

GENESYS

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Workbench User's Guide

AD Data-Center Synchronization

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Important

- All AD related data including anomalies, events, notifications are available across all Workbench Data-Centers and follow the same principle as standard data synchronization in Workbench.
- To ensure all data is properly synchronized across Workbench Data-Centers please follow the steps outlined in Workbench Data-Center Sync
- Once the Workbench Data-Centers are sync'd/linked, existing data will be synchronized and any new data will be replicated to all Workbench Data-Centers.
- If AD is currently installed in one or more Data-Center(s) and an AD node it being added to an additional data-center for the first time, it is recommended to close all existing insights in the environment to ensure syncing consistently across the data-centers.

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