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# Workbench User's Guide

AD Windows Install - Primary Node

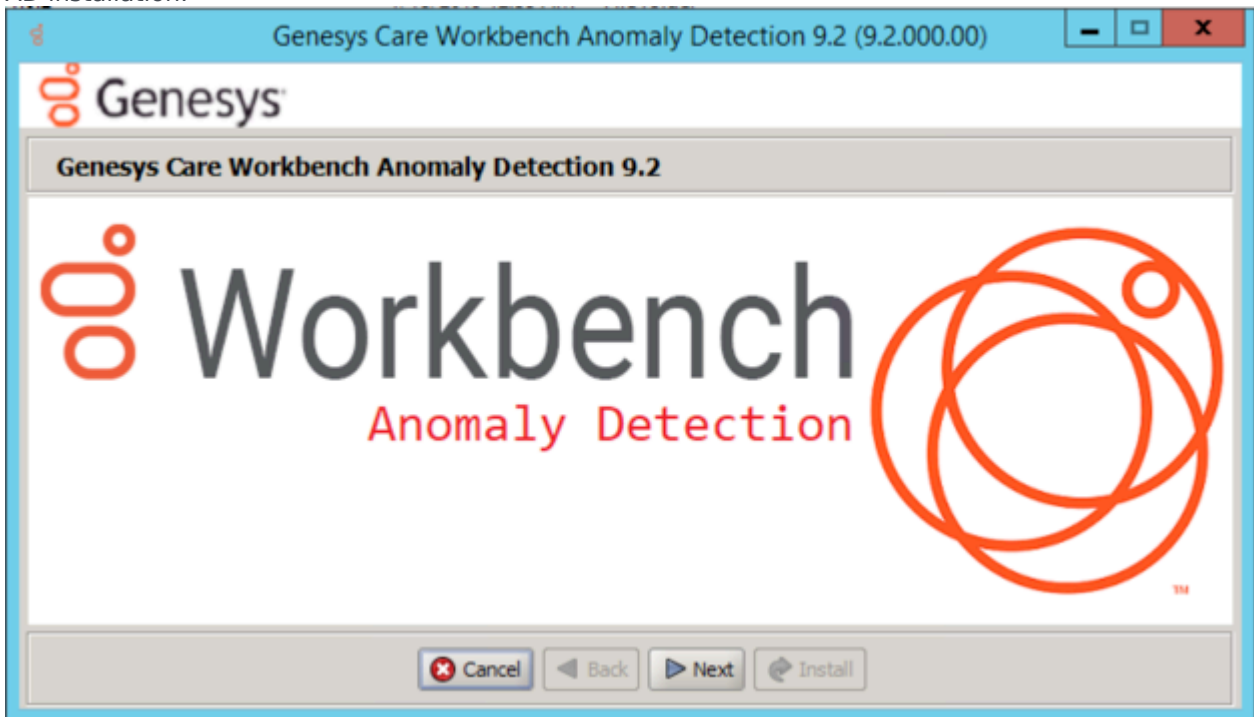
12/13/2025

## AD Windows Install - Primary Node

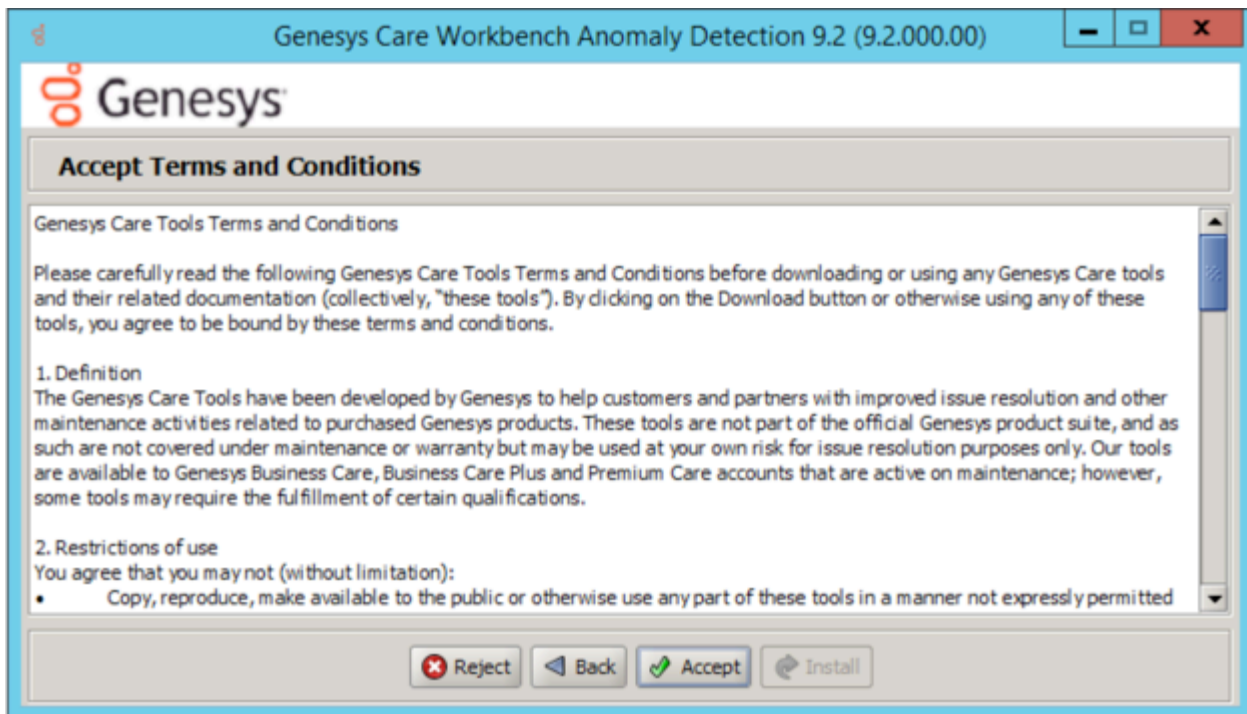
Review this link for details on downloading Workbench AD: [Downloading Anomaly Detection \(AD\)](#).

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

1. Extract the downloaded **AD\_9.x.xxx.xx\_WINDOWS.zip** compressed zip file.
2. Navigate into the **AD\_9.x.xxx.xx\_WINDOWS/ip/windows** folder.
3. Extract the **AD\_9.x.xxx.xx\_Installer\_Windows.zip** compressed zip file.
4. Open a command prompt **As Administrator** and run **install.bat**.
5. Click **Next** on the **Genesys Care Workbench Anomaly Detection 9.x** screen to start the Workbench AD installation.



