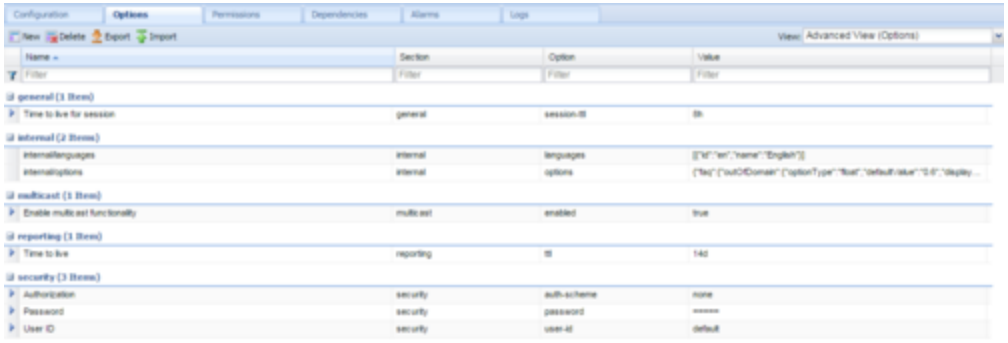
Genesys Knowledge Center Deployment Guide

Configuration Options

12/15/2025

Configuration Options

Knowledge Center Cluster Application Options



Knowledge Center Cluster Application Configuration Options

Name	Description	Value
Section: cms.cluster		
type	Type of storage used for repository Applies to: Genesys Knowledge Center CMS	**Default:** cassandra **Valid Values:** jdbc*, cassandra, mssql, oracle, postegre** **Changes Take Effect:** After restart **Note**: *Since 8.5.302.xx 'jdbc' value is deprecated, 'mssql' value must be used instead* Important • mssql and oracle values were added beginning with version 8.5.302.xx of the product • PostgreSQL support added in version 8.5.304

dbConnectionUrl	Correct connection string for connection to MS SQL/Oracle/PostreSQL,
	
	this options should be configured when **type** option in the same section is set to mssql or oracle
	Applies to: Genesys Knowledge Center CMS
		Default: n/a
		
		Valid Values:
		MSSQL example:
		
		`jdbc:jtds:sqlserver://<host of MS SQL server>:<port of MS SQL server; 1433 by default>;databaseName=<CMS DB name>`
		
		Oracle example:
		
		`jdbc:oracle:thin:<userName>/<password>@<host of Oracle DB>:<port of Oracle DB; 1521 by default>:<SID. e.g. ORCL>`
		
		PostreSQL example:

Name	Description	Value
		`jdbc:postgresql://<host of PostreSQL server>:<port of PostreSQL server; 5432 by default>/<CMS DB name>` **Changes Take Effect:** After restart
dbDriverClass	Driver class name for MS SQL/Oracle connector; when **type** option in the same section is set to mssql or oracle Applies to: Genesys Knowledge Center CMS Important As of version 8.5.304 you can ignore this option when `type` option is set to either mssql, oracle, or postgre. CMS will use the proper driver based on the database selected.	**Default:** net.sourceforge.jtds.jdbc.Driver **Valid Values:** example for jTDS 1.2.7 for MS SQL - net.sourceforge.jtds.jdbc.Driver example for ojdbc6 for Oracle - oracle.jdbc.driver.OracleDriver example for PostreSQL jdbc driver - org.postgresql.Driver **Changes Take Effect:** After restart
dbUsername	Name of user for access JDBC database Applies to: Genesys Knowledge Center CMS Important Does not have have an effect when `type` is set to cassandra. For Cassandra, use `userName` option in cassandra-keyspace section	**Default:** n/a **Valid Values:** correct username **Changes Take Effect:** After restart
dbPassword	Password for user for access JDBC database Applies to: Genesys Knowledge Center CMS Important Does not have have an effect when `type` is set to cassandra. For Cassandra, use `userName` option in cassandra-keyspace section	**Default:** n/a **Valid Values:** correct password **Changes Take Effect:** After restart

