Genesys Knowledge Center Deployment Guide

Multi-Tenancy

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Knowledge Center 8.5.302.xx and earlier is a single tenant solution. This means that if you have a multi-tenant environment and you want to use the Knowledge Center application within several tenants, you need to deploy a separate cluster for every tenant where you plan to use the application.

Starting from 8.5.303.xx release of the product it supports multiple tenants within one cluster deployment. The list of the tenants needs to be explicitly set for the applications in cluster.

Important

Within one Knowledge Center cluster all Knowledge Center Server nodes and all Knowledge Center CMS nodes must be configured to have the same tenant(s) in the **Tenants** section.