

GENESYS[®]

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Genesys Knowledge Center Deployment Guide

Installing the Knowledge Center Server

5/11/2025

Installing the Knowledge Center Server

Import the Knowledge Center Server Application Template

Start

- 1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
- 2. In the **Tasks** panel, click **Upload Template**.
- 3. In the Click 'Add' and choose application template (APD) file to import window, click Add.
- 4. Browse to the *Knowledge_Center_Server_853.apd* file available in the *templates* directory of your installation CD.
- 5. Click **Open**.
- 6. The New Application Template panel opens.

😸 Genesys	Genesys Administrator			Tera	e Environment	P	New Window Log out	0-18-	
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O Ready									9/25/2014

The Knowledge Center Server Application Template

7. Click Save and Close.

End

Create Server applications

- 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 Genesys Knowledge Center Server application template that you imported earlier. Click **OK**.

Bro	wseition				×
	Instructions: Choose object:	s from the list below.			
Ap	plication Templates				
) 🔻 🛅 New 💁 New Folder				
	Name 🔺	Туре	Version	State	
Y	Filter	Filter	Filter	Filter	
Vie	rer: 📰 Root > 🎦 Application T	emplates			
P	Configuration_Manager_8	Configuration Manager	8.1	Enabled	
P	Configuration_Server_8	Configuration Server	8.1	Enabled	
Þ	Genesys_Administrator_8	Genesys Administrator	8.1	Enabled	
Þ	Genesys_Administrator_Server_8	Genesys Administrator Server	8.1	Enabled	
Þ	Knowledge_Center_Cluster_853	Application Cluster	8.5.3	Enabled	
Þ	Knowledge_Center_Server_853	Genesys Knowledge Center Server	8.5.3	Enabled	
14	↓ Page1 of 1 ▷ ▷ ↓ 4	<u>þ</u>		Displaying objects 1 - 6 o	f6
				OK Cancel	

Selecting the Knowledge Center Server Template

- 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 *Knowledge_Center_Server_853.xml* file available in the templates directory of your installation CD.
 - 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, Knowledge Center Server' .
- b. Enable the State
- c. Ensure that State checkbox is checked
- d. Select the Host on which the Knowledge Center Server will reside
- e. Click Create

Create New Application 10101			x
Steps	Instructions: Please	se enter the Application parameters. Mandatory parameters are denoted with an asterisk.	
 Select Application Template 	Specify Application par	rameters	
🖌 Select Metadata file			
Specify Application parameters	 Name: 	Knowledge Center Server	
Results	Application Prototype:	Knowledge_Center_Server_853	
	State:	Enabled	
	* Host:	GRC HOST × P	
	 Startup Timeout: 	90	
	Shutdown Timeout:	90	
	 Redundancy Type: 	Not Specified	
		Cancel Previous Create >	

Creating the Knowledge Center Server Application

- 6. The **Results** panel opens.
- 7. Enable Open the Application details form after clicking Finish and click Finish.
- 8. The Knowledge Center Server application form opens and you can start configuring the Knowledge Center Server application.

Cancel 🖬 Save & Close 🖌	time in Sevel	Liter Stelad #	b Start 🖬 Stop 💽 Grace	ehul Stop					
Configuration Opti	ons	Permissions	Dependencies	Alama	Lops				
								General Server 1	nfo Network Securit
· General									
* Name:	Freedorlas De	nter Server							
* Application Template:	Knowledge Gr	enter Server 853						× P	
* Type:	Generaty's Know	Andge Center Server						*	
Version:	8.5.3								
Server:	I True								
State:	Enabled								
Connections:	TAN OC	it 🎬 Remove							
	Server .		Connection Protocol	Local Timeor	1	Remote Timeout	Trace Mode		
	No objects to a	doplay							
 Server lafo 									
al Metwork Security									

Knowledge Center Server Application Details

End

Configuring the Knowledge Center Server Application

Start

 If your Knowledge Center Server application form is not open in Genesys Administrator, navigate to Provisioning > Environment > Applications. Select the application defined for the Knowledge Center Server and click Edit.... 2. In the **Connections** section of the **Configuration** tab, click **Add**. The **Browse for applications** panel opens. Select the Knowledge Center Cluster application, then click **OK**.

Selecting the Knowledge Center Cluster Application

- 3. Expand the **Server Info** pane.
- 4. If your **Host** is not defined, click the lookup icon to browse to the hostname of your application.
- 5. In the **Listening Ports** section, create the default port by clicking **Add**. The **Port Info** dialog opens.
 - a. Enter the **Port**. For instance, *9092*. This should be the port number for the Knowledge Center Server instance.
 - b. Click **OK**. The port with the default identifier appears in the list of **Listening ports**.

