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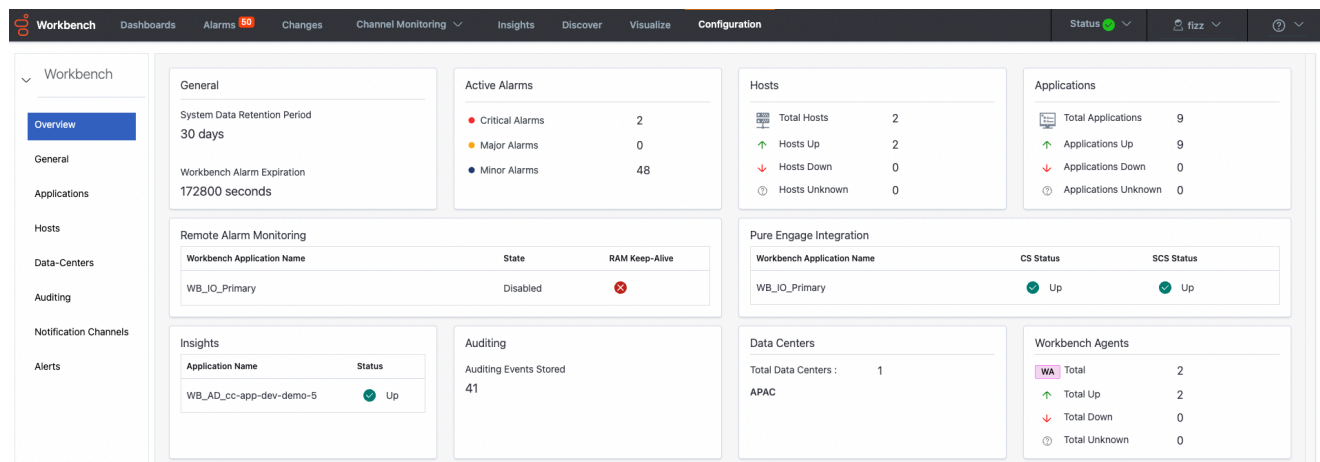
# Workbench User's Guide

Workbench Configuration

12/13/2025

# Workbench Configuration

The Workbench Configuration Console allows the user to manage, configure and view the state/status of the Workbench components.



The Workbench 'Configuration Console' has the following sub menus:

- **Overview**

- Gain an at-a-glance overview of the state, status and content of the Workbench components and features

- **General**

- *System Data Retention Period*
  - this applies to the data stored within Workbench and the duration for which its stored; if this setting is enabled, data will be permanently deleted post this value; the default is Enabled and 30 days
    - Note: Data Retention values not updated in real-time when viewing this page
- *Alarm Expiration*
  - this applies to the 'Workbench' *Active Alarms* duration, if not resolved, if this setting is enabled, Workbench alarms (not Genesys Engage) will be automatically closed post this value - i.e. to avoid *manually* clearing 100 Channel Monitoring active alarms, they would be automatically cleared post this value; the default is Enabled an 172800 seconds (2 days)
    - Note: Alarm Expiration values not updated in real-time when viewing this page
- *Session Expiration*
  - this applies to the timeout of sessions; Users will be auto logged out of Workbench if/when a new request is greater than the Session Expiration; if/when the Session Expiration setting is unchecked/disabled, Users will *never* be auto logged out

- **Hosts**

- These are either Workbench hosts or Engage hosts
- Engage hosts will only be present if the Workbench Agent is installed on the respective Engage host (i.e. SIP Server host)
- Only deploy the Workbench Agent on Engage hosts that you wish to ingest metric data (CPU/RAM/DISK/NETWORK) from
- This Configuration section allows read-only *visibility* of Workbench Host Objects
  - The WB Host objects can be:
    - Deleted (i.e. should there be a need to move/re-install Workbench Additional components to a new Host/Server)

### Warning

- Use the **Delete** option with extreme caution; please read and understand these instructions before progressing.
- This will permanently delete the WB Host Object from the WB UI and also backend configuration
- The WB Delete action will NOT delete the respective binaries from the host; that will be a manual task via the respective host post deleting in the WB UI

### Warning

- WB Primary Host deletion is NOT supported - only Workbench **Additional** Hosts/Nodes can be deleted
- Pre-Cluster formation
  - Delete WB Secondary WB Host object from configuration page under Host section
    - **ALL** associated WB component config data will be permanently removed
    - Now and only when the WB Host is deleted, delete the associated Hosts WB Application component config objects one-by-one under Applications section
- Post-Cluster formation WB Host deletion is NOT recommended

#### • Applications

- In Workbench 9.x there are 8 x Workbench Application Objects:
  - Workbench IO (for WB UI and integration to Genesys Engage including the Channel Monitoring feature)
  - Workbench Agent (for WB status, control and configuration - in WB 9.0 Workbench Agents are **ONLY** installed on Workbench hosts, not Genesys Engage hosts)
  - Workbench Elasticsearch (for WB storage)

- Workbench Kibana (for WB UI)
- Workbench Logstash (an ETL pipeline primarily relating to Workbench Agent Metric data ingestion)
- Workbench Heartbeat (for WB component health monitoring)
- Workbench Metricbeat (for Host/Process Metric data ingestion in conjunction with the Workbench Agent component)
- Workbench ZooKeeper (for WB configuration)
- This Configuration section allows visibility and management of the Application Objects above
  - The Application Objects can be:
    - Renamed (i.e. "WB\_IO\_Primary" to "APAC\_WB\_IO\_P")
    - Edited (i.e. change the `[WB_Kibana_Primary\HTTP Port]` setting from the default 8181 to 9191)
    - Deleted (not the Workbench Primary host Applications)

