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Genesys Knowledge Center Deployment Guide

Using CMS with Oracle

5/2/2025

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Important

Oracle 11g supported from version 8.5.302.xx of the product.

Prerequisites

- Create new database in Oracle 11g
- Create user account to access the database

Configuring CMS

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**
2. Select the application defined for the Knowledge Center Cluster and click **Edit**
3. From the **Options** tab in the **cms.cluster** section, set the following options:
 - a. set option **type** to value **oracle**
 - b. set **dbConnectionUrl** to JDBC connection string for connection to Oracle following the format:
jdbc:oracle:thin:@<host_with_oracle>:<port_of_oracle, 1521 by default>:<CMS_DB_SID>
 - c. **dbUsername** - set to the username that needs to be used to login to Oracle
 - d. **dbPassword** - set to the password for db account
 - e. **dbDriverClass** - set to **oracle.jdbc.driver.OracleDriver**

Important

Description of options in cms.cluster section can be found in [Configuration Options](#).

If you are installing Knowledge Center CMS 8.5.302.xx, you need to download and place **Oracle JDBC driver** on every CMS host:

1. Open in your browser <http://www.oracle.com/technetwork/apps-tech/jdbc-112010-090769.html>
2. Accept the license

3. Download **ojdbc6.jar** (Oracle account is needed)
4. Place **ojdbc6.jar** into **<CMS_installation_folder>/lib/ext**

Important

The driver must be added to the installation folder of every CMS node in your deployment.
Starting from the 8.5.303.xx release of the product, drivers are embedded into the CMS's IP.