Port Info	
General Advanced	Network Security
* ID:	default
* Port:	9092
Connection Protocol:	http 🗸
HA sync:	True
Select Listening Mode:	Unsecured 🗸
Description:	
	OK Cancel
owledge Center Server Port	Information

- 6. Optionally, you can explicitly add Transport port for ElasticSearch engine. If you do not define transport port, port 9300 will be used. To specify the port, click the **Add** button. The Port Info dialog opens.
 - a. Enter *transport* for the **ID** field.
 - b. Enter the **Port**. For instance, 9001.

Click OK .	
Port Info	
General Advanced N	letwork Security
* ID:	transport
* Port:	9001
Connection Protocol:	×
HA sync:	True
Select Listening Mode:	Unsecured 🗸
Description:	
	OK Cancel

Knowledge Center Server Transport Port Information

- 4. Optionally, you can explicitly add a port for access to ElasticSearch engine. If you do not define this port, port 9200 will be used. To specify the port, click the **Add** button. The **Port Info** dialog opens.
 - a. Enter es for the ID field.
 - b. Enter the Port. For instance, 7011

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c.

Port Info			
General Advanced	Network Security		
* ID:	es		
* Port:	7011		
Connection Protocol:			~
HA sync:	True		
Select Listening Mode:	Unsecured		~
Description:			
		701 8:	OK Cancel

Knowledge Center Server Elasticsearch REST API Port Information

- 4. Optionally, you can add a secure listening port for authenticated users, secured connections, and secure chat. Click **Add**. The **Port Info** dialog opens.
 - a. Enter *https* for the ID field

- b. Enter the **port** . For instance, 8553
- c. Enter https for the **Connection Protocol**.
- d. Choose Secured for the **Select Listening Mode**.

e.	Click	OK.

Port Info		
General Advanced	Network Security	
* ID:	https	
* Port:	8553	
Connection Protocol:	https	~
HA sync:	True True	
Select Listening Mode:	Secured	~
Description:		
	ана ок — С	Cancel

Knowledge Center Server secure HTTP Port Information

Note: If https port enabled - service will be available only on https port; http connection will be unavailable.

- 6. Ensure the Working Directory and Command Line fields contain "." (period).
- 7. In the **Tenants** section, add a working tenant by clicking **Add**. Browse and choose the appropriate tenant in the pop-up dialog. Click Ok.

Important
For Knowledge Center 8.5.302.xx and earlier Cluster can only work under a single tenant. Starting from 8.5.303.xx release of the product it supports multiple tenants within one cluster deployment. Application Cluster and GKC server/CMS should be in the same tenant

- 8. If you are using Access Groups to assign privileges to agents:
 - Uncheck Log On As System
 - In Log On Account specify the user account that has the ability to view access groups (for example, user from the Super Administrators access group).
 - User should have access to the same tenant/tenants in which that Node is configured
 - User should belong to Administrator access group in Environment tenant or be granted "Read and Execute (RX)" and "Read Permissions (E)" permissions for Environment tenant, if the application configured not in the Environment tenant; user should belong to some Administrator Access Group in application's tenant/tenants
- 9. Click Save.
- 10. The Confirmation dialog for changing the application's port opens. Click Yes.

11. (Optional) Select the Options tab. In the [log] section, the all option is set to stdout by default. Enter a filename if you wish to enable logging to a file. For example, you can enter stdout, C:\Logs\Knowledge\ Knowledge_server to force the system to write logs both to the console and to a file.

	ed for month			
Þ	Affected Laggers	log .	affectedLoggers	
÷	All events	ing	al	hubhe
÷	Expire	log	expire	3
÷	Log level	kg	verbose	standard
Þ	Logging pattern	log	outputPattern	%d(dd.MM yyyy HH:mm:aa)(%-5.5p %-45.80t %-30.1000c(1) %m
Þ	Segment	log	segment	1000
÷	Dandard	log	standard	hubble
÷	Time format	ing	time_format	Sine (HH:MM:SS.sss)
Þ	Time zone	log	time_convert	local .
÷	Trace	log	toce	Mout

Knowledge Center Server Application Logging Options

End

Installing Knowledge Center Server

Windows Installation Procedure

Important

From Knowledger Center Server version 8.5.302.04, you must install the Visual C++ Redistributable Packages run-time components which are required to run C++ applications on Windows.

Start

1. In your installation package, locate and double-click the *setup.exe* file. The Install Shield opens the welcome screen.



