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eServices Administrator's Guide

Knowledge Manager Administration

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Knowledge Manager Administration

Basic Limitations

For Knowledge Manager, observe the following limitations:

- Categories: 3,500 categories
- Standard responses: 50 per category
- Attachments: 20 per standard response, 5 MB per attachment
- Field codes: 1,000
- Screening rules: 1,000
- Training objects: 200,000 e-mails, 20 KB per e-mail, 510 B for each e-mail's subject field

Screen Resolution

For Knowledge Manager to operate correctly, you must set a minimum screen resolution of 1280 x 1020.

Memory Allocation

You can adjust the memory size that Java allocates for Knowledge Manager processes by using the parameter `-Xmx1000m` in the following line in the `.bat` file:

```
start "Knowledge Manager" /b "%GES_HOME%\jre\bin\javaw"  
-Xmx1000m -classpath %CLASSPATH% -Djava.security.manager  
-Djava.security.policy=. \java.policy Genesys.iknow.manager.TM_start %*
```

`-Xmx1000m` means that 1,000 MB is allocated for Knowledge Manager; changing this number changes the allocation. The following considerations bear on adjusting this parameter.

- In some cases, Knowledge Manager does not work when you attempt to launch it from a machine that has a remote connection to the host of Knowledge Manager. As a workaround, lower the value of `-Xmx1000m` to `-Xmx512m`. In the unlikely event that this does not work, try a further decrease to `-Xmx256m`.
- You may want to adjust this parameter for better performance with large training objects (see [See Large Training Objects](#)), or before importing or exporting large files. For DB2 and Oracle, see also the recommendations in [Adjusting Database Configuration](#) below.

However, if this parameter is too low, it may impose limits on Knowledge Manager lower than those listed in [Basic Limitations](#) above. If so, you can consider increasing this parameter.

There is a similar issue with **UCS**.

Adjusting Database Configuration

To prevent problems when using Knowledge Manager to import or export very large files, Genesys has the following recommendations about database configuration.

- For DB2, do as follows:
 1. In the DB2 Control Center, select System > Instance > Databases.
 2. Select the database desired.
 3. Right-click the desired database.
 4. In the resulting shortcut menu, select Configure.
 5. In the resulting dialog box, select Logging.
 6. Increase the number of files and/or file size.
- For Oracle, use Enterprise Manager to increase the number of rollback segments. Refer to Oracle documentation for details.
- For Microsoft SQL, no special configuration is needed.