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Genesys Knowledge Center Deployment Guide

Using CMS with Cassandra

12/15/2025

Contents

- 1 Using CMS with Cassandra
 - 1.1 Importing the Cassandra Resource Access Point Template
 - 1.2 Creating the Cassandra Resource Access Point Application
 - 1.3 Configuring the Cassandra Resource Access Point Application
 - 1.4 Configuring the Knowledge Center Cluster for Use with Cassandra

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.**

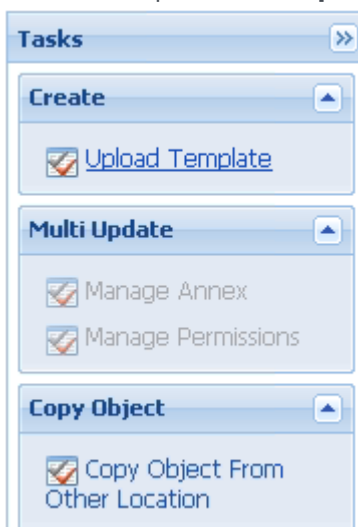
Important

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:

The screenshot shows the Genesys Administrator interface. The top navigation bar includes 'MONITORING', 'PROVISIONING', and 'OPERATIONS'. The 'PROVISIONING' tab is active, and the breadcrumb trail is 'PROVISIONING > Environment > Application Templates > New Application Template'. The left sidebar contains a 'Navigation' pane with categories like 'Environment', 'Scripts', 'Application Templates', 'Applications', 'Hosts', 'Solutions', 'Time Zones', 'Business Units/Sites', 'Tenants', 'Table Access Points', 'Formats', and 'Fields'. The main content area is titled 'New Application Template' and contains a form with the following fields:

- Name:**
- Type:**
- Version:**
- Metadata:**
- Metadata Description:**
- Metadata Version:**
- State:** ☒ Enabled

At the bottom of the page, there is a status bar with the text 'gks-dep-stbl/wcm/default.aspx# 9/23/2016'.

5. Click **Save & Close**.

End

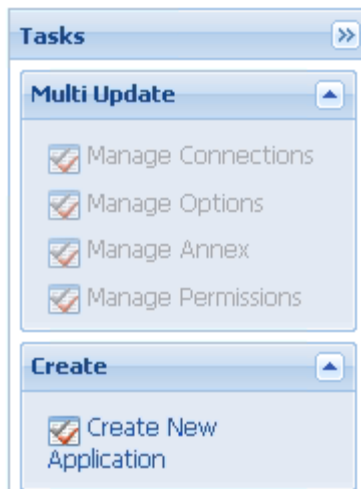
Creating the Cassandra Resource Access Point Application