6. Review and if in agreement, click **Accept** to the **Genesys Terms and Conditions** to continue.

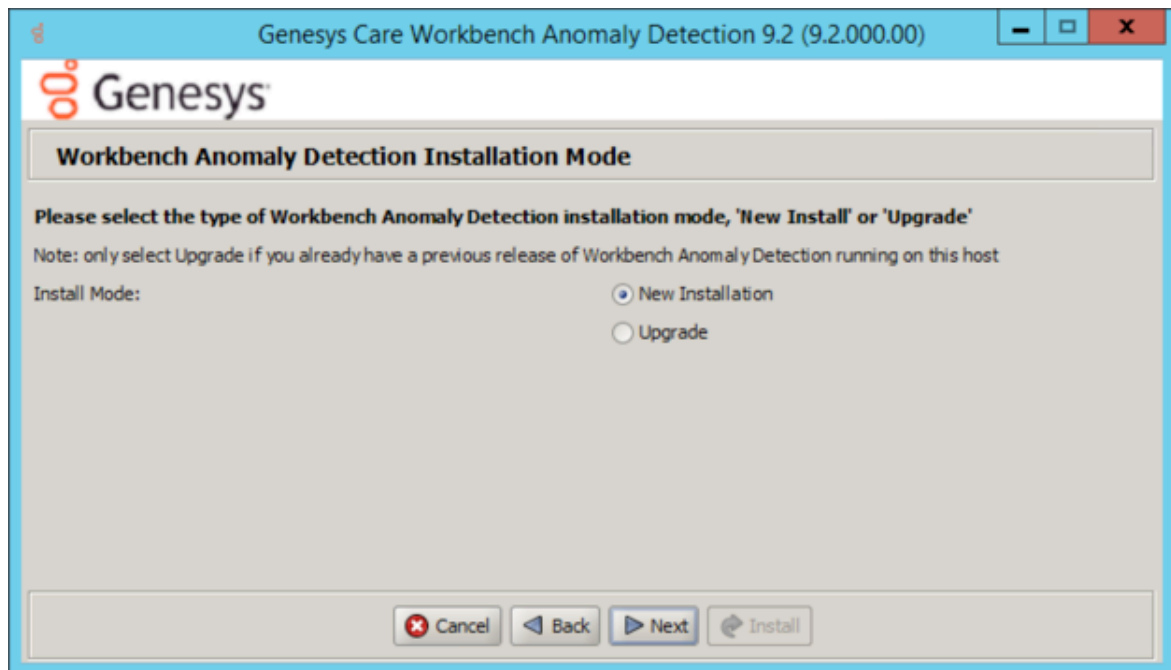


7. Select **New Installation** on the Installation Mode screen

- 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

**Warning**

- \*AD currently has no upgrade capability
- \*Therefore select **New Installation** and not Upgrade during the AD 9.x.xxx.xx installation



8. Select the **Workbench Anomaly Detection Installation Type**:

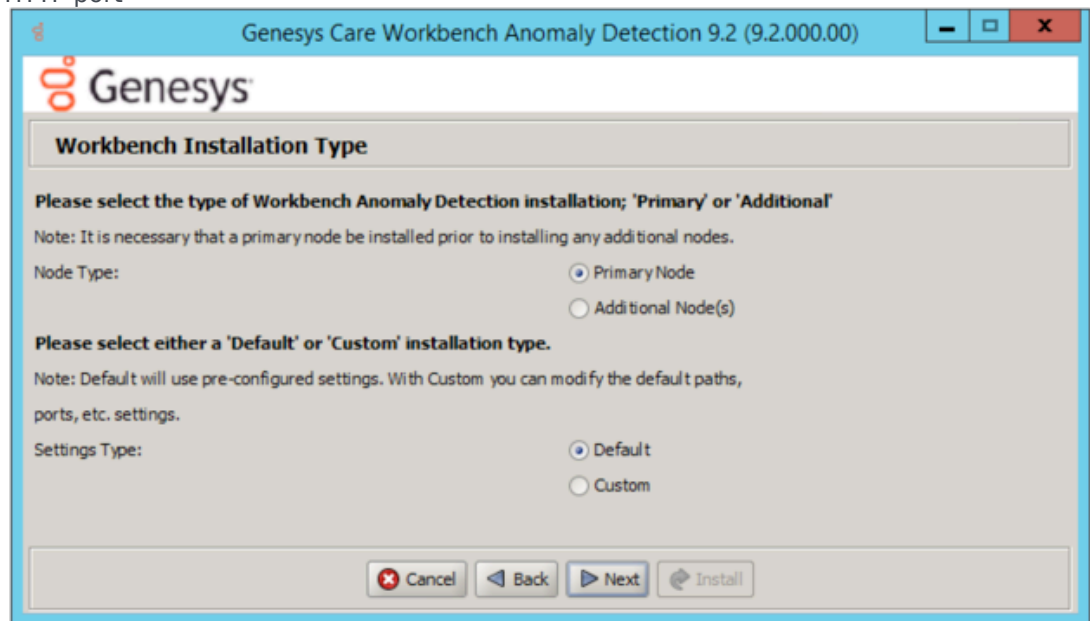
1. Select the type of **Workbench Anomaly Detection Installation**:

- **Primary**: master Anomaly Detection Node
- **Additional**: additional Anomaly Detection Node used for distributing load. It is necessary that a primary node be installed prior to installing any additional nodes.

2. Default or Custom Installation Type:

- **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.
  - For Workbench Anomaly Detection:
    - Binary files location
    - Configuration files location
    - Data files location
    - Log files location
    - Socket port
    - Incoming data port from Logstash
    - HTTP AD API port
  - For Workbench Metricbeat:
    - Binary files location
    - Data files location

- Log files location
- HTTP port
- For Workbench Agent:
  - Binary files location
  - Log files location
  - HTTP port



9. Provide the Workbench **Primary Zookeeper IP Address and Port**
  - If Zookeeper is authenticated, provide username and password

Genesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)

**Workbench Primary Node Settings**

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

If ZooKeeper is authenticated, provide the username and password

Workbench Primary ZooKeeper Username

Workbench Primary ZooKeeper Password

Validating connection to ZooKeeper may take a few moments.

