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Genesys Knowledge Center Migration Guide

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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.