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Genesys Knowledge Center Deployment Guide

Prerequisites

12/19/2025

Prerequisites

OS Requirements

Knowledge Center Server

- OS Red Hat Enterprise Linux 7 (Intel EM64T)
- OS Windows Server 2012
- OS Windows Server 2016

Knowledge CMS

- OS Red Hat Enterprise Linux 7 (Intel EM64T)
- OS Windows Server 2012 (Intel EM64T)
- OS Windows Server 2016

Genesys Knowledge Center Plugin for Workspace Desktop Edition

- OS Windows Vista (Intel 32-bit)
- OS Windows 7 (Intel 32-bit, Intel EM64T)
- OS Windows Server 2012 (Intel EM64T)
- OS Windows Server 2016
- .Net framework 4.6.2 or higher

Genesys Knowledge Center Plugin for Pulse

- OS Red Hat Enterprise Linux 5 (Intel EM64T)
- OS Windows Server 2012 (Intel EM64T)
- OS Windows Server 2016

Web Browsers

- Google Chrome 34+
- Mozilla Firefox 54+

- Microsoft Internet Explorer 9, 10, 11
- Microsoft Edge
- Apple Safari 10+

Java Requirements

- OpenJDK
Minimum version - Version 8
Maximum version - Version 9

For OpenJDK 9 to work as expected, you must make the following changes in either Windows or Linux.

Windows

1. Open the `\server\launcher.ini` file.
2. Uncomment the following lines:

```
--add-modules=java.xml.bind  
--add-modules=java.se.ee  
--add-modules=jdk.management
```

3. Open the `\cms\launcher.ini` file.
4. Uncomment the following lines:

```
--add-modules=java.xml.bind  
--add-modules=java.se.ee  
--add-modules=jdk.management
```

Linux

1. Open the `\server\setenv.sh` file.
2. Uncomment the following lines:

```
JAVA_9_OPTS="--add-modules=java.xml.bind --add-modules=java.se.ee --add-modules=jdk.management"
```

3. Open the `\cms\setenv.sh` file.
4. Uncomment the following lines:

```
JAVA_9_OPTS="--add-modules=java.xml.bind --add-modules=java.se.ee --add-modules=jdk.management"
```

Elasticsearch Requirements

- Elasticsearch 6.2.3

Genesys Environment

- Genesys Framework 8.1-8.5
- Configuration Server (8.1.300.21 / 8.5.101.41)
- Genesys Administrator 8.5.210.10 or higher
- Workspace Desktop Edition 8.5.120.05 or higher
- Pulse 8.5.108.02 or higher