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Workbench User's Guide

Workbench Upgrade - Windows - Additional Node

Workbench Upgrade – Windows – Additional Node

Warning

1. Ensure the Workbench Primary host/node has been successfully upgraded prior to commencing the upgrade of Workbench Additional Hosts/Nodes.
2. For Workbench Primary Node upgrade, please see instructions in section “Workbench Upgrade – Windows – Primary Node”
3. Ensure the Workbench Additional Hosts/Nodes are up and running until the Workbench Primary node has completed the upgrade process.
4. Once the Workbench Primary node upgrade is completed and its new Services are started, proceed with the Workbench Additional Nodes upgrade process.
5. The Workbench data and log folders will be automatically created in the new Workbench installed location.
6. **ALL** the Workbench components on this particular host where the Workbench upgrade installer is run will be upgraded.
7. You cannot upgrade specific Workbench components on a host/node - it's ALL Workbench components

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.**

Following these instructions when upgrading a Workbench Additional Node:

1. Extract the downloaded **Workbench_9.x.xxx.xx_Pkg.zip** compressed zip file.
2. Navigate into the **Workbench_9.x.xxx.xx_Pkg\ip\Windows** folder.
3. Extract the **Workbench_9.x.xxx.xx_Installer_Windows.zip** compressed zip file.
4. Navigate into the **Workbench_9.x.xxx.xx_Installer_Windows** folder

5. Right Click on the **install.bat** file and select Run as Administrator; alternatively, open a command prompt As Administrator and run **install.bat**.

6. On the Genesys Care Workbench 9.x screen.
 - Click **Next**

7. On the Genesys Terms and Conditions screen.
 - Review and if in agreement, click **Accept** to continue

8. On the next Workbench **Installation Mode** screen
 - Select **Upgrade** mode given you already have a previous release of Workbench running on this host/node.
 - Click **Next**

9. On the **Base Workbench Properties - Installation Folder** screen
 - Provide the **Workbench Home Location** folder where Workbench components will be installed (i.e. "C:\Program Files\Workbench_9.x.xxx.xx")
 - For **Settings Type** select either **Default** or **Custom**
 - Choose **Default** for the default paths, ports etc
 - Choose **Custom** to provide specific custom paths, ports etc
 - Click **Next**

10. On the Workbench Primary Zookeeper **IP Address** and **Port** screen
 - Enter the Workbench Primary Zookeeper **IP Address** and **Port**
 - Click **Next**

11. On the Workbench **Components to be Upgraded** screen
 - All the Workbench components that are installed on this host/node will be automatically checked
 - Click **Next**

12. On the **Service Account** Settings screen

- Choose **System Account** or **Network Account**
 - if Network Account is selected, provide the Username and Password to be used.
- Once complete, click **Next**.

13. On the **Installation Progress** screen

- Click **Next** to start the upgrade

14. On the **Installation Complete** screen

- Click **OK** on the **Finished** dialog
- Click **Exit**

15. At the end of the upgrade process, the previous Workbench versions data and configuration will be restored to the new Workbench version.

16. **Repeat** the above for **ALL** Workbench Additional Nodes.