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# Genesys Knowledge Center Deployment Guide

Configure Resource Access Point for Knowledge Center CMS Load-Balancer

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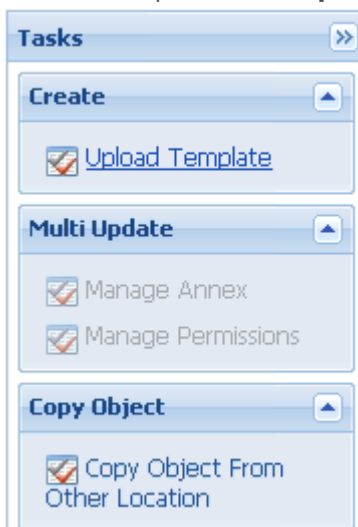
# Configure Resource Access Point for Knowledge Center CMS Load-Balancer

If you plan to use several instances of Knowledge Center CMS or use it with [Universal Constance Server for Standard Responses](#) you'll need to set up an [external Load-Balancer](#) and/or configure a Resource Access Point (RAP).

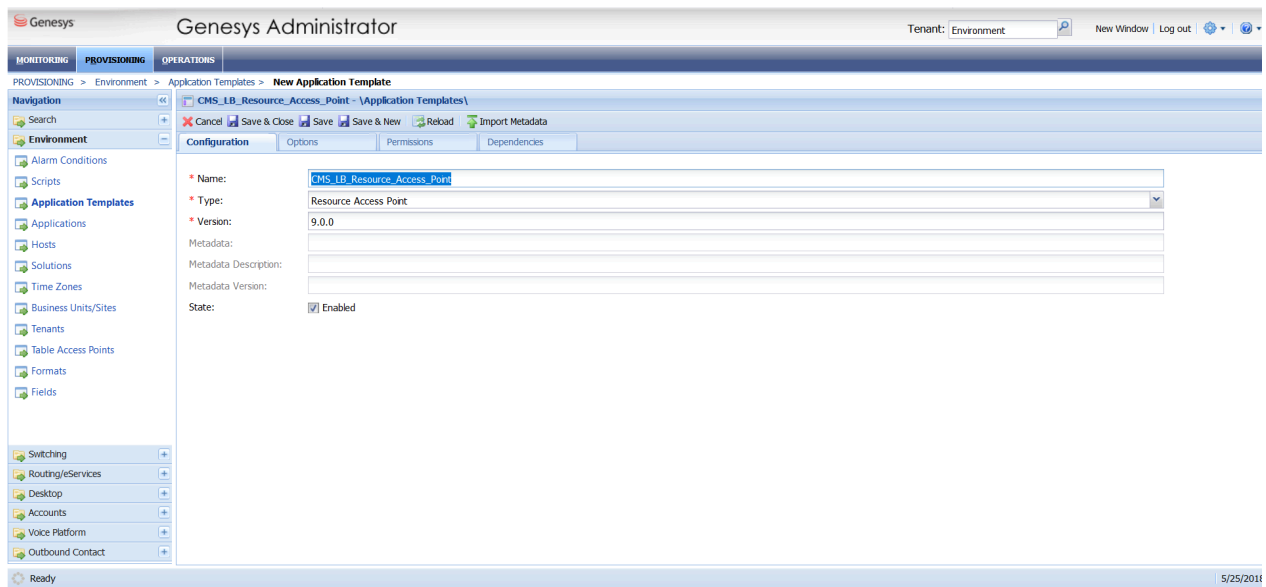
## Importing the Load-Balancer Resource Access Point Template

### Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
2. In the **Tasks** panel, click **Upload Template**.



3. Click **Add** and choose application template (APD) file to import window, click **Add**.
4. Browse to the CMS\_LB\_Resource\_Access\_Point.apd file. Click **Open**.  
The New Application Template panel opens:



5. Click **Save & Close**.

### End

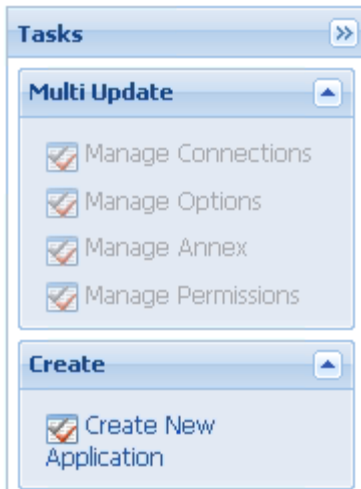
## Creating the Load-Balancer Resource Access Point Application