10. **Base Workbench Properties:**

- Provide the Workbench Anomaly Detection installation folder location

Genesys Care Workbench Anomaly Detection 9.2 (9.2.000.00)

**Base Workbench Properties**

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:

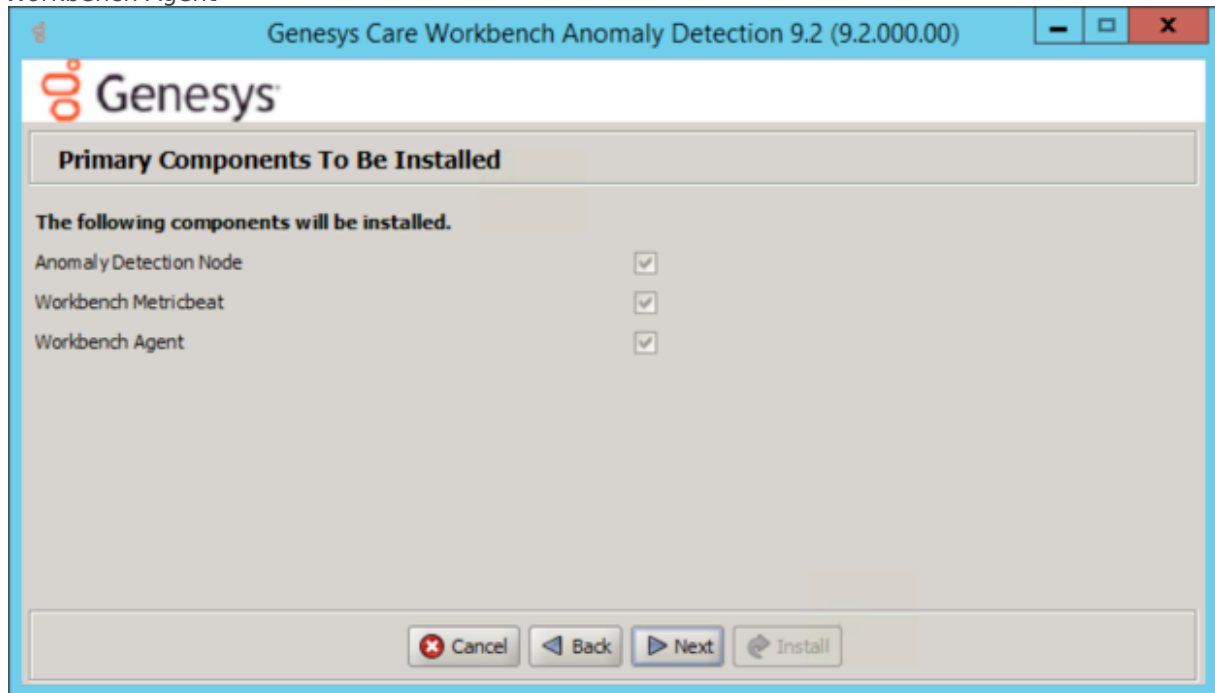
- AD Hostname: This Hostname will be utilized by the Workbench solution components.

