GENESYS™

Genesys Knowledge Center Deployment Guide
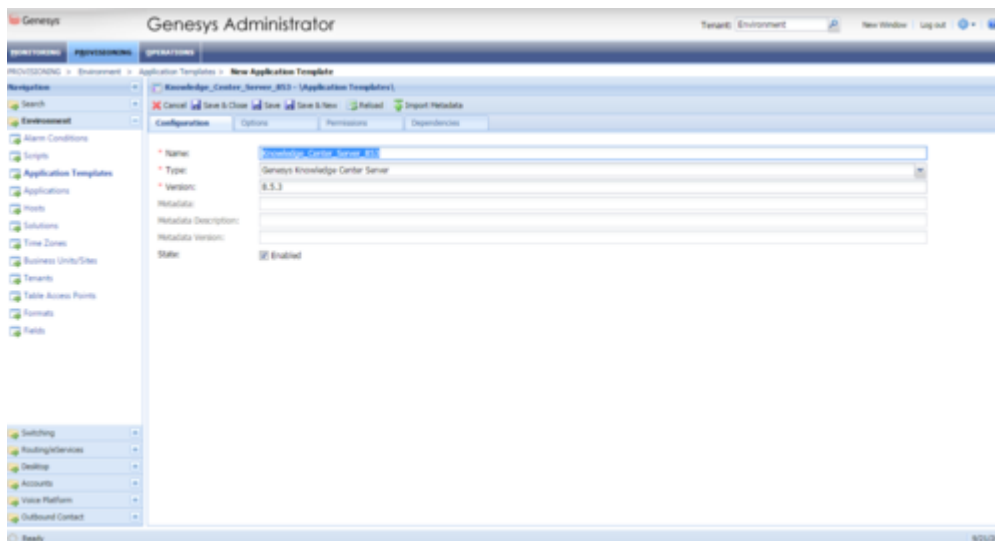
Installing the Knowledge Center Server

5/11/2025

Installing the Knowledge Center Server

Import the Knowledge Center Server Application Template

Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
2. In the **Tasks** panel, click **Upload Template**.
3. In the **Click 'Add' and choose application template (APD) file to import** window, click **Add**.
4. Browse to the *Knowledge_Center_Server.apd* file available in the *templates* directory of your installation CD.
5. Click **Open**.
6. The **New Application Template** panel opens.

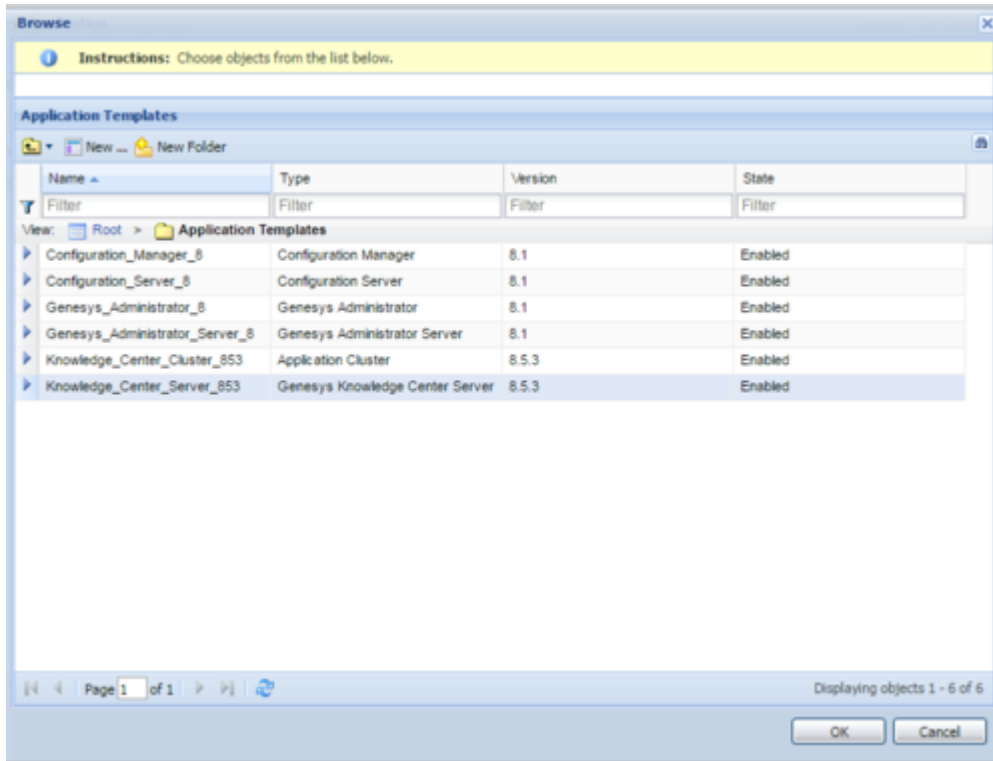   The Knowledge Center Server Application Template

