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Genesys Knowledge Center Deployment Guide

Configuring the Knowledge Center Cluster Application

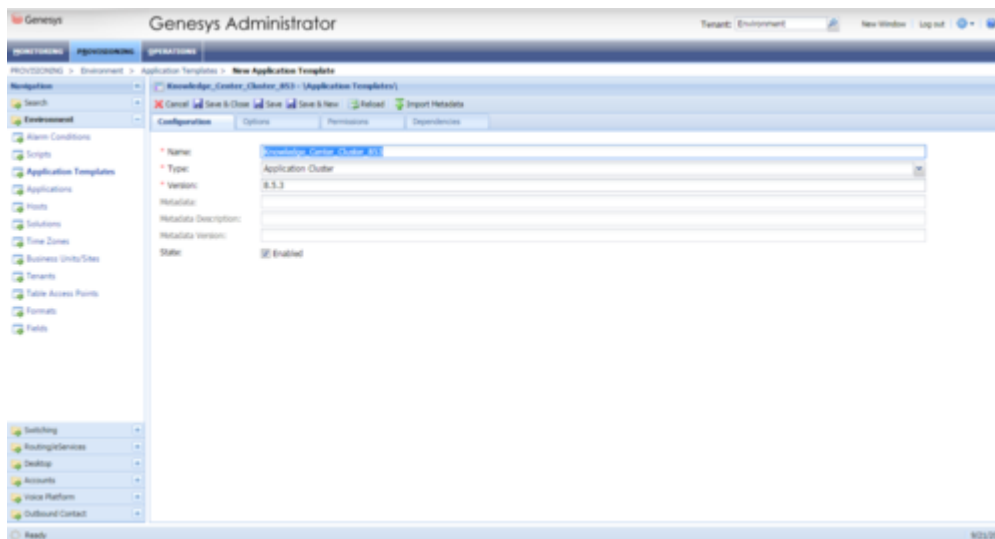
4/21/2025

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.

