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Workbench User's Guide

AD Linux Install - Primary Node

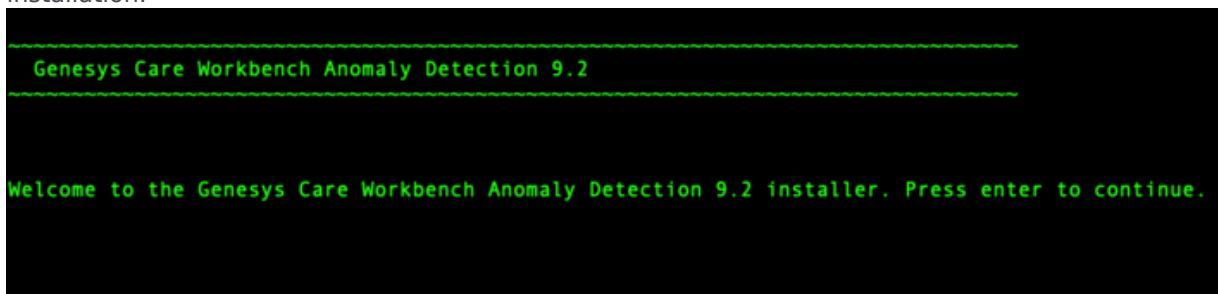
12/13/2025

AD Linux Install - Primary Node

Review this link for details on downloading Workbench AD: [Downloading Anomaly Detection \(AD\)](#).

Please use the following steps to install Workbench AD **9.x.xxx.xx** on Linux:

1. Create a working directory (i.e. ~/tmp) adding the **AD_9.x.xxx.xx_LINUX.tar.gz** file
2. Run **tar xzf AD_9.x.xxx.xx_LINUX.tar.gz** to extract the downloaded *AD_Installer_Linux.tar.gz* compressed file.
3. Navigate into the **ip\linux** folder
4. Run **tar xzf AD_9.x.xxx.xx_Installer_Linux.tar.gz** to extract AD Installer content; the following files should be extracted:
 1. install.sh
 2. jdk-11.0.2/
 3. lib/
 4. AD_9.x.xxx.xx_Installer.jar
5. Run **./install.sh** (DO NOT prefix *./install.sh* with *sudo*)
6. Genesys Care Workbench Anomaly Detection - Installation
 - Press **Enter** on the **Genesys Care Workbench Anomaly Detection 9.x** screen to start the AD installation.



7. Genesys Workbench license agreement.
 - Press **Enter** to view the Genesys Workbench license agreement
8. Review license agreement
 - Enter **N** for the next page, or press anything else to scroll to the end of the Terms and Conditions

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Accept Terms and Conditions
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Genesys Care Tools Terms and Conditions

Please carefully read the following Genesys Care Tools Terms and Conditions
before downloading or using any Genesys Care tools and their related
documentation (collectively, @these tools@). By clicking on the Download button
or otherwise using any of these tools, you agree to be bound by these terms and
conditions.

1. Definition
The Genesys Care Tools have been developed by Genesys to help customers and
partners with improved issue resolution and other maintenance activities related
to purchased Genesys products. These tools are not part of the official Genesys
product suite, and as such are not covered under maintenance or warranty but may
be used at your own risk for issue resolution purposes only. Our tools are
available to Genesys Business Care, Business Care Plus and Premium Care accounts
that are active on maintenance; however, some tools may require the fulfillment
of certain qualifications.

2. Restrictions of use
You agree that you may not (without limitation):

enter 'N' for the next page, enter anything else to scroll to the the end
```

9. Genesys Workbench **Terms and Conditions**

- If you agree to the Genesys Workbench Terms and Conditions, press **Enter** (default=Y) or enter **Y** to continue.

10. Workbench Installation Mode:

- There are 2 Installation Modes:
 - **New Installation** - no Workbench Anomaly Detection components are yet running on this host/node
 - **Upgrade** - you already have Workbench Anomaly Detection running on this host/node and wish to upgrade
- Press **Enter** for default value (new installation)

Warning

*AD currently does not support upgrade capability
*Therefore select **New Installation** and not Upgrade during the AD 9.x.xxx.xx installation

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Workbench Anomaly Detection Installation Mode
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PLEASE SELECT THE TYPE OF WORKBENCH ANOMALY DETECTION INSTALLATION MODE, 'NEW INSTALL' OR 'UPGRADE'
Note: only select Upgrade if you already have a previous release of Workbench Anomaly Detection running on this host
Install Mode:
  Enter a number
  1) New Installation [default]
  2) Upgrade
```

11. Workbench AD **Installation Type**

- There are 2 Installation Types:
 - **Primary** - Anomaly Detection Node
 - **Additional** - Anomaly Detection Node used for distributing load. You already have Workbench Anomaly Detection Primary Node running in other host.
- Press **Enter** for default value (primary node)