### Prerequisites

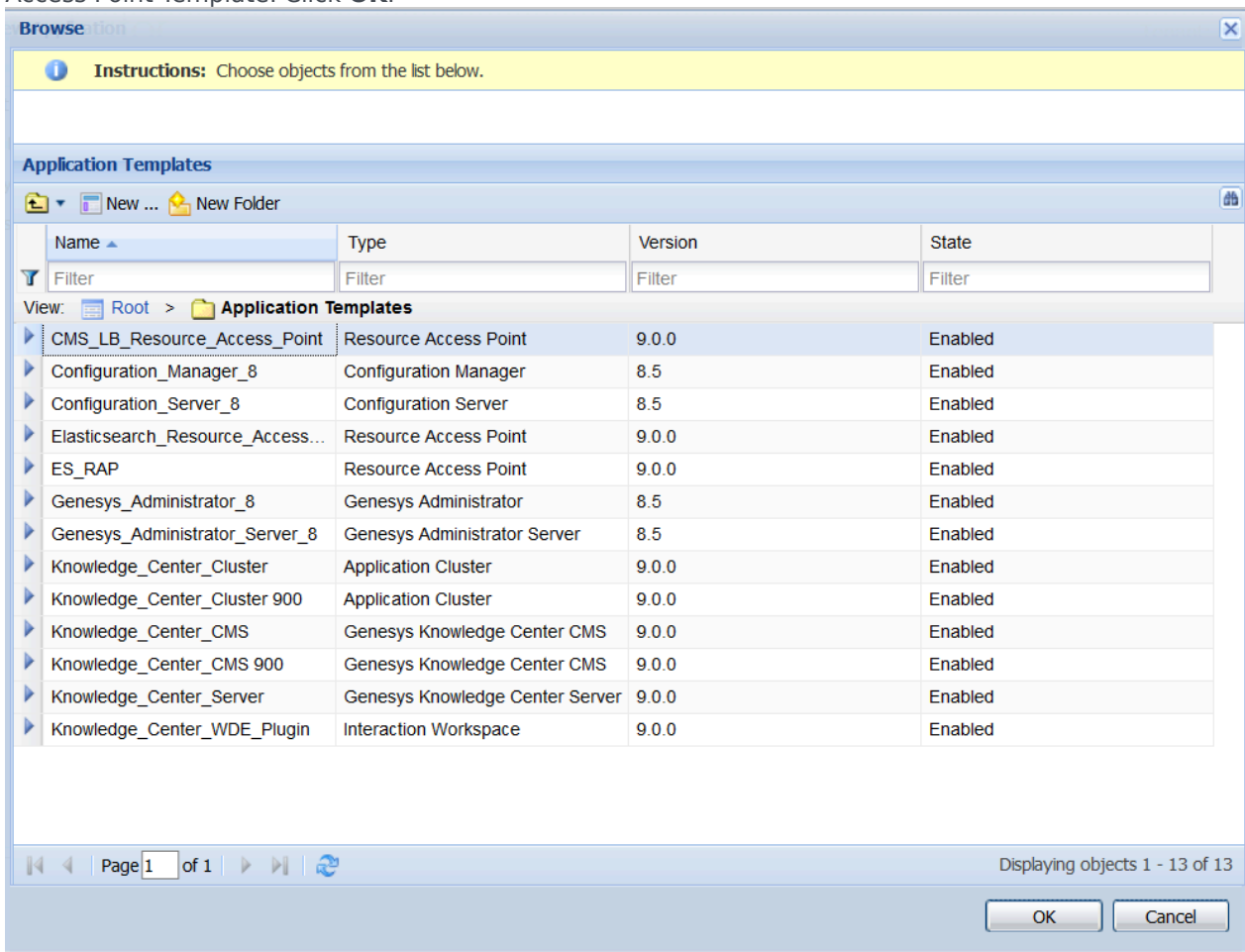
- You completed [Importing the Load-Balancer Resource Access Point Template](#).

### Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. In the **Tasks** panel, click **Create New Application**.