Name	Description	Value
jgroupsConfiguration	Determine the communication approach used to interact between a servers. Applies to: Genesys Knowledge Center CMS	**Default:** TCP **Valid Values:** JGROUPS_UPD, JGROUPS_TCP, JGROUPS_EC2, TCP, TCP_NIO, TCP_GOSSIP, TUNNEL, UDP_LARGECLUSTER **Changes Take Effect:** After restart
cacheName	Cache name, table(Oracle, MSSQL) or column family(Cassandra) name for main infinispan cache Applies to: Genesys Knowledge Center CMS	**Default:** gkc **Valid Values:** any string < 32 characters **Changes Take Effect:** after restart
cacheBinaryName	Binary cache name, table(Oracle, MSSQL) or column family(Cassandra) name for binary infinispan cache Applies to: Genesys Knowledge Center CMS	**Default:** gkc-binary **Valid Values:** any string < 32 characters **Changes Take Effect:** after restart
cacheMetadataName	Metadata cache name, table(Oracle, MSSQL) or column family(Cassandra) name for metadata infinispan cache Applies to: Genesys Knowledge Center CMS	**Default:** gkc-metadata **Valid Values:** any string < 32 characters **Changes Take Effect:** after restart
Section: cms.general		
externalURL	Public URL that is used to access the CMS (like http://<cms host>:<CMS default port>/gks-cms). This URL will be used to build the link on the attachments in knowledge documents. Applies to: Genesys Knowledge Center CMS	**Default:** none **Valid Values:** Valid URL **Changes Take Effect:** Immediately
Section: cms.index		
minNodes	Defines a minimal number of CMS nodes required to form a functioning CMS Cluster. If a value is 0 - cluster will work properly in case if (N/2)+1 CMS nodes started, where N is a count of all configured CMS nodes in the cluster.	**Default:** 0 **Valid Values:** int, in range [0; 999] **Changes Take Effect:** After restart

Name	Description	Value
	Applies to: Genesys Knowledge Center CMS	
Section: general		
session-ttl	Specify time that server will store session information while no activities are taking place. Applies to: Genesys Knowledge Center Server	**Default:** 8h **Valid Values:** number + unit, for example 1d or 3m. Supported units: d (days), m (minutes), h (hours), or w(weeks) **Changes Take Effect:** After restart.
esReadOnly	Allow only read operation over ES port. Important Enabling write access through the native ElasticSearch REST API may result in data loss and/or corruption. Please ensure that only designated users/ hosts will have access to this API. Applies to: Genesys Knowledge Center Server	**Default:** true **Valid Values:** true, false **Changes Take Effect:** Immediately
knowledgebaseFolder	Name of the folder that will store information about the knowledge bases definitions in Configuration Server. The folder will be placed in Script objects within Tenant that knowledge bases belong to. **Note:** Since 8.5.303.14 Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** knowledge **Valid values:** any string **Changes Take Effect:** After restart.
Section: search		
numberOfAnswers	Number of documents returned in the result. Applies to: Genesys Knowledge Center Server	**Default:** 6 **Valid Values:**: int, in range [1; 65535] **Changes Take Effect:** Immediately
Section: index		

Name	Description	Value
minimumMasterNodes	Defines a minimal number of server nodes required to form a functioning Server Cluster. If value is 0 - Cluster will work properly in case if (N/2)+1 nodes started, where N is count of all configured GKS nodes in GKS cluster. Applies to: Genesys Knowledge Center Server	**Default:** 0 **Valid Values:** int, in range [1; 100] **Changes Take Effect:** After restart
docstatNumberOfShards	Number of shards for "docstat" index of each knowledge base Applies to: Genesys Knowledge Center Server	**Default:** 1 **Valid Values:** int, in range [1; 10] **Changes Take Effect:** Immediately Changes takes no effect after creation of index 'docstat'.
docstatNumberOfReplicas	Number of replicas for "docstat" index of each knowledge base. Applies to: Genesys Knowledge Center Server	**Default:** 1 **Valid Values:** int, in range [1; 10] **Changes Take Effect:** Immediately
historyNumberOfShards	Number of shards for index of "history". Applies to: Genesys Knowledge Center Server	**Default:** 1 **Valid Values:** int, in range [1; 10] **Changes Take Effect:** Immediately Changes takes effect at the moment of new segment of index 'history' creation.
historyNumberOfReplicas	Number of replicas for index of "history". Applies to: Genesys Knowledge Center Server	**Default:** 1 **Valid Values:** int, in range [1; 10] **Changes Take Effect:** Immediately
Section: reporting		
geo	Determine the precision of the IP geo-location algorithm. Applies to: Genesys Knowledge Center Server	**Default:** CITY **Valid Values:** OFF - Disabled, IP - Customer's IP Address, COUNTRY - Customer's country, CITY - Customer's city **Changes Take Effect:** Immediately
ttl	Specify time that records will be stored in the	**Default:** 365d