Prerequisites

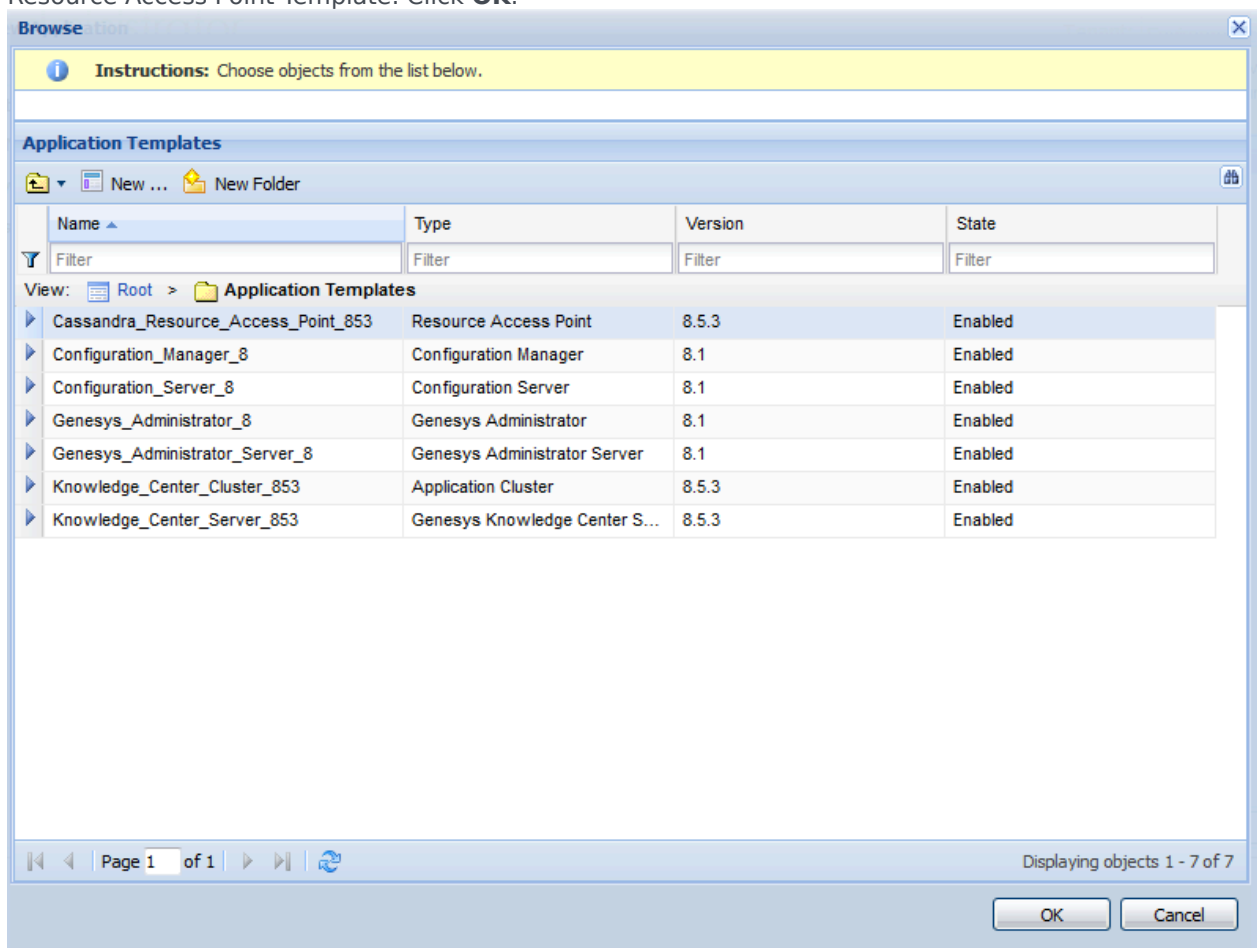
- You completed [Importing the Cassandra Resource Access Point Template](#).

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**.

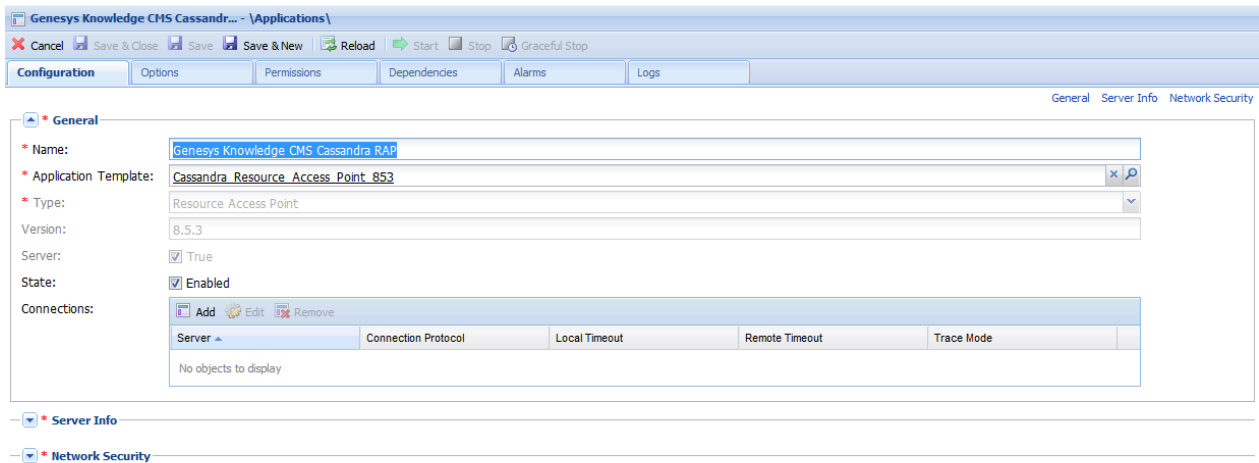
5. In the **Select Metadata** file panel,
 - a. click **Browse**
 - b. click **Add**
 - c. select the `Cassandra_Resource_Access_Point_853.xml` file
 - d. Click **Open**
6. The metadata file is added to the Select Metadata file panel. Click **Next**.
7. In **Specify Application** parameters:
 - a. Enter 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**