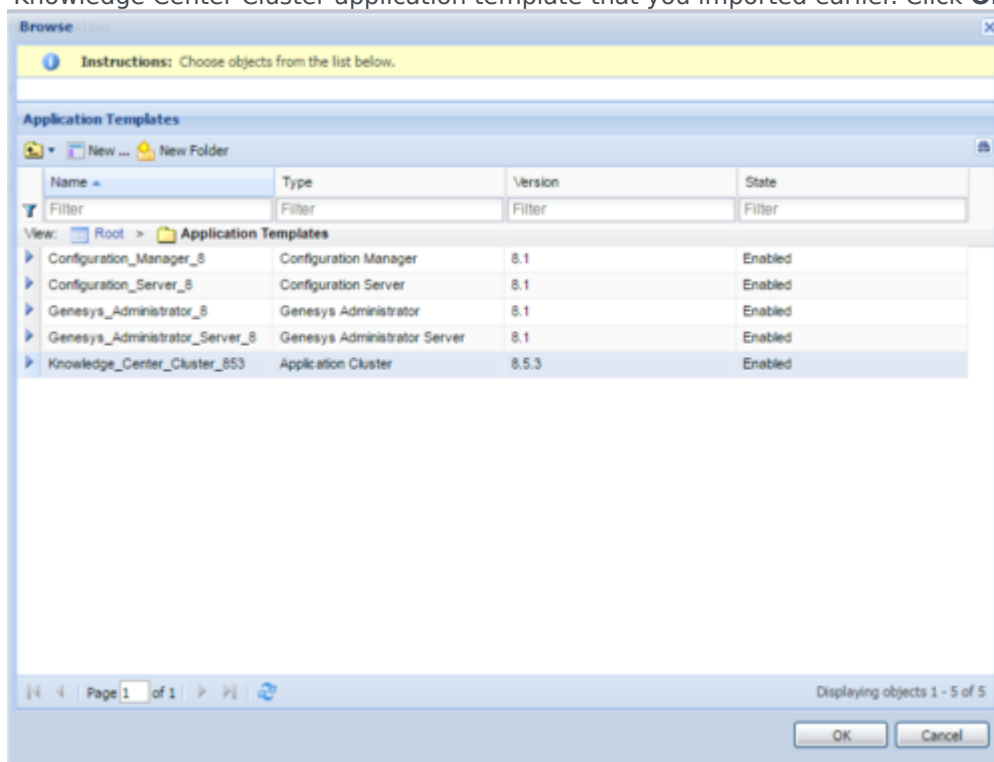


New Application Template Panel

7. Click **Save and Close**.

Create Cluster Applications

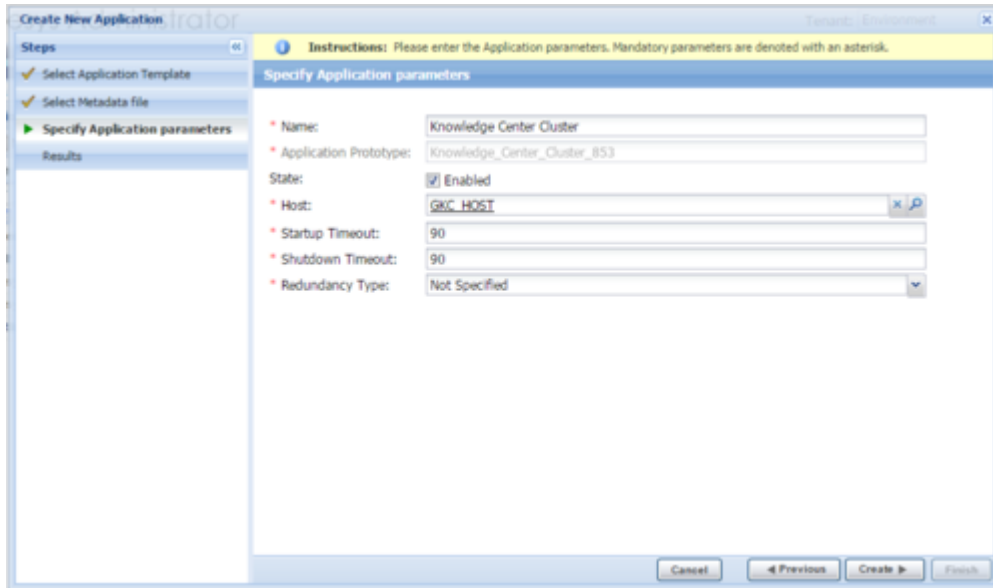
1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. In the **Tasks** panel, click **Create New Application**.
3. In the **Select Application Template** panel, click **Browse for Template** and select the Genesys Knowledge Center Cluster application template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



Selecting Knowledge Center Cluster Application Template

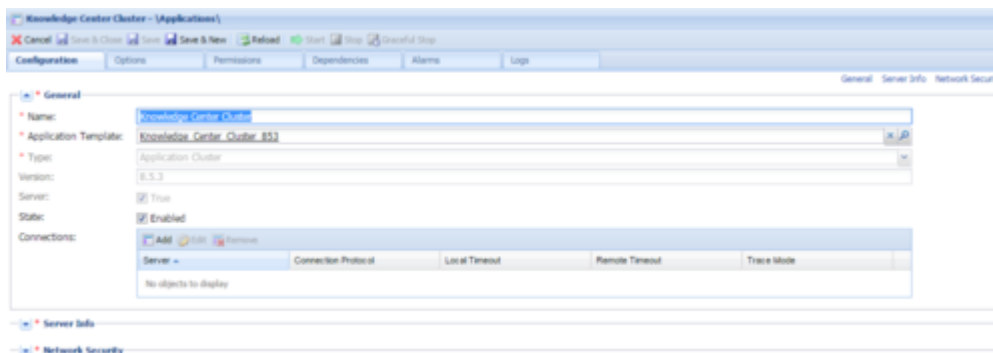
4. The template is added to the **Select Application Template** panel. Click **Next**.
5. In the **Select Metadata file** panel:
 - a. Click **Browse**.
 - b. Click **Add**.
 - c. Select the *Knowledge_Center_Cluster.xml* file available in the templates directory of your installation CD.
 - d. Click **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**.