Name	Description	Value
	history. Applies to: Genesys Knowledge Center Server	**Valid Values:**number + unit, for example 1d or 3m. Supported units: d (days), m (minutes), h (hours), or w(weeks) **Changes Take Effect:** After restart.
Section: log		
all	Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** stdout **Valid Values:** (log output types) **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's

Name	Description	Value
		working directory. **Changes Take Effect:** After start or restart.
standard	Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** stdout **Valid Values:** **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Name	Description	Value
		Changes Take Effect: Immediately
trace	Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** stdout **Valid Values:** **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** Immediately
verbose	Determines whether a log output is created. If it is, specifies the minimum level of log events	**Default:** standard

Name	Description	Value
	generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Valid Values:** **[+] all** All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. **[+] debug** The same as all. **[+] trace** Log events of the Trace level and higher (that is, log eventsof the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. **[+] interaction** Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. **[+] standard** Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. **[+] none** No output is produced. **Changes Take Effect:** Immediately

Name	Description	Value
segment	Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** 1000 **Valid Values:** **[+] false** No segmentation is allowed. **[+] <number> KB or <number>** Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. **[+] <number> MB** Sets the maximum segment size, in megabytes. **[+] <number> hr** Sets the number of hours for the segment to stay open. The minimum number is 1 hour. **Changes Take Effect:** After restart.
expire	Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** 3 **Valid Values:** **[+] false** No expiration; all generated segments are stored. **[+] <number> file or <number>** Sets the maximum number of log files to store. Specify a number from 1—1000.

Name	Description	Value
		[+] <number> day Sets the maximum number of days before log files are deleted. Specify a number from 1—100. **Changes Take Effect:** After restart. Important If an option's value is not set within the range of valid values, it will automatically be reset to 10.
affectedLoggers	Verbosity settings are explicitly applied for the following loggers: • Loggers that are not declared explicitly in the *log4j2.xml* configuration file. • Loggers that are specified explicitly in the *log4j2.xml* and are specified in the value for this affectedLoggers option. For other loggers specified in *log4j2.xml*, but not mentioned in the value for this option, the verbosity level is not re-applied. Here is a use case for when you might need to set this option: • Cassandra needs to write error messages to a log file, and at the same time, Genesys components also need to write debug messages to the log file. To resolve this use case, you would: 1. Specify the following logger in *log4j2.xml*: *<logger name="org.apache.cassandra" level="error" additivity="false">*	**Default:** None **Valid Values:** The names of loggers, separated by a semicolon (;), specified in the LOG4J2.xml. For example: *com.genesyslab.wmcbcore, com.genesyslab.qna.api.sdk,* org.elasticsearch, com.genesyslab.platform, com.genesys.knowledge.api.processors, com.genesys.knowledge.server.configuration, com.genesys.elasticsearch.index.analysis.filters, com.genesys.elasticsearch.index.analysis. tokenizers, com.genesys.knowledge.security.proxy, com.genesys.knowledge.aspects. LoggingRestAspect, com.genesys.knowledge.web.filters. RequestLoggingFilter **Changes Take Effect:** Immediately