11. **Primary Components to be Installed**

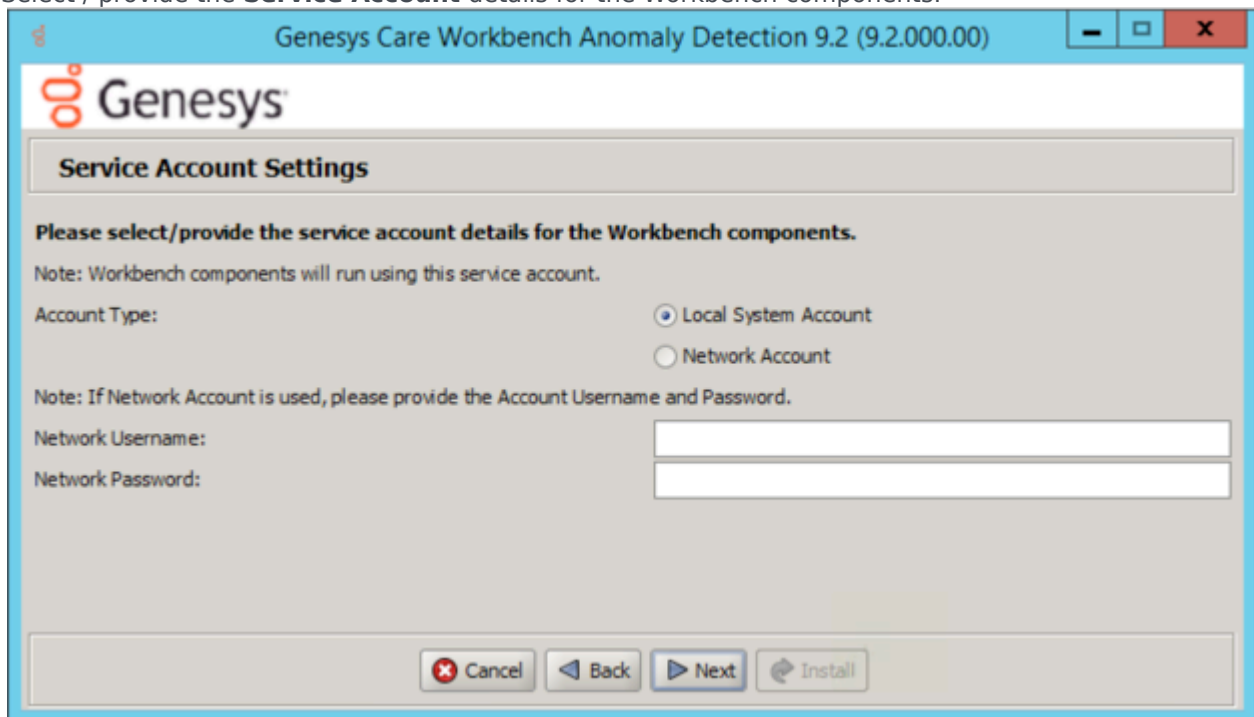
Information on which Workbench components are being installed on this host/node

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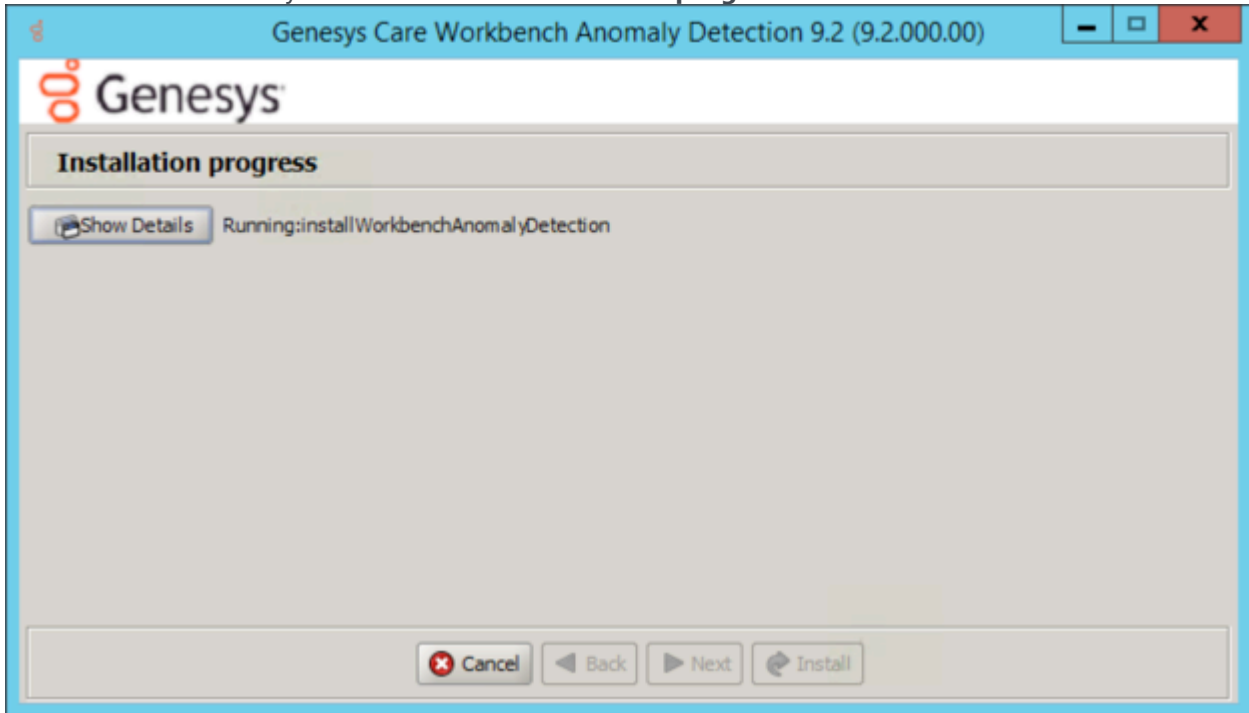
- Anomaly Detection Node
- Workbench Metricbeat
- Workbench Agent



