



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Center Migration Guide

Knowledge Center 8.5.x

2/11/2022

Table of Contents

Genesys Knowledge Center Migration Guide	3
Knowledge Center Server migration	4
Knowledge Center CMS migration	8

Genesys Knowledge Center Migration Guide

Important

In release 8.5.303.x and higher, all knowledge bases must be configured in the Knowledge Center CMS. Before starting Knowledge Center Server 8.5.303.x, make sure that all necessary knowledge bases are migrated to version 8.5.303.x of the Knowledge Center CMS. If some knowledge bases were previously created only in the Knowledge Center Plugin for Administrator, you must manually recreate them with the same settings in Knowledge Center CMS 8.5.303.x.

This guide contains migration procedures for the following:

- Knowledge Center Server
- Knowledge Center CMS

Tip

Read the procedure relevant to your migration in full before you begin, to ensure that you are prepared to perform all the steps.

Knowledge Center Server migration

- [Migrating from 8.5.2.x to 8.5.3.x Knowledge Center Server](#)
- [Migrating from 8.5.1.x to 8.5.2.x Knowledge Center Server](#)
- [Migrating from 8.5.0.x to 8.5.1.x Knowledge Center Server](#)
- [Backing up and restoring data in Knowledge Center Server 8.5.1.x and higher](#)

Migrating Knowledge Center Server data

Before you upgrade Knowledge Center Server, create a backup of all your current knowledge space data that you will use to restore your information in the upgraded software. To backup and restore knowledge space, use one of the nodes from your GKC cluster.

Your knowledge space files are stored in the path you configured in the gks.yml configuration file (path.data option which we will refer to as %DATA%).

Important

Restrictions: Correct migration from 8.5.2.x to 8.5.3.x possible only if a list of languages in 8.5.3.x is the same as in 8.5.2.x. If in new configuration of knowledge bases languages with enabled locales used - data from base language from 8.5.2.x will be lost.

Migrating from 8.5.2.x to 8.5.3.x Knowledge Center Server

1. Replace software of version 8.5.2 of each Knowledge Center instance with software of version 8.5.3.
2. Run all but one nodes of your Knowledge Center cluster using data from 8.5.2 version.
At this point your server API will reject all REST requests with error of 404. Your server will be not available while migration procedure will not be completed.
3. Start last Knowledge Center node (with the same data from 8.5.2 version) using batch file from command line using option of "upgrade": server upgrade.
After starting this node and finalizing migration process your cluster will be available. Then you can stop the node you have started from command line and start it in usual way.

Migrating from 8.5.1.x to 8.5.2.x Knowledge Center Server

1. Create a backup of your knowledge data with the gks-backup-restore utility (see [Creating your backup archive for Knowledge Center Server 8.5.1.x or higher with gks-backup-restore utility](#) for more

information).

2. Stop all Knowledge Center cluster nodes.
3. Remove your existing knowledge space files from %DATA% folder. Repeat this with all of the nodes in your GKC cluster.
4. Upgrade your Knowledge Center Software.
5. Run the cluster.
6. Restore the data using the gks-backup-restore and the backup file you created in step 1 (see [Restoring data from a backup](#) for more information).

Migrating from 8.5.0.x to 8.5.1.x Knowledge Center Server

1. Stop all Knowledge Center cluster nodes.
2. Remove your existing knowledge space files from %DATA% folder. Repeat this with all the nodes in your GKC cluster.
3. Upgrade your Knowledge Center software.
4. Choose one node from your upgraded cluster and replace the %DATA% folder with a backup of your old data.
5. Run the chosen Knowledge Center Server node.
6. Create a backup from an upgraded node using the gks-backup-restore utility (see [Creating your backup archive for Knowledge Center Server 8.5.1.x or higher with gks-backup-restore utility](#) for more information).
7. Stop the node.
8. Remove all the data from the %DATA% folder of your node.
9. Run the node.
10. Restore your data using the gks-backup-restore utility and the backup file you created in step 6 (see [Restoring data from a backup](#) for more information).
11. Run all the other nodes in your cluster.

