Genesys Knowledge Center Deployment Guide

Using CMS with Cassandra

12/15/2025

Contents

Using CMS with Cassandra

> **Important**
>
> To ensure strong consistency of the data (no matter the configuration of the underlying storage) it was decided to deprecate Cassandra 2.2.x support in 8.5.3 release of the product. Going forward, **support of Cassandra will be discontinued in 9.0 release of the product**.
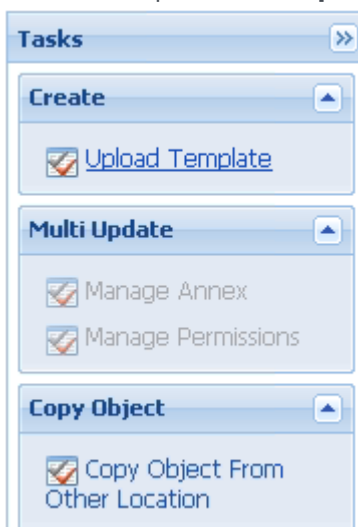
> **Important**
>
> This step is required in case Cassandra 2.2.x is planned to be used as the storage. If you need guidance deploying Cassandra cluster, please refer to Deploying Cassandra Cluster. Detailed Cassandra documentation can be found on the Cassandra website. If you are using another data source as the CMS Repository, go directly to Install the CMS.

Importing the Cassandra Resource Access Point Template

Start

1. Open Genesys Administrator and navigate to **Provisioning** > **Environment** > **Application Templates**.

2. In the **Tasks** panel, click **Upload Template**.

3. Click **Add** and choose application template (APD) file to import window, click **Add**.

4. Browse to the Cassandra_Resource_Access_Point_853.apd file. Click **Open**.
   The New Application Template panel opens:

5. Click **Save & Close**.

End

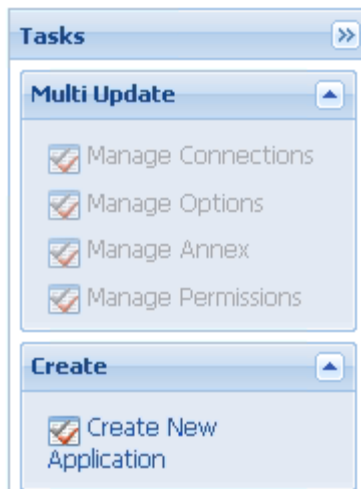## Creating the Cassandra Resource Access Point Application

Prerequisites
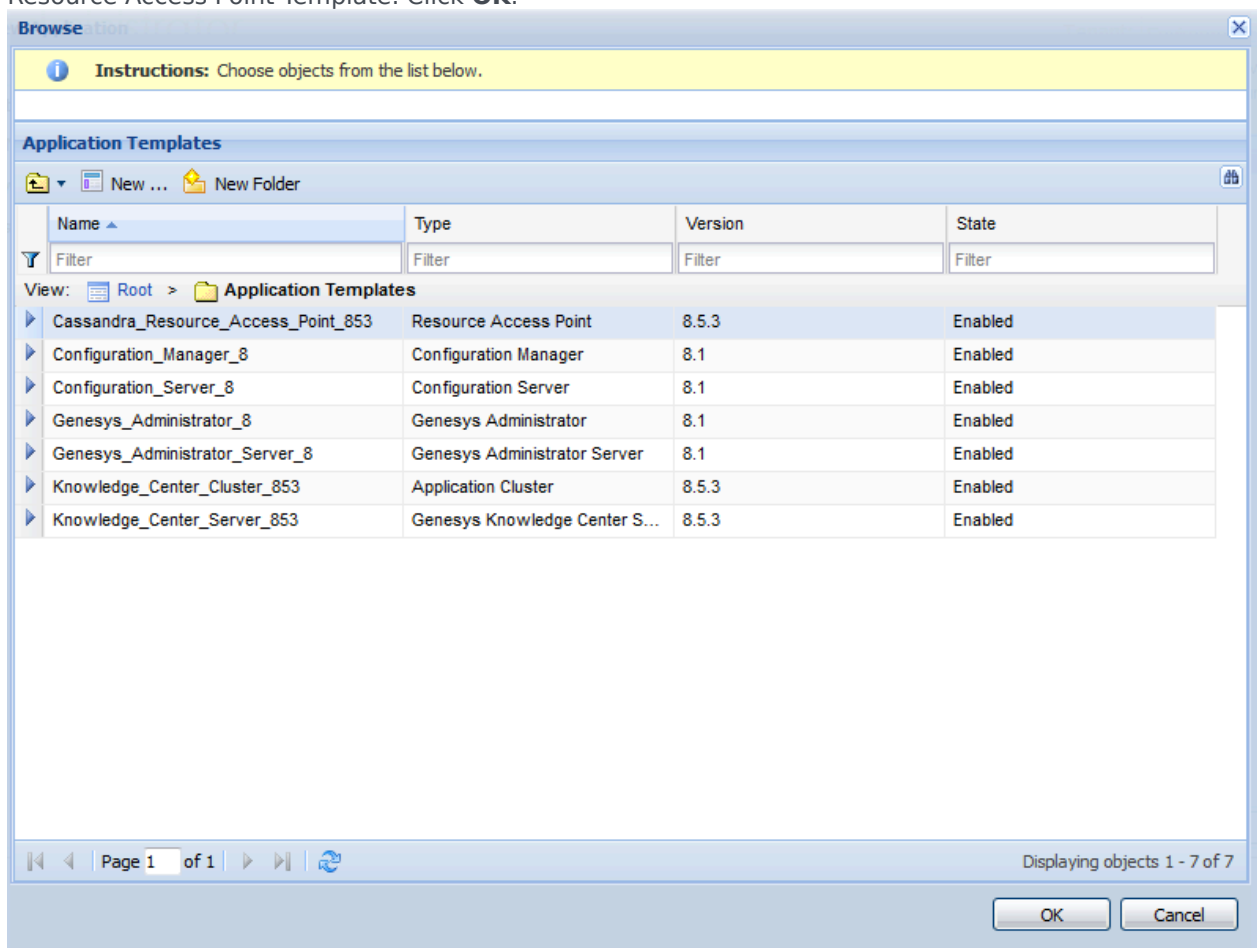
- You completed Importing the Cassandra Resource Access Point Template.