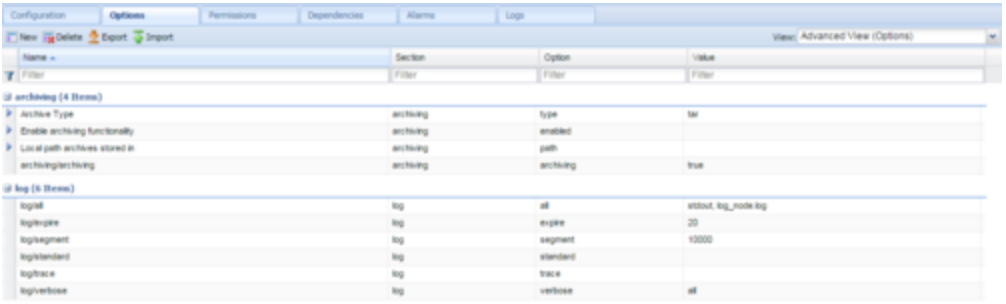
Name	Description	Value
	2. **Do not** include *org.apache.cassandra* in the value for the **affectedLoggers** option. 3. The default *log4j2.xml* file contains the following logger: *<logger name= "com.genesyslab.platform" level="info"* additivity="false"> 1. Include *com.genesyslab.platform* in the value for the **affectedLoggers** option. 2. Set the **verbose** option to *debug*. In the sample above, the value of **affectedLoggers** should be *com.genesyslab.platform*. Error (but not debug or info) messages from Cassandra will be available in logs, and debug messages from *com.genesyslab.platform* will be available in logs. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	
time_format	Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: 2001-07-24T04:58:10.123. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** time **Valid Values:** **[+] time** The time string is formatted according to the HH:MM:SS.sss (hours, minutes, seconds, and milliseconds) format. **[+] locale** The time string is formatted according to the system's locale. **[+] ISO8601** The date in the time string is formatted according to the ISO

Name	Description	Value
		8601 format. Fractional seconds are given in milliseconds. **Changes Take Effect:** Immediately
time_convert	Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since 00:00:00 UTC, January 1, 1970. Applies to: Genesys Knowledge Center Server, Genesys Knowledge Center CMS	**Default:** local **Valid Values:** **[+] local** The time of log record generation is expressed as a local time, based on the time zone and any seasonal adjustments. Time zone information of the application's host computer is used. **[+] utc** The time of log record generation is expressed as Coordinated Universal Time (UTC). **Changes Take Effect:** Immediately
Section: security		
auth-scheme	Specifies the HTTP authentication scheme used to secure REST API requests to the Knowledge Server. With the Basic scheme, clients must be authenticated with a user ID and password. Applies to: Genesys Knowledge Center Server	**Default:** none **Valid Values:** none, basic **Changes Take Effect:** After restart.
user-id	The user identifier (login) used in authentication for the REST API. Applies to: Genesys Knowledge Center Server	**Default:** n/a **Valid Values:** string **Changes Take Effect:** After restart.

Name	Description	Value
password	The user password used in authentication for the REST API. Applies to: Genesys Knowledge Center Server	**Default:** n/a **Valid Values:**string **Changes Take Effect:** After restart.
Section: cassandra-keyspace **Important:** Cassandra support is deprecated.		
name	name of the cassandra keyspace. Applies to: Genesys Knowledge Center CMS	**Default:** gkccms **Valid Values:** string, any valid cassandra keyspace name **Changes Take Effect:** After restart
dataCompression	The compression algorithm to use. Applies to: Genesys Knowledge Center CMS	**Default:** LZ4Compressor **Valid Values:** None, LZ4Compressor, SnappyCompressor, and DeflateCompressor **Changes Take Effect:** After restart.
userName	Cassandra user name. Applies to: Genesys Knowledge Center CMS	**Default:**n/a **Changes Take Effect:** After restart.
password	Cassandra password. Applies to: Genesys Knowledge Center CMS	**Default:**n/a **Changes Take Effect:** After restart.
replicationStrategy	Cassandra replication strategy. Applies to: Genesys Knowledge Center CMS	**Default:** SimpleStrategy **Valid Values:** valid replication strategy name **Changes Take Effect:** After restart.
replicationStrategyParams	Cassandra replication strategy params. Applies to: Genesys Knowledge Center CMS	**Default:** 'replication_factor':3 **Changes Take Effect:** After restart.
readConsistencyLevel	Cassandra consistency level for reading. Applies to: Genesys Knowledge Center CMS	**Default:** ONE **Valid Values:** 1-ONE,

Name	Description	Value
		2-QUORUM,3-LOCAL_QUORUM,4-EACH_QUORUM,5-ALL,6-ANY,7-TWO,8-THREE,9-S **Changes Take Effect:** After restart.
writeConsistencyLevel	Cassandra consistency level for writing. Applies to: Genesys Knowledge Center CMS	**Default:** ONE **Valid Values:** 1-ONE, 2-QUORUM,3-LOCAL_QUORUM,4-EACH_QUORUM,5-ALL,6-ANY,7-TWO,8-THREE,9-S **Changes Take Effect:** After restart.
Section: cassandra-security **Important:** Cassandra support is deprecated		
enable-ssl	Enables or disables SSL for connection to Cassandra cluster. Applies to: Genesys Knowledge Center CMS	**Default:** false **Valid Values:** true, false **Changes Take Effect:** After restart.
truststore-path	Path to truststore. Applies to: Genesys Knowledge Center CMS	**Default:** n/a **Changes Take Effect:** After restart.
truststore-password	Truststore password. Applies to: Genesys Knowledge Center CMS	**Default:** n/a **Changes Take Effect:** After restart.
Section: internal		
Important Knowledge Center Server uses this section to store internal initialization parameters. Do not attempt to change these options.		