Backing up and restoring data in Knowledge Center Server 8.5.1.x and higher

Creating your backup archive for Knowledge Center Server 8.5.1.x or higher with gks-backup-restore utility

In the following steps the node will be referred to as %NODE% and the URL to its GKS context will be referred to as %NODEURL%.

1. Check the archiving options for the node's application. You will use this to backup and restore knowledge space (see [Knowledge Center Server Application Options](#) for more information). Both the path and type options should be configured. We will refer to the archiving path as `%ARCPATH%`.
2. Make sure your directory allows you to write within the archive on behalf of the OS user that runs GKC server.
3. Ensure that your configuration contains at least one user with **Knowledge.ADMINISTER** privileges. Use this user account to perform all backup related procedures. We will refer to this user as `%ADMIN%`.
4. Use the **gks-backup-restore** utility to backup your knowledge space: `java -jar gks-backup-restore.jar --host %NODEURL% --user %ADMIN%`

The previous command creates the backup archive file, places it into `%ARCPATH%` backups directory and prints the name of your produced archive into the console. The console output will appear as follows:

```

C:\Index>java -jar %ARCPATH%\bin\gks-backup-restore.jar --host http://gks-001-ng11
gks-backup-restore.jar --user "gks_superuser"
Creating backup ...started
Backup to file %ARCPATH%\backups\Backup-20150821155210.zip
...complete

```

Successful Upgrade

The output file name remains the same whether or not the backup is successful. If you receive an error message instead of complete, the backup archive (`%BACKUP%`) will have the same name as it would if successful so you will need to check the archive itself. To check your backup storage use the command: `java -jar gks-backup-restore.jar --host %NODEURL% --user %ADMIN% -c`. You now see all the backup archives you have ever created. Each console output record shows the name of the archive, its size, and the creation date. An output execution of the command will look similar to the following example:

```

C:\Index>java -jar %ARCPATH%\bin\gks-backup-restore.jar --host http://gks-001-ng11
gks-backup-restore.jar --user "gks_superuser" -c
Backup-20150821154729.zip    68 Kb    Fri Aug 21 15:47:29 EDT 2015
Backup-20150821155210.zip    72 Kb    Fri Aug 21 15:52:10 EDT 2015

```

Example of Command Execution

Before you complete the upgrade, you need to check the consistency of your backup archive.

Checking your backup archive

1. Use any archiver utility.
2. Confirm that each backup archive at root consists of a "history" entry and an entry in the form of: `<subtenant>_<knowledge base name>_<language>` per each knowledge base branch of your knowledge space. In most cases the default is `subtenant`.
 - For example: **default_knowledgefaq_en** is an entry for the English branch of knowledge base **knowledgefaq**. The root entry of *history* will contain exactly one **activity history** entry. Each knowledge branch entry must contain exactly two entries **qna_category** and **qna_document**.

Restoring data from your backup

1. Start your GKC cluster.
2. Restore the data from your backup archives using one of the following command lines:

- To restore the data from the exact archive file `%BACKUP%` (you may have several of them): `java -jar gks-backup-restore.jar --host %NODEURL% --user %ADMIN% -r %BACKUP%`
- To restore data from the very last backup archive you made: `java -jar gks-backup-restore.jar --host %NODEURL% --user %ADMIN% -r a`

If successful, the console output for either of the previous commands will look similar to the following image:



```
gks@kcs-001:~$ java -jar gks-backup-restore.jar --host http://gks-001:8081/gks-server --user "gks super" -r a
Starting restore from latest backup file
prepare indexes ..... done
restoring from "file:///archivingFolder/backups/backup-20150821152113.zip" .... done
```

