Genesys Knowledge Center Deployment Guide

Authentication

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Authentication

You can enable secure communications with the Management and Reporting REST APIs by completing the procedures below to implement authentication. If you do enable authentication, then all API clients must use the authentication scheme and credentials. Three common clients of the API are the Genesys Knowledge Center Plugin for Administrator, Genesys Knowledge Center Plugin for Workspace Desktop Edition and Genesys Knowledge Center CMS.

Configuring Authentication in Genesys Knowledge Center

Complete the steps below to enable authentication for the Management and Reporting REST APIs.

Start

1. In Genesys Administrator, navigate to **Provisioning > Environment > Applications**, select the Knowledge Center Cluster application, and click **Edit...**.

2. Click the **Options** tab and scroll down to the **[security]** section.

3. Set the following options:

   - auth-scheme

   - user-id

   - password

4. Click **Save & Close**.

End