Knowledge Center Server Application Options



Knowledge Center Server Application Configuration Options

Name	Description	Value
Section: archiving		
enabled	Specifies whether a node will allow to execute archiving using its API. Enabling archiving on the node does not affect other nodes of the cluster. Archiving is resource consuming functionality - use it wisely.	**Default:** true **Valid Values:** true, false **Changes Take Effect:** After restart.
type	Defines format of resulted archive will be stored in.	**Default:** tar **Valid Values:** tar, zip, cpio **Changes Take Effect:** After restart.
path	Path to the stored archive. The archive will be stored as <path>/history_<requested_date_range>.<archive>	**Default:** none **Valid Values:** string **Changes Take Effect:** After restart.
Section: log		
all	Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile	**Default:** stdout **Valid Values:** (log output types) **[+] stddout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events

Name	Description	Value
		of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** After start or restart.
standard	Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network	**Default:** stdout **Valid Values:** **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database.

Name	Description	Value
		[+] memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** Immediately
trace	Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network.	**Default:** stdout **Valid Values:** **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk.

Name	Description	Value
		This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** Immediately
verbose	Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.	**Default:** standard **Valid Values:** **[+] all** All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. **[+] debug** The same as all. **[+] trace** Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. **[+] interaction** Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.

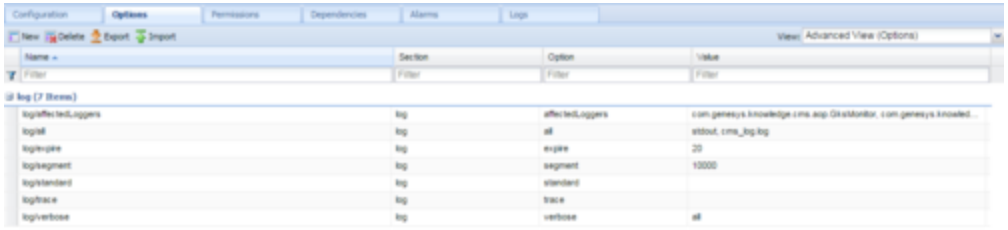
Name	Description	Value
		[+] standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. **[+] none** No output is produced. **Changes Take Effect:** Immediately
segment	Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.	**Default:** 1000 **Valid Values:** **[+] false** No segmentation is allowed. **[+] <number> KB or <number>** Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. **[+] <number> MB** Sets the maximum segment size, in megabytes. **[+] <number> hr** Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Name	Description	Value
		Changes Take Effect: After restart.
expire	Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.	**Default:** 3 **Valid Values:** **[+] false** No expiration; all generated segments are stored. **[+] <number> file or <number>** Sets the maximum number of log files to store. Specify a number from 1—1000. **[+] <number> day** Sets the maximum number of days before log files are deleted. Specify a number from 1—100. **Changes Take Effect:** After restart. Important If an option's value is not set within the range of valid values, it will automatically be reset to 10.
affectedLoggers	Verbosity settings are explicitly applied for the following loggers: • Loggers that are not declared explicitly in the *log4j2.xml* configuration file. • Loggers that are specified explicitly in the *log4j2.xml* and are specified in the value for this affectedLoggers option.	**Default:** com.genesys.knowledge.server.configuration, com.genesyslab.wmcbcore, com.genesys.knowledge.manager **Valid Values:** The names of loggers, separated by a semicolon (;), specified in the LOG4J2.xml. For example: com.genesyslab.wmcbcore, com.genesyslab.qna.api.sdk, org.elasticsearch, com.genesyslab.platform, com.genesys.knowledge.api.processors,