Successful Console Execution Example

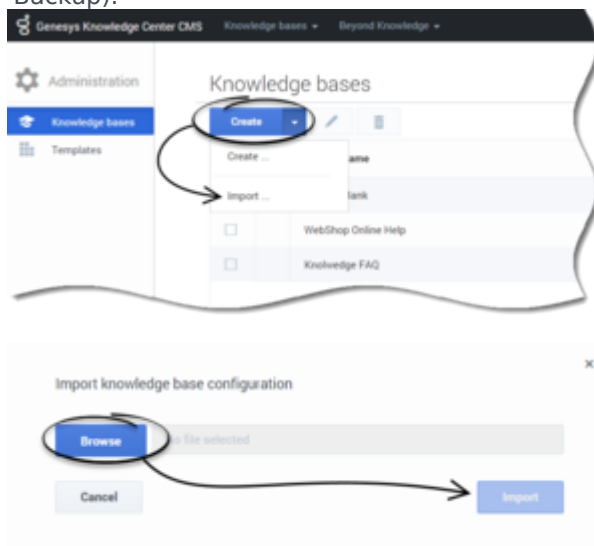
If unsuccessful, the failure to restore procedure console will show a message with an error description.

Knowledge Center CMS migration

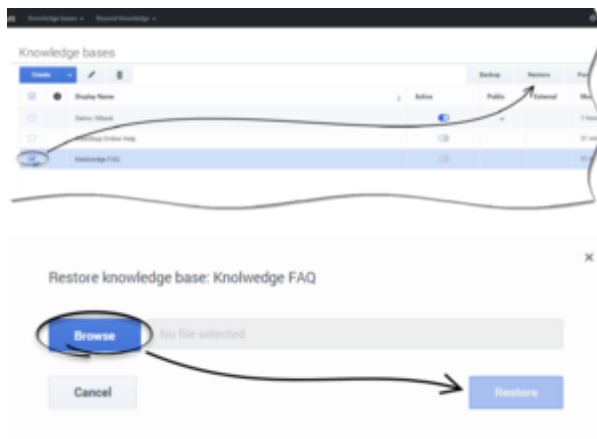
- Migrating from 8.5.302.x and 8.5.303.x to 8.5.304.x Knowledge Center CMS
- Migrating from 8.5.2.x and 8.5.302.x to 8.5.303.x Knowledge Center CMS
- Migrating from 8.5.2.x to 8.5.302.x Knowledge Center CMS
- Migrating from 8.5.1.x to 8.5.2.x Knowledge Center CMS
- Migrating from 8.5.0.x to 8.5.2.x Knowledge Center CMS
- Backup and restore data for Knowledge Center CMS 8.5.2.x

Migrating from 8.5.302.x and 8.5.303.x to 8.5.304.x Knowledge Center CMS

1. Back up the data from **8.5.302.x** or **8.5.303.x** Knowledge Center CMS using the Backup function.
2. Update your Knowledge Center CMS software.
3. Start the CMS.
4. Restore the knowledge bases using the **Import** function (using the .scheme files, created during the Backup).



5. Restore the data in each created knowledge base using the **Restore** function (using the .zip files with data, created during the Backup).



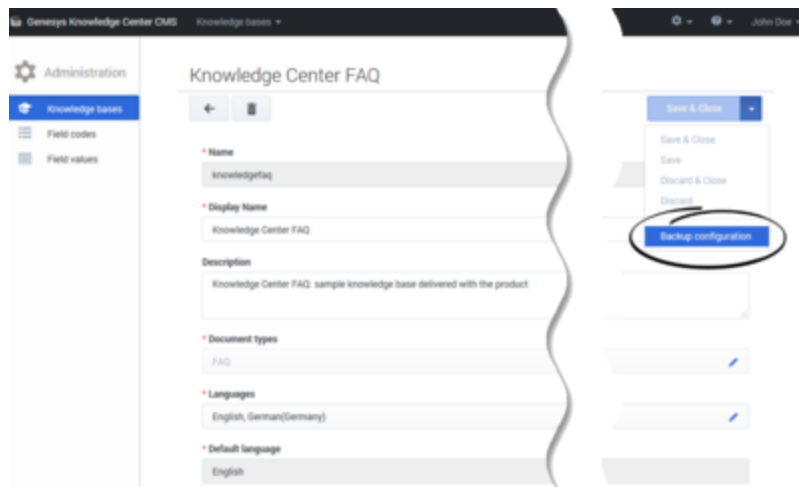
Migrating from 8.5.2.x and 8.5.302.x to 8.5.303.x Knowledge Center CMS