### Warning

- Use the **Delete** option with extreme caution; please read and understand these instructions before progressing.
- This will permanently delete the WB Application Object from the WB UI and also backend configuration
- If the Workbench IO, Workbench Agent or Workbench Kibana *Application Types* are deleted, a **full re-install** will be required
- The WB Delete action will NOT delete the respective binaries from the host; that will be a manual task via the respective host

### Warning

- WB Primary Host deletion is NOT supported - only Workbench **Additional** Hosts/Nodes can be deleted
- Pre-Cluster formation
  - Delete WB Secondary WB Host object from configuration page under Host section
    - **ALL** associated WB component config data will be permanently removed
    - Only when the WB Host object is deleted, delete the associated Hosts WB Application component config objects one-by-one under Applications section
- Post-Cluster formation WB Application deletion is NOT recommended

### • Data-Centers

- The Data-Center(s) name(s) are provided during WB installation and will be displayed according to the value(s) entered

### • Auditing

- The Workbench Audit Console is similar to the Changes Console but also provide visibility of WB User Logins/Logouts; the Audit events will also evolve overtime
  - Note: Audit events are not updated in real-time when viewing this page

| Generated                | Action    | User | Config Object  | Changed Item                 | New Value   |
|--------------------------|-----------|------|----------------|------------------------------|---|
| Mon 30 May 2022 09:00:56 | WB_ADD    | fizz | WB zookeeper   | my_python_webhook            | <pre>{"name": "my_python_webhook", "type": "webhook", "url": "http://10.31.198.7:4658/json", "method": "POST", "headers": {"Content-Type": "application/json"}, "username": "", "password": "", "connectTimeoutSec": 30, "readTimeoutSec": 30, "limitNumber": 0, "limitFrequency": 0, "limitUnit": "minutes", "isEnabled": false, "tlsCerts": {}}</pre> |
| Mon 30 May 2022 08:50:23 | WB_LOGIN  | fizz | N/A            | N/A                          | N/A   |
| Sat 28 May 2022 10:49:36 | WB_LOGOUT | fizz | N/A            | N/A                          | N/A   |
| Sat 28 May 2022 10:48:08 | WB_LOGIN  | fizz | N/A            | N/A                          | N/A   |
| Fri 27 May 2022 20:29:52 | WB_LOGOUT | fizz | N/A            | N/A                          | N/A   |
| Fri 27 May 2022 20:20:30 | WB_CHANGE | fizz | N/A            | Application Status           | up  |
| Fri 27 May 2022 20:20:21 | WB_CHANGE | fizz | N/A            | Application Status           | down  |
| Fri 27 May 2022 20:20:20 | WB_CHANGE | fizz | N/A            | Application Status           | up  |
| Fri 27 May 2022 20:20:10 | WB_CHANGE | fizz | N/A            | Application Status           | down  |
| Fri 27 May 2022 20:20:09 | WB_CHANGE | fizz | metricbeat.yml | setup.kibana.host            | http://cc-app-dev-demo-1:8182   |
| Fri 27 May 2022 20:20:07 | WB_CHANGE | fizz | metricbeat.yml | output.elasticsearch.enabled | false   |

Total Audits: 41

## Configuration Edit Example

This example below show the "WB\_IO\_Primary" application being edited:

- The application name is being changed from "WB\_IO\_Primary" to "WB\_IO\_Pri"
- There's indication that 1 option/setting and has modified
- The **Save** button is enabled and when the user clicks Save the application will be subsequently renamed.

## Workbench Configuration

The screenshot displays the Workbench Configuration interface. The top navigation bar includes 'Workbench', 'Dashboards', 'Alarms', 'Changes', 'Channel Monitoring', 'Discover', 'Visualize', and 'Configuration'. The left sidebar shows a tree view with 'Workbench' expanded, containing 'Overview', 'General', 'Applications' (selected), 'Hosts', 'Data-Centers', and 'Auditing'. The main content area is titled 'WB\_IO\_Primary' and shows its status as 'UP'. Below this, a list of applications is shown, with 'WB\_IO\_Primary' selected. The configuration details for 'WB\_IO\_Primary' are displayed on the right, including fields for 'Workbench Application Name', 'Data-Center', 'Workbench Application Type', 'Workbench Version', 'Workbench HTTP Port', 'Associated Workbench Agent Application', 'Host Name', 'Host IP Address', 'Host Time-Zone', 'Elasticsearch Host', and 'Elasticsearch Port'. A 'Modified' button is visible next to the 'Workbench Application Name' field. At the bottom of the configuration panel are 'Cancel' and 'Save' buttons.

| Type                            | Status |
|---------------------------------|--------|
| EMEA : WBA_cc-app-dev-demo-1    | WA     |
| EMEA : WB_Elasticsearch_Primary | WE     |
| EMEA : WB_Heartbeat_Primary     | WH     |
| EMEA : WB_IO_Primary            | WB     |
| EMEA : WB_Kibana_Primary        | WK     |
| EMEA : WB_Logstash_Primary      | WL     |
| EMEA : WB_Zookeeper_Primary     | WZ     |

WB\_IO\_Primary  
Status: UP

1. General

1. Workbench Application Name \* WB\_IO\_Pr Modified

2. Data-Center EMEA

3. Workbench Application Type Workbench IO

4. Workbench Version 9.1.0.0.0

5. Workbench HTTP Port \* 8182

6. Associated Workbench Agent Application EMEA : WBA\_cc-app-dev-demo-1

7. Host Name cc-app-dev-demo-1

8. Host IP Address 10.31.198.6

9. Host Time-Zone Asia/Kolkata

10. Elasticsearch Host \* cc-app-dev-demo-1

11. Elasticsearch Port \* 9200

Cancel Save