Knowledge Center Server Installation Window

2. Click Next. The Connection Parameters to the Configuration Server screen appears.

Genesys Installation Wizard	×				
Connection Parameters to the Config	juration Server				
The parameters in the Host and User fields are required to establish a connection to Cor Server.					
Host					
the machine on which Configuration Server is running.	Port: 2020				
User —					
Specify your Configuration Server user name and password.	User name: default				
	Password:				
	< Back Next > Cancel				

Knowledge Center Server Connection Parameters

- 3. Under **Host**, specify the host name and port number where Configuration Server is running. (This is the main listening port entered in the **Server Info** tab for Configuration Server.)
- 4. Under **User**, enter the user name and password for logging into Configuration Server.
- 5. Click Next. The Select Application screen appears.

Genesys Insta	lation Wizard			X
Select Application				
Select Application from the list of configured app are trying to install is not in the list below contact	lications for target c your system admini	computer. If ap strator.	oplication that	t you
Knoweldge Center Server				
Application Properties:				_
Application Properties: Type: Genesys Knowledge Center Server (190) Host: gkc-gf85				^
Application Properties: Type: Genesys Knowledge Center Server (190) Host: gkc-gf85 Working Directory: . Command Line: .				^
Application Properties: Type: Genesys Knowledge Center Server (190) Host: gkc-gf85 Working Directory: . Command Line: . Command Line Args:				~
Application Properties: Type: Genesys Knowledge Center Server (190) Host: gkc-gf85 Working Directory: . Command Line: . Command Line Args:			>	×
Application Properties: Type: Genesys Knowledge Center Server (190) Host: gkc-gf85 Working Directory: . Command Line: . Command Line Args: <			>	~

Selecting the Knowledge Center Server Application

6. Select the Knowledge Center Server application that you are installing. The **Application Properties** area shows the **Type**, **Host**, **Working Directory**, **Command Line executable**, and **Command Line Arguments** information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.

Note: You might see "Reserved Application 6(190)" as the type under the application properties of the selected application. This happens when older versions of Configuration Server are used.

7. Click Next. The Choose Destination Location screen appears.

Genesys Installation Wizard
Choose Destination Location
Genesys Installation Wizard will install Knowledge Center Server in the following Destination Folder. To install to this folder, click Next. To install to a different folder, click Browse and select another folder. To restore a path to default Destination Folder, click Default. Destination Folder
C:\Program Files\GCTI\Knowledge Center Server\Knoweldge Center Server Default Browse
< Back Next > Cancel

Choosing the Knowledge Center Server Installation Destination

- 8. Under **Destination Folder**, keep the default value or browse to the desired installation location.
- 9. Click Next. The Backup Configuration Server Parameters screen appears.

Genesys Installation Wizard Backup Configuration Server Para	ameters
Host Specify Host name and Port for the machine where the backup of Configuration Server is running.	Host name:
	< Back Next > Cancel

Knowledge Center Backup Config Server Parameters

- 10. If you have a backup Configuration Server, enter the **Host name** and **Port**.
- 11. Click **Next**. Choose the appropriate version of the Java JDK. **Note**: Knowledge Center Server requires Java 1.7 or higher.

Select Sun's Java Development Nit JUNI from 1	the list of Cumbe	Laws Development	KA (IDK)
installed on target computer. Product properties	will be updated	l based on your se	ection.
Sunda Laua Davalapment Kit (IDK) 1.9.0.5			
Suns Java Development Nit (JDK) 1.6.0_5			
Sun's Java Development Kit (JDK) prop	erties:		
Version: 1.8.0			
Patch Number: 5			
Location: L:\Program Files\Java\jdk1.8.0_05			
Location: L: \Program Files Wava \jdk 1.8.0_05			
Location: C: \Program Files Waya \Jdk 1.8.0_05			•

Selecting the Knowledge Center Server Java Version

12. Click **Next**. The **Ready to Install** screen appears.

Genesys Installation Wizard 🛛 🗙				
Ready to Install				
Genesys Installation Wizard has collected all required information and is ready to install Knowledge Center Server on your computer.				
To install Knowledge Center Server, click Install. To review settings, click Back. To exit the Wizard, click Cancel.				
< Back Install Cancel				

Knowledge Center Server is Ready to Install

- 13. Click **Install**. The Genesys Installation Wizard indicates it is performing the requested operation. When through, the **Installation Complete** screen appears.
- 14. Click **Finish** to complete your installation.
- 15. Inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

