Workbench User's Guide

Planning and Deployment - Upgrade

12/14/2025

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Planning and Deployment - Upgrade

This chapter provides details on the deployment of Genesys Workbench - Upgrade.

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Warning

- **Before commencing the Workbench upgrade - please ensure the Workbench Host(s) have 'free' at least 3 times the size of the "<WORKBENCH_INSTALL>/ElasticSearch/data" directory - else the Workbench upgrade process will fail and Workbench data integrity and operation will likely be compromised.**

Workbench N-1 Upgrade

Warning

- Workbench only supports an N-1 upgrade path

Warning

- Please ensure your on the immediate previous Workbench release before upgrading

Warning

- i.e. Do not upgrade directly from 9.0.000.00 to 9.1.100.00 - instead from 9.0.000.00 upgrade to 9.1.000.00, then upgrade to 9.1.100.00

Workbench Version Alignment

Important

- Workbench Versions on ALL Nodes and at ALL Data-Centers should be running the same release - i.e. do NOT mix 9.0.000.00 with 9.1.000.00.

Workbench 9.2 to 9.3 Visualizations cannot be deleted

Important

- When upgrading from Workbench 9.2 to 9.3, the migrated Visualizations cannot be deleted; this will be addressed in a future Workbench 9.x release