

# **GENESYS**<sup>®</sup>

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# Genesys Knowledge Center Deployment Guide

Configure Resource Access Point for Knowledge Center CMS Load-Balancer

4/23/2025

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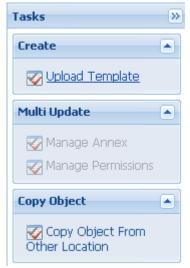
# Configure Resource Access Point for Knowledge Center CMS Load-Balancer

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:

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

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avigation	~	CMS_LB_Resource	e_Access_Point - \Ap	plication Templates					
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Environment	Ξ	Configuration	Options	Permissions	Dependencies				
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Scripts		* Name:	CMS_LB_Reso	irce_Access_Point					
Application Templates		* Type:	Resource Acce	ss Point					*
Applications		* Version:	9.0.0						
Hosts		Metadata:							
Solutions		Metadata Description	12						
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Accounts	+								
Voice Platform	+								
Outbound Contact	+								

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.



3. 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**.

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	Name 🔺	Туре	Version	State	
r	Filter	Filter	Filter	Filter	
/ie	w: 📄 Root > 🚞 Application T	emplates			
	CMS_LB_Resource_Access_Point	Resource Access Point	9.0.0	Enabled	
	Configuration_Manager_8	Configuration Manager	8.5	Enabled	
•	Configuration_Server_8	Configuration Server	8.5	Enabled	
	Elasticsearch_Resource_Access	Resource Access Point	9.0.0	Enabled	
	ES_RAP	Resource Access Point	9.0.0	Enabled	
	Genesys_Administrator_8	Genesys Administrator	8.5	Enabled	
	Genesys_Administrator_Server_8	Genesys Administrator Server	8.5	Enabled	
	Knowledge_Center_Cluster	Application Cluster	9.0.0	Enabled	
	Knowledge_Center_Cluster 900	Application Cluster	9.0.0	Enabled	
	Knowledge_Center_CMS	Genesys Knowledge Center CMS	9.0.0	Enabled	
	Knowledge_Center_CMS 900	Genesys Knowledge Center CMS	9.0.0	Enabled	
	Knowledge_Center_Server	Genesys Knowledge Center Server	9.0.0	Enabled	
	Knowledge_Center_WDE_Plugin	Interaction Workspace	9.0.0	Enabled	

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 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

Create New Application			Tenant: Environme
Steps 🔍	Instructions: Plea	se enter the Application parameters. Mandatory parameters are denoted with an aste	erisk.
Select Application Template	Specify Application par	ameters	
🖌 Select Metadata file			
Specify Application parameters	* Name:	Genesys Knowledge CMS Load-Balancer RAP	
Results	* Application Prototype:	CMS_LB_Resource_Access_Point	
	State:	✓ Enabled	
	* Host:	gkc-cms2	× P
	* Startup Timeout:	90	
	* Shutdown Timeout:	90	
	* Redundancy Type:	Not Specified	*
		Cancel	Create Finish

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.

PROVISIONING > Environment >	Applications > Genesys	Knowledge CMS Load-	Balancer RAP								
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Application Templates	* Name:	* Name: Genesy's Knowledge CMS Load-Balancer RAP									
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Hosts	* Type:	Resource Acce	ss Point						~		
Solutions	Version:	9.0.0									
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#### 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**.
- 2. 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> )
- 4. 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.
- 5. In the **Listening Ports** section, create the default port by clicking **Add**. The Port Info dialog opens.
  - a. Enter the **Port**. For instance, 9090 (use value of http port of your external Load-Balancer or CMS server).
  - b. Click **OK**. The **default** port appears in the list of **Listening** ports.

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

Tenants:	En Add 😳 Edit. 🙀 Remove							
	Name 🔺	State						
	Environment	Enabled						
	Tenant1	Enabled						
	Tenant2	Enabled						
* Host:	gkc-cms2		× ×					
* Listening Ports:	TAdd 🎡 Edit 🙀 Remove							
	ID 🔺	Port						
	default	9090						

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

Configuration 0	ptions	Permissions	Dependencies	Alarms	Logs		
					General	Server Info	Net
* Working Directory:							
* Command Line:							
Command Line Arguments:							
* Startup Timeout:	90						
* Shutdown Timeout:	90						
Backup Server:	[Unknown Ba	:kup Server]					9
* Redundancy Type:	Not Specified						~
* Timeout:	10						
* Attempts:	1						
Auto Restart:	🗖 True						
Log On As SYSTEM :	🔽 True						
* Log On Account:	[Unknown Lo	g On Account]					

- 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

F G	📄 Genesys Knowledge CMS Load-Bal \Applications\										
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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

- 1. Navigate to **Provisioning** > **Environment** > **Applications**. Select the application defined for the Knowledge Center Cluster and click **Edit**.
- 2. 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**.
- 3. Select added connection to application, click **Edit** and ensure that the default connection port selected as ID
- 4. Click Save & Close. If the Confirmation dialog opens, click Yes

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