

GENESYS[®]

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Genesys Knowledge Center Deployment Guide

Configuring the Knowledge Center Cluster Application

4/16/2025

Configuring the Knowledge Center Cluster Application

Carry out the procedures below, in order, to install and configure the Knowledge Center Cluster Application.

Import the Knowledge Center Cluster Application Template

- 1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
- 2. In the **Tasks** panel, click **Upload Template**.
- 3. In the Click 'Add' and choose application template (APD) file to import window, click Add.
- 4. Browse to the *Knowledge_Center_Cluster.apd* file available in the templates directory of your installation CD.
- 5. Click open.
- 6. The New Application Template panel opens.

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New Application Template Panel

7. Click Save and Close.

Create Cluster Applications

- 1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
- 2. In the Tasks panel, click Create New Application.
- 3. In the **Select Application Template** panel, click **Browse for Template** and select the Genesys Knowledge Center Cluster application template that you imported earlier. Click **OK**.

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Knowledge_Center_Cluste	_853 Application Cluster	8.5.3	Enabled	

Selecting Knowledge Center Cluster Application Template

- 4. The template is added to the **Select Application Template** panel. Click **Next**.
- 5. In the Select Metadata file panel:
 - a. Click Browse.
 - b. Click Add.
 - c. Select the *Knowledge_Center_Cluster.xml* file available in the templates directory of your installation CD.
 - d. Click Open.
- 5. The metadata file is added to the **Select Metadata** file panel. Click **Next**.
- 6. In Specify Application parameters:
 - a. Enter a name for your application. For instance, Knowledge Center Cluster.
 - b. Ensure that **State** is checked.
 - c. Select the Host on which the Knowledge Center Cluster load-balancer will reside.

d. Click Create.

Create New Application			Tenant: Environment
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 Select Application Template 	Specify Application par	ameters	
🖌 Select Metadata file			
Specify Application parameters	* Name:	Knowledge Center Cluster	
Results	Application Prototype:	Knowledge_Center_Cluster_853	
	State:	C Enabled	
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•	* Shutdown Timeout:	90	
1	* Redundancy Type:	Not Specified	*
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Specifying Knowledge Center Cluster Application Parameters

- 5. The **Results** panel opens.
- 6. Enable **Open the Application details form after clicking 'Finish'** and click **Finish**. The Knowledge Center Cluster application form opens and you can start configuring the Cluster application.

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Configuring the Knowledge Center Cluster Application

Configure the Cluster Application

- If your Knowledge Center Cluster application form is not open in Genesys Administrator, navigate to Provisioning > Environment > Applications. Select the application defined for the Knowledge Center Cluster and click Edit....
- 2. Expand the Server Info pane.
- 3. If your **Host** is not defined, click the lookup icon to browse to the host on which the Knowledge Center Cluster load-balancer will reside.



Knowledge Center Cluster Port Information

- e. In the **Tenants** section, add a working tenant by clicking **Add**. Browse and choose the appropriate tenant in the pop-up dialog. Click Ok.
- f. Ensure the Working Directory and Command Line fields contain "." (period).

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 Command Line: 									
Command Line Arguments:									
Startup Timeout:	90								
Shutdown Timeout:	90								
Backup Server:	(Unknown B	ackup Server)				8			
 Redundancy Type: 	Not Specifie	đ							
* Timeout:	10								
* Attempts:	1								
Auto Restart:	E) True								
Log On As SYSTEM:	I True								
 Log On Account: 	(Unknown L	og On Account]							

Knowledge Center Cluster Server Information

- 5. Click **Save**.
- 6. The **Confirmation** dialog for changing the application's port opens. Click **Yes**.

Important

When configuring several Knowledge Center Clusters in one tenant, use the option "knowledgebaseFolder" found in the "general" section to separate the folders for your Knowledge Bases definitions in Scripts (for example, when setting different values for different clusters).