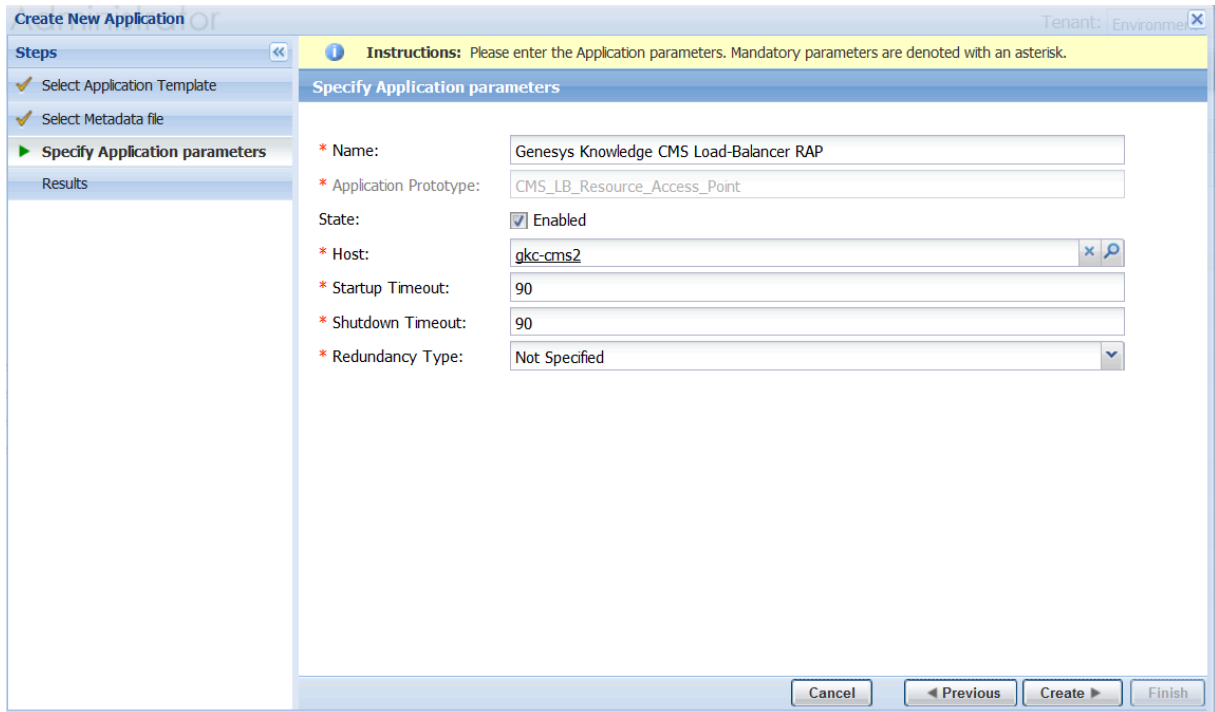


- In the **Select Application Template** panel, click **Browse for Template** and select the CMS\_LB\_Resource\_Access\_Point template that you imported in Importing the Load-Balancer Resource Access Point Template. Click **OK**.

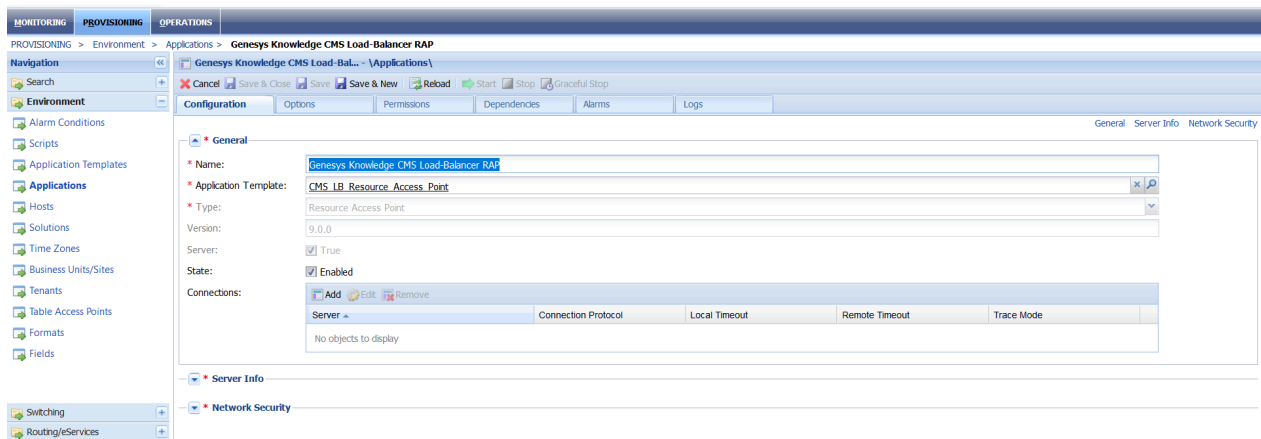


- The template is added to the **Select Application Template** panel. Click **Next**.