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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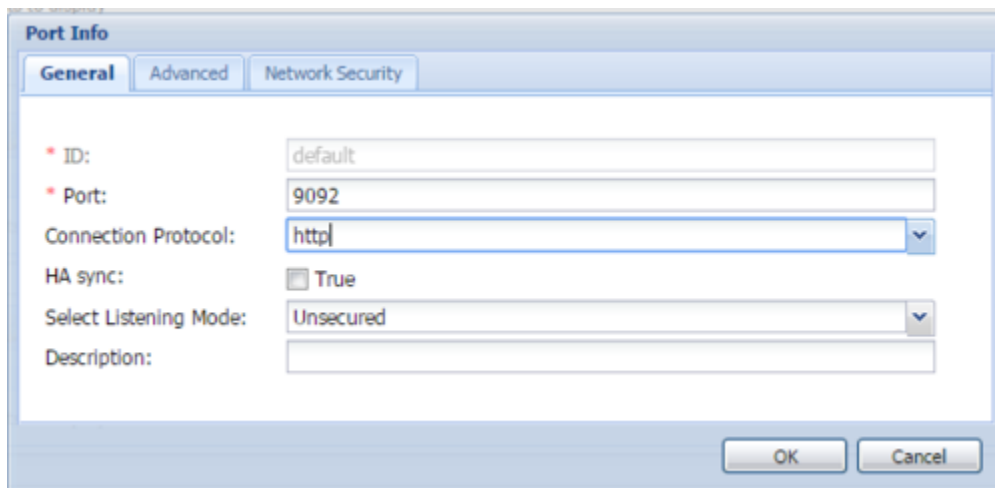
Configure the Cluster Application

1. 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.

Important

Knowledge Center Cluster serves as the entry point to all client requests sent to Knowledge Center Servers. The cluster application in Genesys Administrator needs to be configured to point to the host and port of the load balancer that will distribute these requests among your Knowledge Center Servers.

4. In the **Listening Ports** section, create the default port by clicking **Add**. The **Port Info** dialog opens.
 - a. Enter the port number for the Knowledge Center Cluster load-balancer, for instance, *9092*.
 - b. Choose *http* or "https" for the **Connection Protocol**.
 - c. If you will be using a secure connection to the cluster, choose *Secured* for the **Select Listening Mode**.
 - d. Click **OK**. The HTTP or HTTPS port with the default identifier appears in the list of **Listening ports**.



The screenshot shows the 'Port Info' dialog box with the 'General' tab selected. The fields are as follows:

Field	Value
ID	default
Port	9092
Connection Protocol	http
HA sync	<input checked="" type="checkbox"/> True
Select Listening Mode	Unsecured
Description	

Buttons: OK, Cancel

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).

The screenshot shows the 'Configuration' window for the Knowledge Center Cluster Server Information. The window has tabs for 'Configuration', 'Options', 'Permissions', 'Dependencies', 'Alarms', and 'Logs'. The 'Configuration' tab is active, showing a 'General' sub-tab. The 'General' sub-tab contains the following fields:

- Tenants:** A table with columns 'Name' and 'State'. It shows 'No objects to display'.
- Host:** A text field containing 'GEC_HOST'.
- Listening Ports:** A table with columns 'ID' and 'Port'. It shows 'default' and '9092'.
- Working Directory:** A text field containing '.'.
- Command Line Arguments:** A text field containing '.'.
- Startup Timeout:** A text field containing '90'.
- Shutdown Timeout:** A text field containing '90'.
- Backup Server:** A text field containing '[unknown Backup Server]'.
- Redundancy Type:** A dropdown menu showing 'Not Specified'.
- Timeout:** A text field containing '10'.
- Attempts:** A text field containing '1'.
- Auto Restart:** A checkbox labeled 'True'.
- Log On As SYSTEM:** A checkbox labeled 'True'.
- Log On Account:** A text field containing '[unknown Log 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).