7. Click **Save and Close**.

End

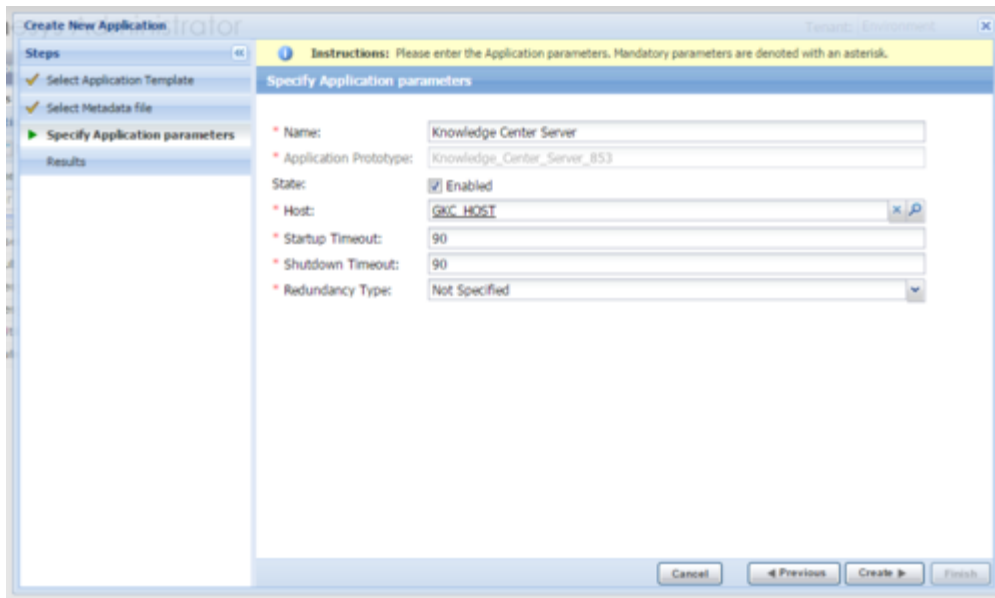## Create Server applications

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 Genesys Knowledge Center Server application template that you imported earlier. Click **OK**.
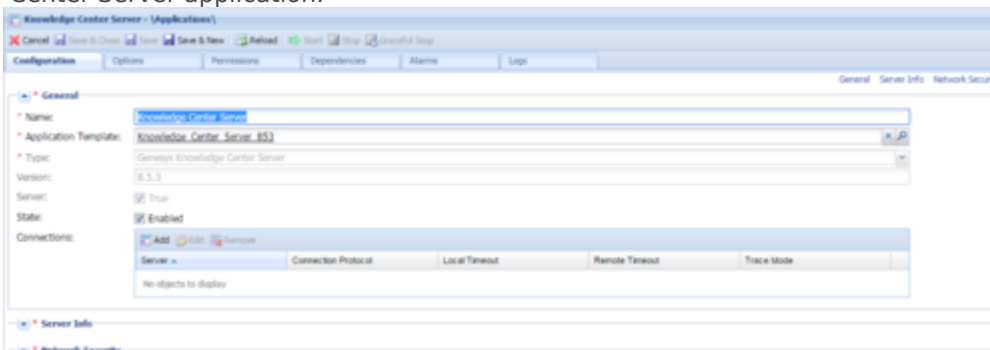

Selecting the Knowledge Center Server Template

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 *Knowledge_Center_Server.xml* file available in the templates directory of your installation CD.

    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, *Knowledge Center Server*' .