5. In the **Select Metadata** file panel,
  - a. click **Browse**
  - b. click **Add**
  - c. select the CMS\_LB\_Resource\_Access\_Point.xml file
  - d. Click **Open**
6. The metadata file is added to the Select Metadata file panel. Click **Next**.
7. In **Specify Application** parameters:
  - a. Enter a name for your application. For instance, "Genesys Knowledge CMS Load-Balancer RAP"
  - b. Make sure that **State** is enabled
  - c. Select the **Host** on which the Access Point will reside
  - d. Click **Create**



8. The **Results** panel opens.
9. Enable Opens the Application details form after clicking 'Finish' and click **Finish**. The Load-Balancer Resource Access Point application form opens and you can start configuring its properties.



**End**

## Configuring the Load-Balancer Resource Access Point Application

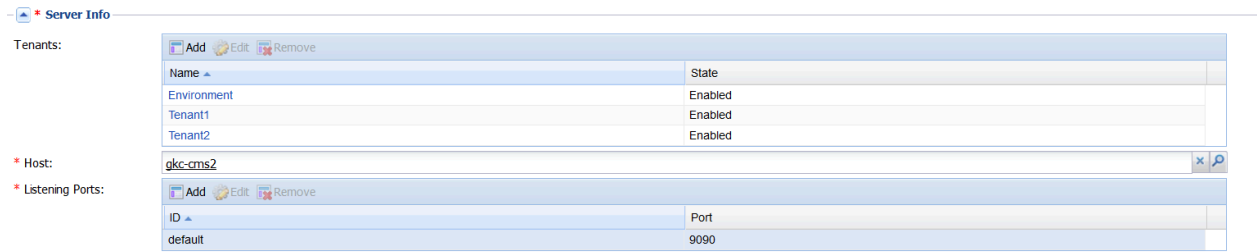
### Prerequisites

- You completed [Creating the Load-Balancer Resource Access Point Application](#).