End

Linux Installation Procedure

Start

- 1. Open a terminal in the Genesys Knowledge Center Server CD/DVD or the Genesys Knowledge Center Server installation package and run the install.sh file. The Genesys installation starts.
- 2. Enter the hostname of the host on which you are going to install.
- 3. Enter the connection information required to log in to the Configuration Server:
 - a. Hostname—For instance, demosrv.genesyslab.com
 - b. Listening port—For instance, 2020
 - c. User name-For instance, demo
 - d. Password
- 4. If you have a backup Configuration Server, enter the Host name and Port.
- 5. If the connection settings are successful, a list of keys and Genesys Knowledge Center Server applications is displayed.
- 6. Enter the key for the Genesys Knowledge Center Server application that you created previously on Configuration Server.
- 7. Enter the full path to your installation directory and confirm that it is correct.

If the installation is successful, the console displays the following message: *Installation of Genesys Knowledge Center Server, version 8.5.x has completed successfully.*

End

Installing multiple Server instances

To install multiple server instances you need to repeat following steps for every instance:

- 1. Create Server applications
- 2. Configuring the Knowledge Center Server Application
- 3. Installing Knowledge Center Server

Note: Knowledge Center Cluster Application is created just ones for all server instances working in

the same cluster.

Important

It is advices to do not co-locate several Knowledge Center Server instances on the same host.

Understanding the Knowledge Center Server Configuration Files

This section describes how to work with the configuration files stored in the Knowledge Center Server.

Indexing Engine Configurationn

- 1. Go to the ./server folder and open the gks.yml configuration file.
- 2. Configure the following settings:
 - a. index.number_of_shards: # Number of ElasticSearch shards per each knowledge base (default: 1)
 - b. path.data : [PATH] Path to the folder that contains index data for this node (default: /gks/data)
 - c. path.plugins : [PATH] path to Pulse Plugins

Important

- Knowledge Center Server needs to be restarted to apply changed parameters.
- index.number_of_shards parameter will be applied to the newly created knowledge bases only.

Geo-location database

- Database for Geo-IP Location (the way to translate client IP to it's geographical location)
- The path to /linguatools/geoip/GeoLite2-City.mmdb can be changed in the gks.yml file: path.geoip.

Language Resources Configuration

- On Windows:
 - The path to /linguatools/freeling/data/ can be changed in the gks.yml file: path.freeling.
 - The path to /linguatools/freeling/bin/ can be changed in the gks.yml file: *path.freeling.dll*.

- On Linux:
 - The path to /linguatools/freeling/data/ can be changed in the gks.yml file: path.freeling.
 - setenv.sh exports the following environment variables:
 - FREELINGSHARE Path to Path to installation directory/linguatools/freeling/data
 - LD_LIBRARY_PATH Path to Path to installation directory/linguatools/freeling/bin

Provide Knowledge Center Access to Agents

Tip

Access to a knowledge base may be limited by an agent's assigned skills (see Installing and Using the Administrator Plugin). Please add the appropriate skills so your agent may see the required knowledge bases (see Bulk Assignment of Skills to Agents for more information).

Genesys Knowledge Center supports the following privileges to restrict agent access:

- Allows agent to change data in a knowledge base (suggested for authors)
- Allows agent to manage knowledge bases (suggested for administrators)
- Allows agent to use reporting capabilities (suggested for supervisors)
- Allows to bypass tenants restrictions (suggested for user configured in CMS for "Log On Account" in case of multi-tenant configuration)

To configure the appropriate privileges for an Agent:

- 1. Go to **Provisioning > Accounts > Roles**.
- 2. In the taskbar, click **New** to create a new object.
- 3. Set the name of the role in the **General** section.

Configuration	Role Privileges	Permissions						
							General	Henbers
· General								
* Name:	knowledge_m	anager						
Description:	Role for mana	pe Knowlegge Center						
Tenant:								
Sate	🗷 Enabled							
A Headers								
Users:	EAM (21)	t 🎬 terrore						
	User Name -	Agent	Last Name	First Name	Employee ID	State		
	No objects to o	loplay						
Access Groups:	EAN QU	t 🎬 famore						
	Name -		Type		Date			
	No abjects to a	loplay						

Knowledge Center Server Access Roles

- 4. Go to the Role Privileges tab and select the set of roles for Genesys Knowledge Center.
- 5. Open the list of privileges for Knowledge Center Server.
- 6. Set the appropriate privileges to **Allowed**.