Important

Restrictions: If in Knowledge Center CMS 8.5.2.x document has no version in default language - this document will not be restored after migration to Knowledge Center CMS 8.5.303.x

For correct migration list of languages, configured for Knowledge Center 8.5.303.x, should include all languages used in 8.5.2.x or 8.5.302.x knowledge bases

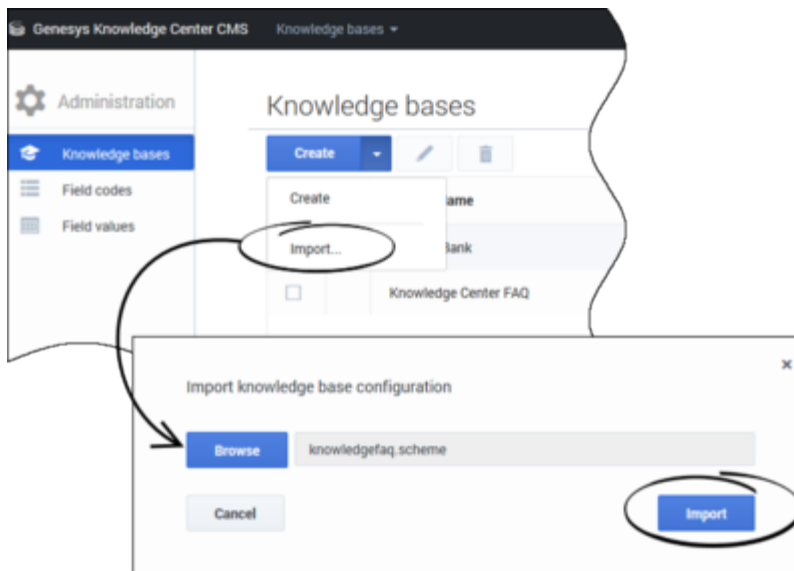
1. Back up the data from **8.5.2.x** or **8.5.302.x** Knowledge Center CMS using the **Backup** function.
2. Update your Knowledge Center CMS software.
3. Disable indexing by setting the **enable** option in the **cms.index** section in Application Cluster to false. If you are migrating from 8.5.2.x, set the following options in your cluster configuration, in the **cms.cluster** section:
cacheName = gkc-repository
cacheBinaryName = gkc-repository-binary
cacheMetadataName = gkc-repository-metadata
4. Start the new CMS.
5. Back up your data for each separate knowledge base using the data migration options.
 - Back up the configuration for each particular knowledge base using the **Backup configuration** function from the Edit Knowledge base page.



- Back up the data for each knowledge base using the **Backup data** function from the list on the Knowledge Bases page.



6. Stop the CMS. Enable indexing by setting the **enable** option in the **cms.index** section in Application Cluster to true.
If you are migrating from 8.5.2.x, remove the following options from your cluster configuration (**cms.cluster** section), then start it on clean data storage:
cacheName
cacheBinaryName
cacheMetadataName
7. Start the CMS.
8. Restore the knowledge bases using the **Import configuration** feature.