Start

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 Cassandra_Resource_Access_Point_853 template that you imported in Importing the Cassandra Resource Access Point Template. Click **OK**.

4. The template is added to the **Select Application Template** panel. Click **Next**.
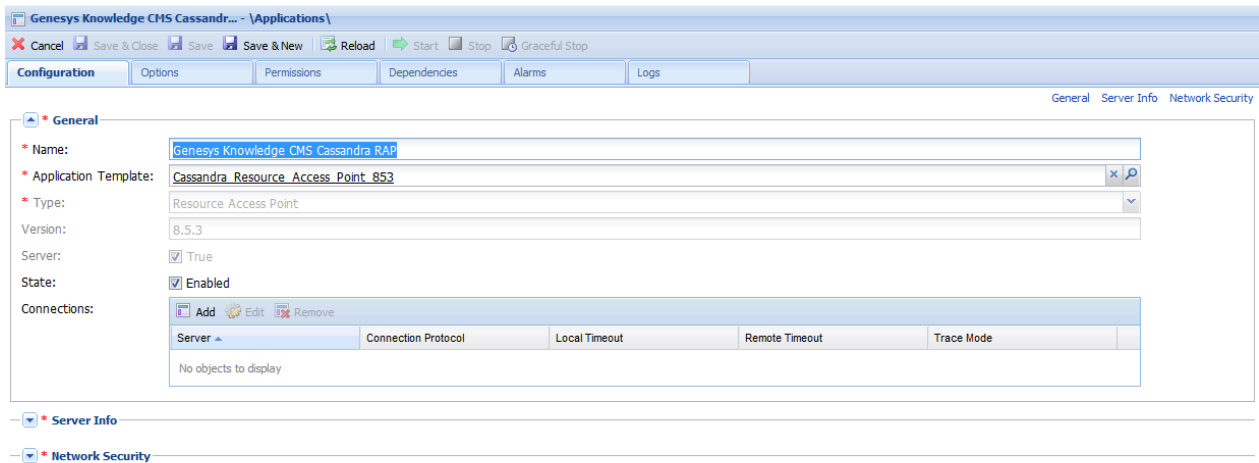
5. In the **Select Metadata** file panel,

    a. click **Browse**

    b. click **Add**

    c. select the Cassandra_Resource_Access_Point_853.xml file

    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, "Genesys Knowledge CMS Cassandra RAP"

    b. Make sure that **State** is enabled

    c. Select the **Host** on which the Access Point will reside

    d. Click **Create**

8. The **Results** panel opens.

9. Enable Opens the Application details form after clicking 'Finish' and click **Finish**. The Cassandra Resource Access Point application form opens and you can start configuring its properties.

End

Configuring the Cassandra Resource Access Point Application

Prerequisites

- You completed Creating the Cassandra Resource Access Point Application.

Start

1. If your Cassandra Resource Access Point application form is not open in Genesys Administrator, navigate to **Provisioning** > **Environment** > **Applications**. Select the application defined for the Cassandra Resource Access Point and click **Edit**.

2. Expand the **Server Info** pane.

3. In the **Tenant** section, click **Add** and select your tenant. For instance, Environment. Click **OK**. (Tenant should be same as for previously created Genesys Application cluster <link to chapter about installing Cluster>)

4. If your **Host** is not defined, click the lookup icon to browse to the hostname of your application, which should point to the host where you plan to locate your Cassandra node.

5. In the **Listening Ports** section, create the default port by clicking **Add**. The Port Info dialog opens.

   a. Enter the **Port**. For instance, 9160 (use value of rpc_port of your Cassandra).

   b. Click **OK**. The **default** port appears in the list of **Listening** ports.

6. Click **Add** again. The **Port Info** dialog opens.

   a. In the **ID** field, enter **native**.

   b. Enter the **Port**. For instance, 9042 (use value of native_transport_port of your Cassandra).

   c. Click **OK**. The **native** port appears in the list of Listening ports.

7. Ensure the **Working Directory** and **Command Line** fields contain "." (period).

8. Click **Save**.

9. The **Confirmation** dialog for changing the application's port opens. Click **Yes**.

10. Select the **Options** tab.

  - In the [resource] section, make sure type is set to cassandra.

11. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**.

End

Configuring the Knowledge Center Cluster for Use with Cassandra

Prerequisites

  - You completed Configuring the Cassandra Resource Access Point Application.

Start

1. Navigate to **Provisioning** > **Environment** > **Applications**. Select the application defined for the Knowledge Center Cluster and click **Edit**.

2. In the **Connections** section of the **Configuration** tab, click **Add**. The Browse for applications panel opens. Select a Genesys application defined as a Cassandra Resource Access Point, then click **OK**.

3. Select added connection to application, click **Edit** and ensure that the default connection port selected as ID

4. (Optional) Open Options tab. In section cassandra-keyspace set valid values to use your Cassandra node.

5. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**

End