	Configuration	Role Privileges Permissions			
R	Allow All 👲 Export	🐺 Import		View privileges: All	- 10
N	ód/Remove Products	 Generarys Kinowiedge Center 8.5.000.00 Generarys Kinowiedge Center 8.5.000.00 Generarys Administratur 	į		
	Name -			• Value	
7	Filter			Filter	
	Genesys Knowledge	Center Server Privileges (3 Benn)			
Þ	Allows agent to change	je data in a knowledge base		Allowed	Γ.
Þ	Allows agent to manag	pe knowledge bases		Allowed	
	Allows agent to use ne	eporting capabilities		Allowed	

Setting Knowledge Center Server Access Privileges

- 7. Go back to the **Configuration** tab.
- 8. In the **Members** section, add the appropriate Agent by clicking the **Add**\ button.

Users:	TAM @ddt Tg famoe							
	User Name -	Agent	Last Name	First Name	Empkyee ID	State		
	default.	Fabr	default	default	0	Enabled		
Access Groups:	TAB Oth Takenon							
	Name +		Туре		State			
	Administrators		Administrators		Enabled			

Knowledge Center Server Members Section

9. Save and Close.

- A Henders

End

Start and Stop Genesys Knowledge Center Server

Start the Server

Windows:

Important

You can start the Genesys Knowledge Center Server on Windows from:

- Windows Services
- The server.bat script
- Genesys Administrator

Start

- You can start the server from Windows Services:
 - 1. Open Windows Services
 - 2. Select and start the Genesys Knowledge Center Server [Knowledge Center Server] service.
- You can use the provided server.bat script:
 - 1. Navigate to the Knowledge Center Server installation server directory and launch the Windows command console (cmd.exe).
 - 2. Open server directory
 - 3. Type and execute server.bat, without any parameters.

Important

You can use entry in the **Start > All Programs > Genesys Solutions > Knowledge Center Server** [Knowledge Center Server] menu to start the Server using server.bat

- You can start the server from Genesys Administrator:
 - 1. Navigate to PROVISIONING > Environment > Applications.
 - 2. Select the Knowledge Center Server.
 - 3. Click Start applications in the Runtime panel.

End

The Genesys Knowledge Center Server is shown in Started status in Genesys Administrator.

Linux:

Important

You can start the Genesys Knowledge Center Server on Windows from:

- The server.sh script
- Genesys Administrator

- You can use the provided server.sh script:
 - 1. Navigate to the Genesys Knowledge Center Server installation directory in the Unix command console.
 - 2. Go to server directory

- 3. Type and execute server.sh, without any parameters.
- You can start the server from Genesys Administrator:
 - 1. Navigate to PROVISIONING > Environment > Applications.
 - 2. Select the Knowledge Center Server.
 - 3. Click Start applications in the Runtime panel.

End

The Genesys Knowledge Center Server is shown in Started status in Genesys Administrator.

After the Server start

After successful Server start you can use following URLs in your browser:

- http://<host>:<default_port>/gks-server to access the Server REST API
- http://<host>:<default_port>/gks-sample-ui to access Sample UI application shipped with product (**Note**: you need to load some data to be able to play with this application reference on Quick Guide.)

Stop the Server

Windows:

Important

You can stop the Genesys Knowledge Center Server on Windows from:

- Windows Services
- · Genesys Administrator
- A console window

- You can stop the server from Windows Services:
 - 1. Open Windows Services
 - 2. Select and stop the Knowledge Center Server service.
- You can stop the server from Genesys Administrator:
 - 1. Navigate to PROVISIONING > Environment > Applications.
 - 2. Select the Knowledge Center Server.
 - 3. Click Stop applications in the Runtime panel.
- If you previously started Genesys Knowledge Center Server in a console window, you can stop the

server by closing the window or navigate to Genesys Knowledge Center Server installation directory in Windows console (cmd.exe), open server directory and execute comand: server.bat stop

End

The Genesys Knowledge Center Server is shown in Stopped status in Genesys Administrator.

Linux:

Important

You can stop the Genesys Knowledge Center Server on Linux from:

- Genesys Administrator
- A console window

Start

- can stop the server from Genesys Administrator:
 - 1. Navigate to PROVISIONING > Environment > Applications.
 - 2. Select the Knowledge Center Server.
 - 3. Click Stop applications in the Runtime panel.
- Or you can stop the server from the console window where it was started:
 - 1. Press Ctrl+C while the window is active.
 - 2. Type Y and press Enter.
- Or you could use provided script server.sh:
 - 1. Navigate to the Genesys Knowledge Center Server installation directory in the Unix command console.
 - 2. Go to server directory
 - 3. Type and execute server.sh with parameter "stop" (for example: server.sh stop)

End

The Genesys Knowledge Center Server is shown in Stopped status in Genesys Administrator.