9. Restore the data in each created knowledge base using the **Restore data** function.



Migrating from 8.5.2.x to 8.5.302.x Knowledge Center CMS

Important

Restrictions: If in Knowledge Center CMS 8.5.2.x document has no version in default language - this document will not be restored after migration to Knowledge Center CMS 8.5.302.x

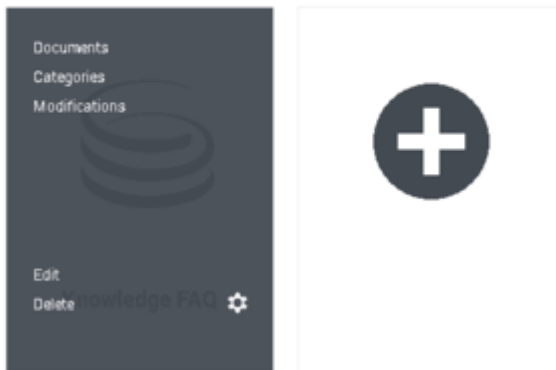
For correct migration list of languages, configured for Knowledge Center 8.5.302.x, should include all languages used in 8.5.2.x knowledge bases

1. **Back up the data from the 8.5.2.x Knowledge Center CMS** using the **Backup** function.
2. Update your Knowledge Center CMS software.

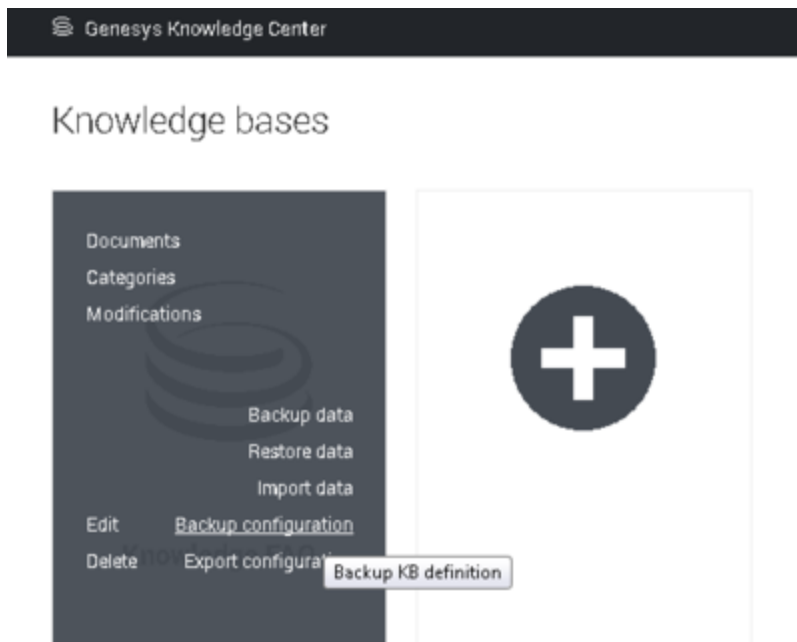
3. Disable indexing by setting the **enable** option in the **cms.index** section in Application Cluster to false. If you migrate to 8.5.302.x, set the following options in your cluster configuration, in the **cms.cluster** section:
cacheName = gkc-repository
cacheBinaryName = gkc-repository-binary
cacheMetadataName = gkc-repository-metadata
4. Start the new CMS.
5. Back up your data for each separate knowledge base using the data migration options.