The screenshot shows the 'Create New Application' window with the 'Specify Application parameters' step selected in the left-hand 'Steps' panel. The main area contains the following fields:

- Name:** Genesys Knowledge CMS Cassandra RAP
- Application Prototype:** Cassandra_Resource_Access_Point_853
- State:** ☒ Enabled
- Host:** GKC_HOST
- Startup Timeout:** 90
- Shutdown Timeout:** 90
- Redundancy Type:** Not Specified

At the bottom right, there are four buttons: 'Cancel', 'Previous', 'Create' (highlighted), and 'Finish'. A yellow banner at the top of the main area reads: 'Instructions: Please enter the Application parameters. Mandatory parameters are denoted with an asterisk.'

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.

Server Info

Tenants:

* Host: GKC_HOST

* Listening Ports:

ID	Port
No objects to display	

* Working Directory: .

* Command Line: .

Command Line Arguments:

* Startup Timeout: 90

* Shutdown Timeout: 90

Backup Server: [Unknown Backup Server]

* Redundancy Type: Not Specified

* Timeout: 10

* Attempts: 1

Auto Restart: ☐ True

Log On As SYSTEM: ☒ True

* Log On Account: [Unknown Log On Account]

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.

Add Edit Remove	
ID	Port
default	9160
native	9042

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

Configuration | Options | Permissions | Dependencies | Alarms | Logs

General | Server Info | Network

* Working Directory: .

* Command Line: .

Command Line Arguments:

* Startup Timeout: 90

* Shutdown Timeout: 90

Backup Server: [Unknown Backup Server]

* Redundancy Type: Not Specified

* Timeout: 10

* Attempts: 1

Auto Restart: ☒ True

Log On As SYSTEM : ☒ True

* Log On Account: [Unknown Log On Account]

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.

Cassandra_RAP_3640 - \Applications\GWE\old\

Cancel Save & Close Save Save & New Reload Start Stop Graceful Stop

Configuration | **Options** | Permissions | Dependencies | Alarms | Logs

New Delete Export Import

Name	Section	Option	Value
Filter	Filter	Filter	Filter
cassandraClient (1 Item)			
cassandraClient/transportCompression	cassandraClient	transportCompression	LZ4
resource (1 Item)			
resourceType	resource	type	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**

The screenshot shows the 'Knowledge Center Cluster - (Applications)' configuration window. The 'General' tab is active, displaying the following fields and options:

- Name:** Knowledge Center Cluster
- Application Template:** Knowledge Center Cluster 853
- Type:** Application Cluster
- Version:** 8.5.3
- Server:** ☒ True
- State:** ☒ Enabled
- Connections:** A table with one entry: Genesys Knowledge CMS Cassandra RAP.

Server	Connection Protocol	Local Timeout	Remote Timeout	Trace Mode
Genesys Knowledge CMS Cassandra RAP		0	0	[Unknown Trace Mode]

End