Genesys Knowledge Center CMS

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Knowledge Center CMS. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

When CMS is configured without `jgroups` ports, changes made to a knowledge document on one node might not always be visible on the other nodes. To prevent this from happening, you must explicitly specify `jgroups` ports in every CMS Application in the cluster, as described in step 9 of Configuring the CMS Application.

ID: **GK-5699**	Found In: **8.5.304.09**	Fixed In: **8.5.304.10**

The Knowledge Center installation process can't complete the provisioning step on Red Hat Linux if the application name contains spaces. You can create meaningful application names using underscores or other symbols instead of spaces. For example, "Knowledge_Center_Server_1" instead of "Knowledge Center Server 1".

ID: **GK-4965**	Found In: **8.5.303.14**	Fixed In: **8.5.304.09**

When running as the service Knowledge Center is not binding to all network interfaces.

ID: **GK-3960**	Found In: **8.5.302.04**	Fixed In: **8.5.303.14**

This release corrects a scenario where the CMS would run slowly with knowledge bases that contained a large number of languages.

ID: **GK-2926**	Found In: **8.5.200.07**	Fixed In: **8.5.200.09**

When downloading an attachment from a document, the original name of the attachment is not returned. If you would like the attachment to have its original name, please rename it manually.

ID: **GK-1383**	Found In: **8.5.000.16**	Fixed In: **8.5.000.20**

The Windows service is not automatically installed during the installation of the Windows IP. To install the Windows service, start `server.bat` with these parameters: `server.bat install`.

ID: **GK-1264**	Found In: **8.5.000.16**	Fixed In: **8.5.100.11**

The GKC logging configuration options are absent from the application template after installation. To add these options manually, follow the instructions in the GKC Deployment Guide.

ID: **GK-647**	Found In: **8.5.000.16**	Fixed In: **8.5.100.11**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.