Genesys Knowledge Center

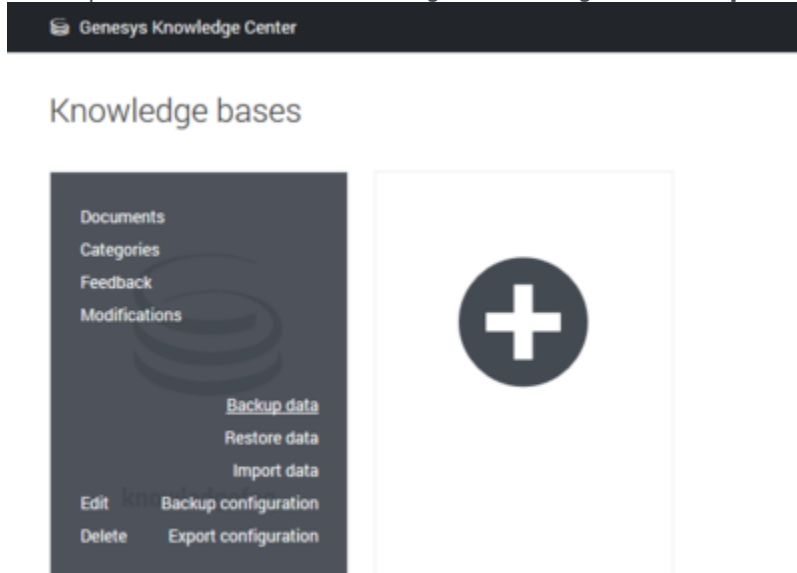
Knowledge bases



- Back up the configuration for each particular knowledge base using the **Backup configuration** function.



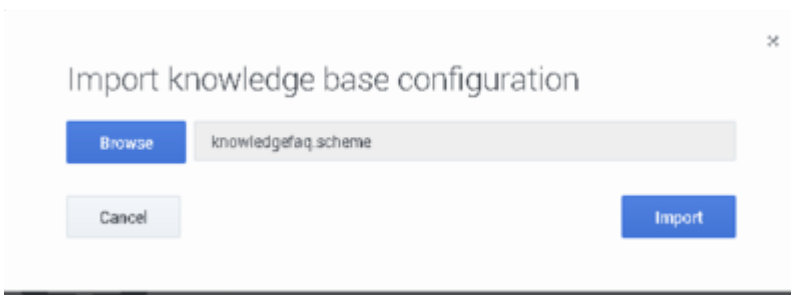
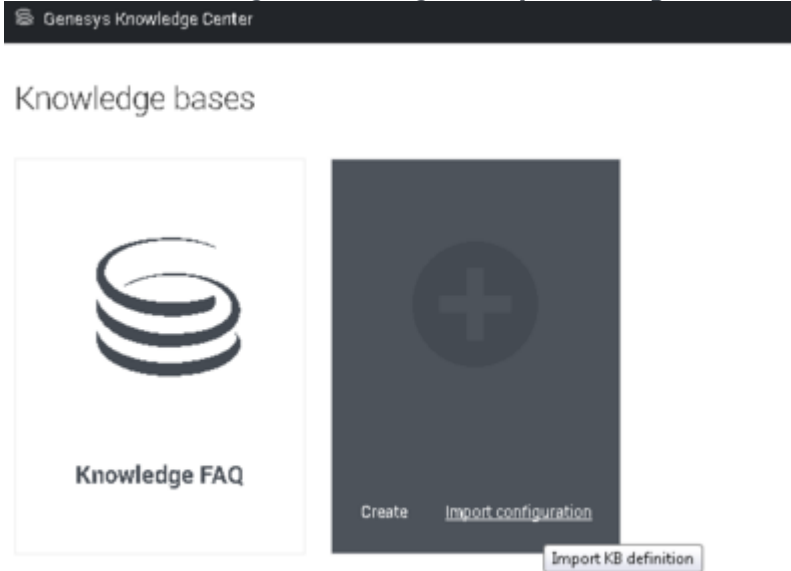
- Back up the data for each knowledge base using the **Backup data** function



