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Workbench User's Guide

AD Pre-Installation Steps

12/14/2025

AD Pre-Installation Steps

Important

- The Workbench core components should be installed and running **prior** to installing the Workbench Anomaly Detection (AD) components
- Please **use a non root account** with sudo permissions for all commands when installing Workbench AD on Linux
 - Do NOT use the Linux <ROOT> account to install Workbench Anomaly Detection (AD)
- Anomaly Detection (AD) uses the Hostname for component configuration/communication
 - please ensure hostname resolution between the Workbench and Anomaly Detection (AD) Hosts is robust
- If the Anomaly Detection (AD) Host has multiple NIC's
 - please ensure the Hostname resolves to the desired IP Address prior to Anomaly Detection (AD) installation

Warning

- The Anomaly Detection 9.2.000.10 components do not support an upgrade capability - please either:
 - a) remain running AD 9.2.000.00 but follow the Workbench Agent 9.2.000.00 log4j vulnerability mitigation steps here: <https://docs.genesys.com/Documentation/ST/latest/WorkbenchUG/KnownIssuesandLimitations>
- or
- b) un-install AD 9.2.000.00 and re-install the Anomaly Detection 9.2.000.10 components