type, either Default or Custom
    - Press **Enter** to accept the Default option - which enables provision of **Default paths, ports** etc
    - Type **2** and press **Enter** to choose the **Custom** option which enables provision of specific custom paths, ports etc

> ### Important
>
> - Choose between the **Default** or **Custom** installation type.
> - For the *Default* type, the respective Workbench component **Default** (including binaries, paths, config, ports etc) options will be used.
> - Or, if required, you can change these *Default* options (paths, config, ports etc) by selecting a **Custom** install.

12. Workbench **Primary ZooKeeper IP Address:Port**.

   - Enter the Workbench Primary Zookeeper IP Address and Port
   - Press **Enter**

> ### Important
>
> - The Primary ZooKeeper IP Address not the Hostname

13. **Installation Progress**

   - The Workbench installer will now upgrade the old Workbench version to the new Workbench version

14. **Installation Complete**

   - Await the **BUILD SUCCESSFUL** message which indicates the Workbench upgrade process is complete

> ### Important
>
> - Once the new Workbench version is installed, new Workbench 9.x.xxx.xx Services will be registered in the Service registry
> - The previous Workbench version Services will be automatically **Stopped** and set to **Manual**.

- The Workbench port configuration of upgraded components will be same as the Workbench **old** components.

- The Workbench data and log folders will be automatically created in the new Workbench installed location.

- At the end of the upgrade process, Workbench 9.y.yyy.yy Cluster, data and configuration will be restored as per the prior Workbench 9.x.xxx.xx installation.

- Workbench Agent *Metricbeat* will be also installed during the upgrade process; this will send Metric data from the Workbench Hosts and Processes into the Workbench Elasticsearch storage for observability via Dashboards and Visualizations

16. **Next Steps**

Important

- The Workbench Additional Node has been upgraded

- Repeat the above if there are more Workbench Additional Nodes at this Data-Center