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Workbench Installation Type
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PLEASE SELECT THE TYPE OF WORKBENCH ANOMALY DETECTION INSTALLATION; 'PRIMARY' OR 'ADDITIONAL'
Note: It is necessary that a primary node be installed prior to installing any additional nodes.
Node Type:
  Enter a number
  1) Primary Node [default]
  2) Additional Node(s)
```

12. **DEFAULT** or **CUSTOM** installation

- Install Workbench AD with Default or Custom settings:
 - **Default** - the respective Workbench AD **Default** settings will be used.
 - Default settings being installation paths, ports, etc.
 - **Custom** - or, if required, you can change the default settings by selecting a **Custom** install.
- Press **Enter** for default value (default installation)

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PLEASE SELECT EITHER A 'DEFAULT' OR 'CUSTOM' INSTALLATION TYPE.
Note: Default will use pre-configured settings. With Custom you can modify the default paths,
ports, etc. settings.
Settings Type:
  Enter a number
  1) Default [default]
  2) Custom
```

13. Provide the Workbench **Primary Zookeeper IP Address and Port**.

- If Zookeeper is authenticated, provide username and password.
 - Simply press Enter for username/password if ZooKeeper authentication is disabled

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Workbench Primary Node Settings
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PLEASE PROVIDE THE WORKBENCH PRIMARY ZOOKEEPER IP ADDRESS AND PORT
Note: The ZooKeeper IP Address, not Hostname and Port (i.e. '10.20.30.1:2181')
Workbench Primary ZooKeeper IP Address:Port
10.20.192.164:2181

SLF4J: Failed to load class "org.slf4j.impl.StaticLoggerBinder".
SLF4J: Defaulting to no-operation (NOP) logger implementation
SLF4J: See http://www.slf4j.org/codes.html#StaticLoggerBinder for further details.
IF ZOOKEEPER IS AUTHENTICATED, PROVIDE THE USERNAME AND PASSWORD
Workbench Primary ZooKeeper Username [default:]

Workbench Primary ZooKeeper Password [default:]

VALIDATING CONNECTION TO ZOOKEEPER MAY TAKE A FEW MOMENTS.
```

14. Provide the Workbench Anomaly Detection installation folder location.

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Base Workbench Properties
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PLEASE PROVIDE THE WORKBENCH ANOMALY DETECTION UPGRADE INSTALLATION FOLDER LOCATION
Note: The new versions of Workbench Anomaly Detection components will be installed relative to this location
AD Home Location: [default:/opt/Genesys/Workbench_AD_9.2.000.00]
```

15. AD Hostname:
- This Hostname will be utilized by the Workbench solution components.
16. Primary components to be installed: Information on which Workbench components are being installed on this host/node
- Anomaly Detection Node
 - Workbench Metricbeat
 - Workbench Agent

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Primary Components To Be Installed
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THE FOLLOWING COMPONENTS WILL BE INSTALLED.
Install the following component? Y or True to install, or press Enter to skip.
Anomaly Detection Node [default:true] [required]

Install the following component? Y or True to install, or press Enter to skip.
Workbench Metricbeat [default:true] [required]

Install the following component? Y or True to install, or press Enter to skip.
Workbench Agent [default:true] [required]
```

17. Select / provide the **Service Account** details for the Workbench components:

- Workbench components will run using this service account

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Service Account Settings
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PLEASE SELECT/PROVIDE THE SERVICE ACCOUNT DETAILS FOR THE WORKBENCH COMPONENTS.
Note: Workbench components will run using this service account.
Account Type:
  Enter a number
  1) Local System Account [default]
  2) Network Account
```

18. The Workbench Anomaly Detection installation will now progress

19. The Workbench Anomaly Detection installation is complete

```
BUILD SUCCESSFUL
Total time: 42 seconds
Finished
```

Post Installation Steps

1. Validate (i.e. `service --status-all | grep WB`) if the AD Primary component Services are running:
 1. WB Anomaly Detection Node: **WB_AnomalyDetection_9.x.xxx.xx**
 2. WB Metricbeat: **WB_Metricbeat_9.x.xxx.xx**
 3. WB Agent: **WB_Agent_9.x.xxx.xx**
2. Validate if the new AD host appears in Workbench/Configuration/Hosts as is presented in **AD**

Configuration.

3. Follow the steps in [Post Installation Configuration](#) if needed.
4. If you are installing AD at first time, follow the guidelines given in [Using AD](#) to learn how to use the Workbench Anomaly Detection Insights features.

Warning

- Post AD installation there is a 3 day training period before Insights are raised; during this time the Insights Console will display "No Insights Found!"