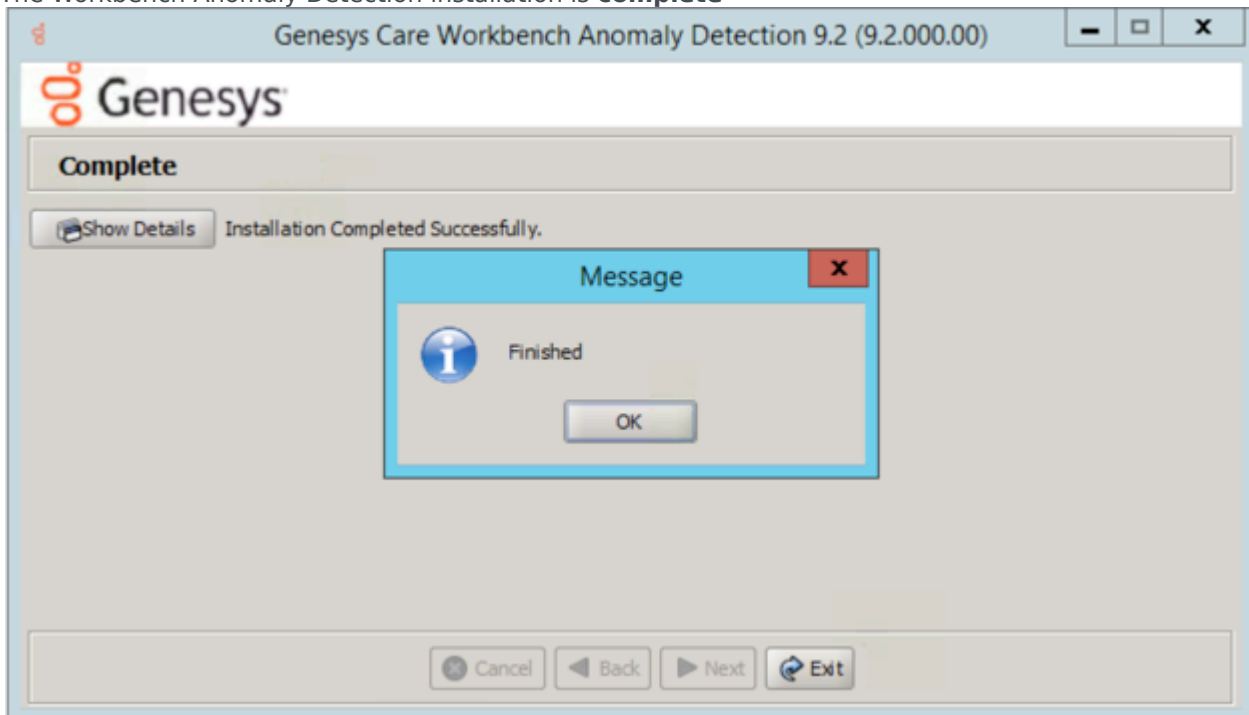
12. Select / provide the **Service Account** details for the Workbench components:



13. The Workbench Anomaly Detection installation will now **progress**



14. The Workbench Anomaly Detection installation is **complete**



Click **OK** and **Exit** to close the installation dialogs.

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## Post Installation Steps

1. Validate if the AD Primary components 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 Applications 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 Workbench Anomaly Detection Insights and its 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!"