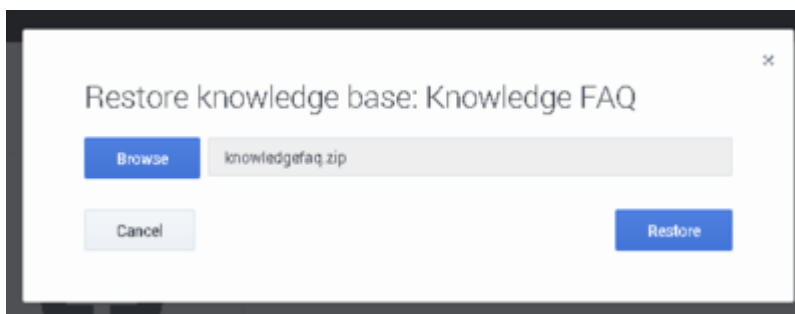
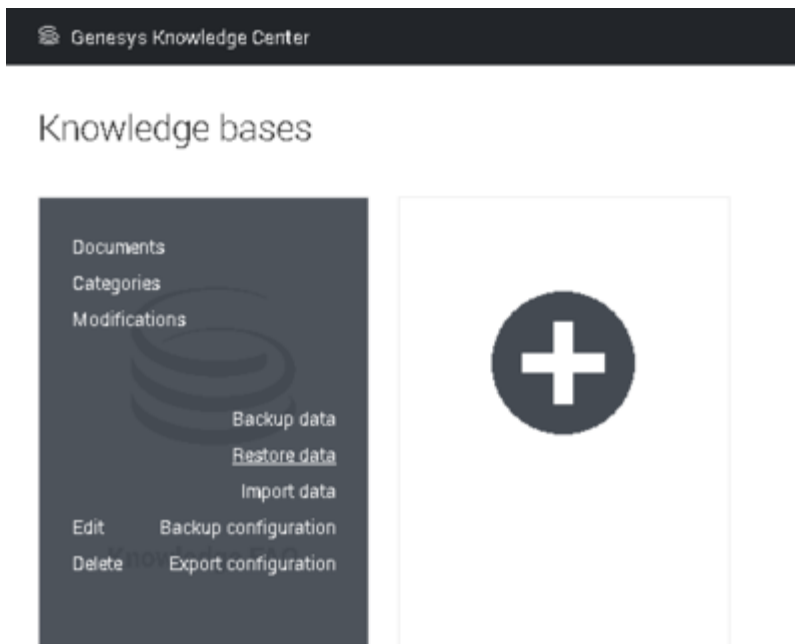
6. Stop the CMS. Enable indexing by setting the **enable** option in the **cms.index** section in Application Cluster to true.
If you are migrating to 8.5.302.x, remove the following options from your cluster configuration (**cms.cluster** section) then start it on clean data storage:
cacheName
cacheBinaryName

cacheMetadataName

7. Start the CMS.
8. Restore the knowledge bases using the **Import configuration** feature.



9. Restore the data in each created knowledge base using the **Restore data** function.



Migrating from 8.5.1.x to 8.5.2.x Knowledge Center CMS

To upgrade Knowledge Center CMS from 8.5.1.x to 8.5.2.x:

Important

Restrictions: Data must be restored from backup into empty CMS where no Knowledge Bases have been created. Restoring data into CMS with existing content could result in migration conflicts.

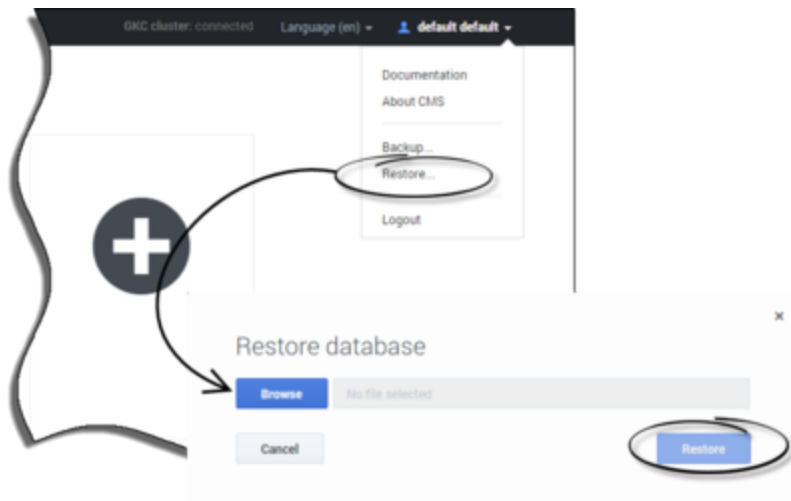
1. Backup files from CMS file storage (path to storage configured in cmsPathStorage option in cms.cluster section of Application Cluster; by default - Path to installed CMS/knowledge/store)
2. Upgrade your Knowledge Center CMS software.
3. Restore the data from your backup:
 - a. Replace empty storage of new CMS with your backup files. But place files gkc-repository.dat, gkc-repository-binary.dat, gkc-repository-metadata.dat from repository, binary, metadata folders into repositories root and remove folders itself.
 - b. Run new CMS.