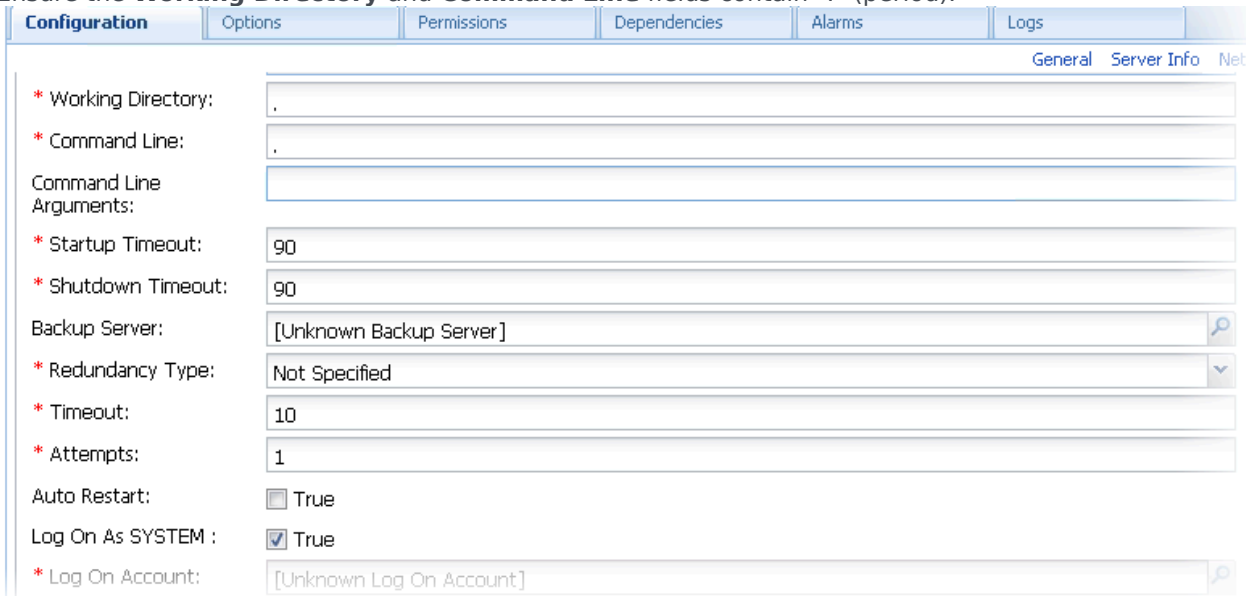
### Start

- If your Load-Balancer Resource Access Point application form is not open in Genesys Administrator, navigate to **Provisioning > Environment > Applications**. Select the application defined for the Load-Balancer Resource Access Point and click **Edit**.
- Expand the **Server Info** pane.
- In the **Tenant** section, click **Add** and select your tenant. For instance, Environment. Click **OK**. (Tenant should be same as for previously created Genesys Application cluster <link to chapter about installing Cluster> )
- If your **Host** is not defined, click the lookup icon to browse to the hostname of your application, which should point to the host where you plan to locate your external Load-Balancer or CMS server.
- In the **Listening Ports** section, create the default port by clicking **Add**. The Port Info dialog opens.
  - Enter the **Port**. For instance, 9090 (use value of http port of your external Load-Balancer or CMS server).
  - Click **OK**. The **default** port appears in the list of **Listening** ports.

## Configure Resource Access Point for Knowledge Center CMS Load-Balancer



6. Ensure the **Working Directory** and **Command Line** fields contain "." (period).

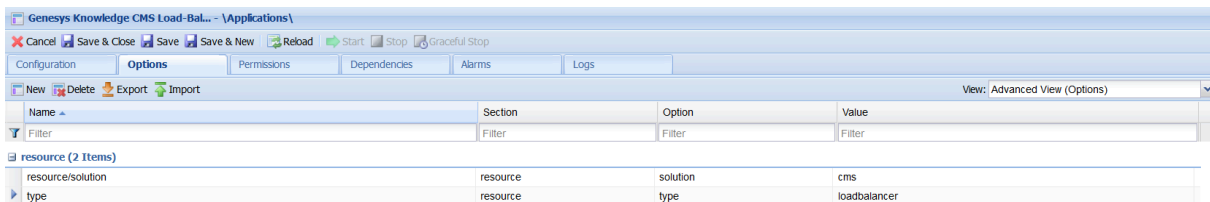


7. Click **Save**.

8. The **Confirmation** dialog for changing the application's port opens. Click **Yes**.

9. Select the **Options** tab.

- Make sure the following options are set in the **[resource]** section:
  - **[resource]/type=loadbalancer**
  - **[resource]/solution=cms**



10. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**.

**End**



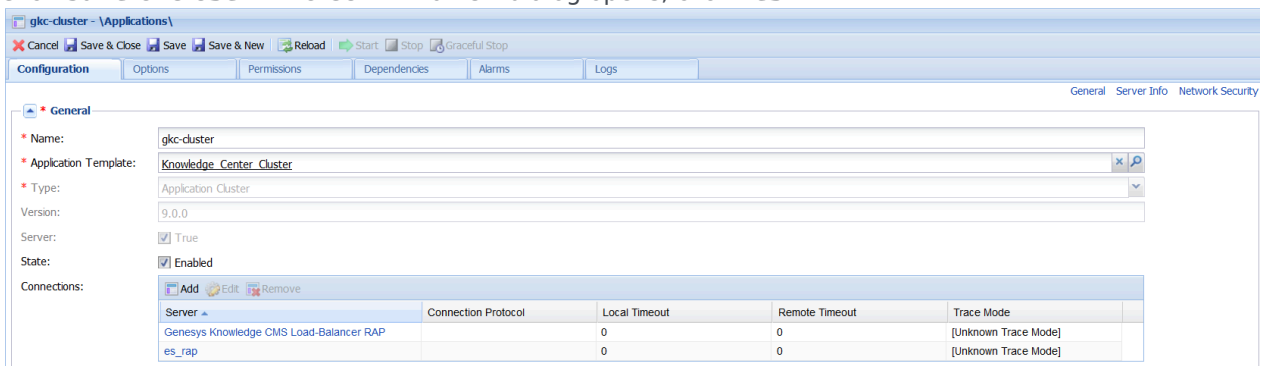
## Configuring the Knowledge Center Cluster for Use with Load-Balancer

### Prerequisites

- You completed [Configuring the Load-Balancer Resource Access Point Application](#).

### Start

- Navigate to **Provisioning > Environment > Applications**. Select the application defined for the Knowledge Center Cluster and click **Edit**.
- In the **Connections** section of the **Configuration** tab, click **Add**. The Browse for applications panel opens. Select a Genesys application defined as a Load-Balancer Resource Access Point, then click **OK**.
- Select added connection to application, click **Edit** and ensure that the default connection port selected as ID
- Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**



### End