Name	Description	Value
	For other loggers specified in *log4j2.xml*, but not mentioned in the value for this option, the verbosity level is not re-applied. Here is a use case for when you might need to set this option: • Cassandra needs to write error messages to a log file, and at the same time, Genesys components also need to write debug messages to the log file. To resolve this use case, you would: 1. Specify the following logger in *log4j2.xml*: *<logger name="org.apache.cassandra" level="error" additivity="false">* 2. **Do not** include *org.apache.cassandra* in the value for the **affectedLoggers** option. 3. The default *log4j2.xml* file contains the following logger: *<logger name="com.genesyslab.platform" level="info" additivity="false">* 4. Include *com.genesyslab.platform* in the value for the **affectedLoggers** option. 5. Set the **verbose** option to *debug*. In the sample above, the value of **affectedLoggers** should be *com.genesyslab.platform*. Error (but not debug or info) messages from Cassandra will be available in logs, and debug messages from *com.genesyslab.platform* will be available in logs.	com.genesys.knowledge.server.configuration, com.genesys.elasticsearch.index.analysis.filters, com.genesys.elasticsearch.index.analysis.tokenizers, com.genesys.knowledge.security.proxy, com.genesys.knowledge.aspects.LoggingRestAspect, com.genesys.knowledge.web.filters.RequestLoggingFilter **Changes Take Effect:** Immediately
time_format	Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: 2001-07-24T04:58:10.123	**Default:** time **Valid Values:** **[+] time**

Name	Description	Value
		The time string is formatted according to the HH:MM:SS.sss (hours, minutes, seconds, and milliseconds) format. **[+] locale** The time string is formatted according to the system's locale. **[+] ISO8601** The date in the time string is formatted according to the ISO 8601 format. Fractional seconds are given in milliseconds. **Changes Take Effect:** Immediately
time_convert	Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since 00:00:00 UTC, January 1, 1970.	**Default:** local **Valid Values:** **[+] local** The time of log record generation is expressed as a local time, based on the time zone and any seasonal adjustments. Time zone information of the application's host computer is used. **[+] utc** The time of log record generation is expressed as Coordinated Universal Time (UTC). **Changes Take Effect:** Immediately

Knowledge Center CMS Application Options



Knowledge Center CMS Application Options

Name	Description	Value
Section: cassandra-security **Important:** Cassandra support is deprecated.		
truststore-path	Path to truststore	**Default:** /trustStore.jks **Valid Values:** valid path to trust store **Changes Take Effect:** After start or restart.
truststore-password	Truststore password	**Default:** n/a **Valid Values:** valid path to trust store **Changes Take Effect:** After start or restart.
Section: gkc-security		
enable-ssl	Enables/disables secure connection from CMS to the Genesys Knowledge Center Server	**Default:** false **Valid Values:** true, false **Changes Take Effect:** After start or restart.
truststore-path	Path to truststore	**Default:** ./trustStore.jks **Changes Take Effect:** After start or restart.
truststore-password	Truststore password	**Default:** n/a **Changes Take Effect:** After start or restart.
Section: log		
all	Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile	**Default:** stdout **Valid Values:** (log output types) **[+] stddout** Log events are sent to the Standard output (stdout). **[+] stderr**

Name	Description	Value
		Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** After start or restart.
standard	Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network	**Default:** stdout **Valid Values:** **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr**

Name	Description	Value
		Log events are sent to the Standard error output (stderr). **[+] network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** Immediately
trace	Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network.	**Default:** stdout **Valid Values:** **[+] stdout** Log events are sent to the Standard output (stdout). **[+] stderr** Log events are sent to the Standard error output (stderr). **[+] network**

Name	Description	Value
		Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. **[+] memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. **[+] [filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. **Changes Take Effect:** Immediately
verbose	Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.	**Default:** standard **Valid Values:** **[+] all** All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. **[+] debug** The same as all. **[+] trace** Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.

Name	Description	Value
		[+] interaction Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. **[+] standard** Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. **[+] none** No output is produced. **Changes Take Effect:** Immediately
segment	Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.	**Default:** 1000 **Valid Values:** **[+] false** No segmentation is allowed. **[+] <number> KB or <number>** Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. **[+] <number> MB** Sets the maximum segment size, in megabytes.