Your data should now be available in the new CMS with file storage. To migrate from file storage to the Relational Database Management System you could now use standard backup-restore procedure described below.

Migrating from 8.5.0.x to 8.5.2.x Knowledge Center CMS

To upgrade Knowledge Center CMS from 8.5.0 to 8.5.2:

1. Store **persisted-repository.dat** from the folders *Path to installed CMS/target* and folder *Path to installed CMS/knowledge/binaries*.
2. Create a backup using the CMS backup tool (**migration-cms-xxx.jar**):
 - a. Place **persisted-repository.dat** and *Path to installed CMS\knowledge\binaries* into one folder (for example, into the folder *path to backup/CMS_BackUp*).
 - b. Run the command: `java -Dcms.path.storage= <path to backup>/CMS_BackUp -jar migration-cms-xxx.jar`
 - c. The XML backup file will be generated in the *path to backup/CMS_BackUp* directory.
3. Upgrade your Knowledge Center CMS software.
4. Restore the data from your backup:
 - a. Open your updated Knowledge CMS Server
 - b. Use "Restore" function in CMS user menu to restore data using .xml backup file



Restore

- c. Or send a POST request to `<host:port>/gks-cms/management/restore` with the .xml backup file as a multipart/form-data body ('file' as a name/id).

Backup and restore data for Knowledge Center CMS 8.5.2.x

If you want to backup data in Knowledge Center CMS 8.5.2:

1. Start Knowledge CMS Server.
2. Use "Backup" function in CMS user menu to download .xml backup file

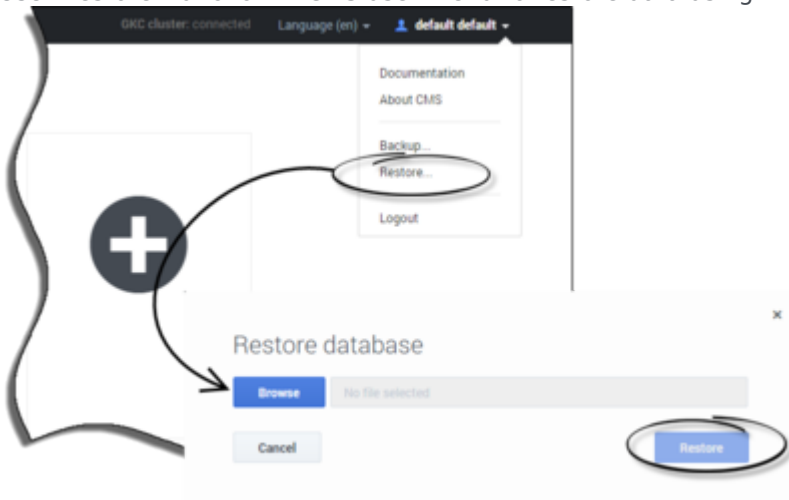


Backup

3. Or send a GET request to `<host:port>/gks-cms/management/backup` and save the .xml backup file provided in response.

To restore data in Knowledge Center CMS 8.5.2.x or to migrate from file storage to Data Base:

1. Start new Knowledge CMS Server.
2. Use "Restore" function in CMS user menu to restore data using .xml backup file



Restore

3. Or send a POST request to `<host:port>/gks-cms/management/restore` with the .xml backup file as a multipart/form-data body ('file' as a name/id).