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# Workbench User's Guide

AD FAQ's

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## Contents

- **1 AD FAQ's**
  - **1.1 Anomaly Detection Host/Server Operating System Support**
  - **1.2 Anomaly Detection Deployment**
  - **1.3 Workbench Data-Centers**
  - **1.4 AD Infrastructure/Footprint**
  - **1.5 AD Alarms**
  - **1.6 Dashboards and Visualizations**
  - **1.7 AD Data Retention**
  - **1.8 AD Ports**
  - **1.9 GDPR**
  - **1.10 Licenses**

## AD FAQ's

This section provides a useful list of Workbench Anomaly Detection AD Frequently Asked Question's (FAQ's):

### Anomaly Detection Host/Server Operating System Support

- Which Operating Systems are supported by AD?
  - Answer: Windows 2012 and 2016 - RHEL 7 - CentOS 7

### Anomaly Detection Deployment

- Does AD need its own dedicated host infrastructure?
  - Answer: Yes; please review the documentation [Planning](#) section
- Can I install the AD components on the Workbench core component hosts?
  - Answer: No - use separate Hosts for the AD components
- Is the Workbench Agent application required on the AD hosts?
  - Answer: Yes, and is included in the AD Installer.
- What is the maximum number of hosts supported by Anomaly Detection
  - Answer: Please review the [AD Sizing](#) section.
- Does AD support an upgrade capability
  - Answer: No
- Does Workbench AD use the Elastic Machine Learning component's/feature?
  - Answer: No - Workbench AD is a proprietary Genesys Machine Learning model

### Workbench Data-Centers

- Does each Workbench Data-Center need its own AD Node(s)/Host(s)
  - Answer: Yes

## AD Infrastructure/Footprint

- How many dedicated AD Nodes/Hosts are required?
  - Answer: Please review the documentation [Planning](#) section - at a high level:
    - If AD redundancy is required then more than 1 AD Node/Host will need to be deployed at each Workbench Data-Center/Site
    - Also, depending on the number of Hosts sending Metrics to Workbench and the ingestion frequency of those Metrics, additional AD Nodes/Hosts may be required at each Data-Center

## AD Alarms

- What types of alarms are generated by AD?
  - Answer: AD can generate four types of alarms:
    - AD is not able to connect with Workbench Logstash.
    - AD is connected to Workbench Logstash but is not receiving metric data.
    - AD is not receiving data from a particular workbench host.
    - AD is not receiving data from one metric source

## Dashboards and Visualizations

- Does AD ship with example Visualizations/Widgets for Workbench?
  - Answer: Yes.

## AD Data Retention

- How/when is data purged/deleted from AD?
  - Answer: The default AD "Retention Period" is 30 days - this AD Retention Period is not configurable.

## AD Ports

- Which Ports are used by Workbench Anomaly Detection (AD)?
  - Answer:
    - **50000 - 51000**: Nodes and Internal Process Communication
    - **8182**: AD API

- **9091 & 5067**: Workbench Agent and Metricbeat Ports on each AD Host
- **9090**: AD Pipeline Port on the Logstash Application
- Do not use Ports below 1024 for AD as these ports are typically used for system services

## GDPR

- How does AD accommodate the GDPR policy?
  - Answer: Please review the Additional Information/GDPR section of the documentation.

## Licenses

- Does Anomaly Detection need a license?
  - Answer: No - currently it's included with Workbench and needs its own dedicated Node(s)/Host(s).