Name	Description	Value
		[+] <number> hr Sets the number of hours for the segment to stay open. The minimum number is 1 hour. **Changes Take Effect:** After restart.
expire	Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.	**Default:** 3 **Valid Values:** **[+] false** No expiration; all generated segments are stored. **[+] <number> file or <number>** Sets the maximum number of log files to store. Specify a number from 1—1000. **[+] <number> day** Sets the maximum number of days before log files are deleted. Specify a number from 1—100. **Changes Take Effect:** After restart. Important If an option's value is not set within the range of valid values, it will automatically be reset to 10.
affectedLoggers	Verbosity settings are explicitly applied for the following loggers:	**Default:** com.genesys.knowledge.cms.service, com.genesys.jcr, org.modeshape.jcr.spi.index.provider, com.genesys.knowledge.server.configuration,

Name	Description	Value
	• Loggers that are not declared explicitly in the *log4j2.xml* configuration file. • Loggers that are specified explicitly in the *log4j2.xml* and are specified in the value for this affectedLoggers option. For other loggers specified in *log4j2.xml*, but not mentioned in the value for this option, the verbosity level is not re-applied. Here is a use case for when you might need to set this option: • Cassandra needs to write error messages to a log file, and at the same time, Genesys components also need to write debug messages to the log file. To resolve this use case, you would: 1. Specify the following logger in *log4j2.xml*: *<logger name="org.apache.cassandra" level="error" additivity="false">* 2. **Do not** include *org.apache.cassandra* in the value for the **affectedLoggers** option. 3. The default *log4j2.xml* file contains the following logger: *<logger name="com.genesyslab.platform" level="info" additivity="false">* 4. Include *com.genesyslab.platform* in the value for the **affectedLoggers** option. 5. Set the **verbose** option to *debug*. In the sample above, the value of **affectedLoggers** should be *com.genesyslab.platform*. Error (but not debug or info) messages from Cassandra will be available in logs, and debug messages from *com.genesyslab.platform* will be available in	com.genesyslab.wmcbcore, com.genesys.knowledge.manager, com.genesys.knowledge.manager.aop.ManagerRespositoryMonito com.genesys.knowledge.cms.gks, com.genesys.knowledge.cms.aop.GksMonitor, com.genesys.knowledge.cms.scheduling, com.genesys.knowledge.cms.rest **Valid Values:** The names of loggers, separated by a semicolon (;), specified in the LOG4J2.xml. Troubles with modeShape start, indexing, cassandra connection etc: es_details, org.elasticsearch.gateway, org.elasticsearch.action, org.elasticsearch.transport, org.elasticsearch.discovery.zen.ping.unicast, org.modeshape, org.infinispan, net.dataforte.cassandra, com.genesys.modeshape, com.genesys.modeshape.jcr.index.elasticsearch, org.elasticsearch, org.modeshape.jcr.spi.index.provider Troubles with config-server connection, configuration etc: com.genesyslab.wmcbcore, PSDK, com.genesyslab.platform, com.genesys.knowledge.server.configuration Low-level http logging: com.genesys.knowledge.cms.web.filters.RequestLoggingFilter Troubles with documents, categories or another content workflow: com.genesys.knowledge.cms.repository, com.genesys.knowledge.cms.service, com.genesys.jcr Troubles with GKS communication, synchronization, scheduling etc: com.genesys.knowledge.cms.gks, com.genesys.knowledge.cms.aop.GksMonitor, com.genesys.knowledge.cms.scheduling Troubles with UCS-data workflow: com.genesys.knowledge.manager, com.genesys.knowledge.manager.aop.ManagerRespositoryMonitor

Name	Description	Value
	logs.	
time_format	Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: 2001-07-24T04:58:10.123	**Default:** time **Valid Values:** **[+] time** The time string is formatted according to the HH:MM:SS.sss (hours, minutes, seconds, and milliseconds) format. **[+] locale** The time string is formatted according to the system's locale. **[+] ISO8601** The date in the time string is formatted according to the ISO 8601 format. Fractional seconds are given in milliseconds. **Changes Take Effect:** Immediately
time_convert	Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since 00:00:00 UTC, January 1, 1970.	**Default:** local **Valid Values:** **[+] local** The time of log record generation is expressed as a local time, based on the time zone and any seasonal adjustments. Time zone information of the application's host computer is used. **[+] utc** The time of log record generation is expressed as Coordinated Universal Time (UTC).

Name	Description	Value
		Changes Take Effect: Immediately