    b. Enable the **State**

    c. Ensure that **State** checkbox is checked

    d. Select the **Host** on which the Knowledge Center Server will reside

    e. Click **Create**

Creating the Knowledge Center Server Application

6. The **Results** panel opens.

7. Enable **Open the Application details form after clicking Finish** and click **Finish**.

8. The Knowledge Center Server application form opens and you can start configuring the Knowledge Center Server application.
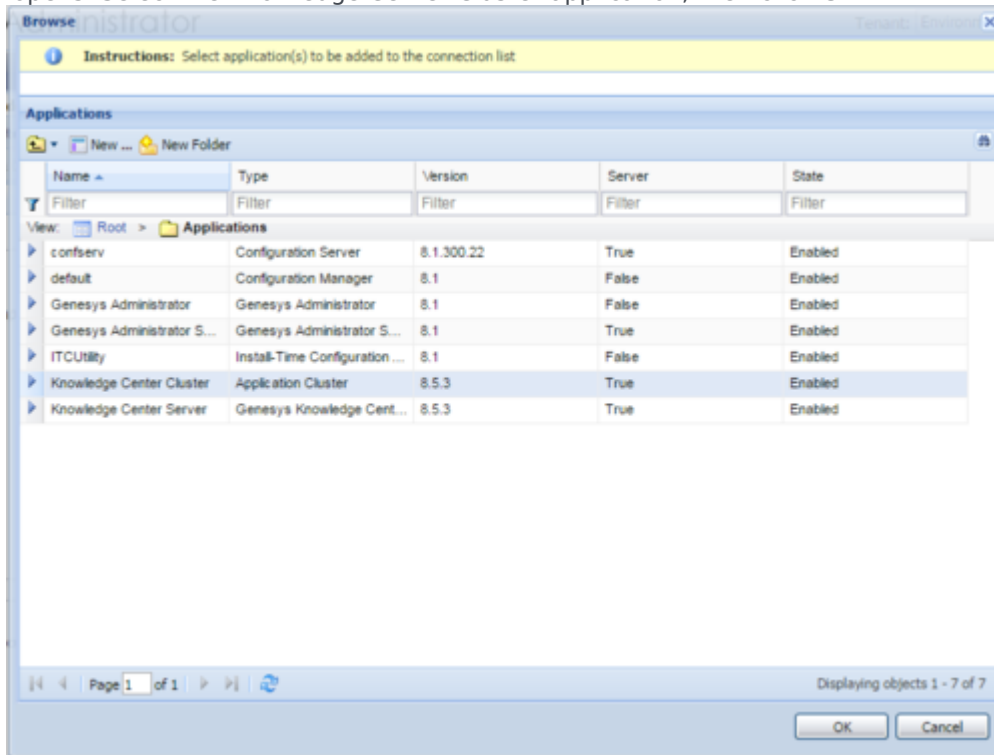

Knowledge Center Server Application Details

End

Configuring the Knowledge Center Server Application

Start

1. If your Knowledge Center Server application form is not open in Genesys Administrator, navigate to **Provisioning > Environment > Applications**. Select the application defined for the Knowledge Center Server and click **Edit...**.

2. In the **Connections** section of the **Configuration** tab, click **Add**. The **Browse for applications** panel opens. Select the Knowledge Center Cluster application, then click **OK**.

Selecting the Knowledge Center Cluster Application

3. Expand the **Server Info** pane.

4. If your **Host** is not defined, click the lookup icon to browse to the hostname of your application.

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

   a. Enter the **Port**. For instance, *9092*. This should be the port number for the Knowledge Center Server instance.

   b. Choose *http* or *https* for the **Connection Protocol**.

   c. If you will be using a secure connection to the cluster, choose *Secured* for the **Select Listening Mode**.

   d. Click **OK**. The port with the default identifier appears in the list of **Listening ports**.

Knowledge Center Server Port Information

6. Add a port that will be used by Knowledge Center Server nodes to communicate with each other by clicking on the **Add** button and:

   a. Entering *clustering* in the ID field

   b. Entering the **Port**. For instance, 9152

   c. Clicking **OK**

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

   e. In the **Tenants** section, add a working tenant by clicking **Add**. Browse and choose the appropriate tenant in the pop-up dialog. Click Ok.

   f. If you are using Access Groups to assign privileges to agents:

      • Uncheck **Log On As System**

      • In **Log On Account** specify the user account that has the ability to view access groups (for example, user from the Super Administrators access group).

      • User should have access to the same tenant/tenants in which that Node is configured

      • User should belong to Administrator access group in Environment tenant or be granted "Read and Execute (RX)" and "Read Permissions (E)" permissions for Environment tenant, if the application configured not in the Environment tenant; user should belong to some Administrator Access Group in application's tenant/tenants

   g. Click **Save**.

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

   i. (Optional) Select the Options tab. In the [log] section, the all option is set to stdout by default. Enter a filename if you wish to enable logging to a file. For example, you can enter stdout, *C:\Logs\ Knowledge\Knowledge_server* to force the system to write logs both to the console and to a file.

Knowledge Center Server Application Logging Options

End

Installing Knowledge Center Server

Windows Installation Procedure

> ## Important
> From Knowledger Center Server version 8.5.302.04, you must install the Visual C++ Redistributable Packages run-time components which are required to run C++ applications on Windows.

Start

1. In your installation package, locate and double-click the *setup.exe* file. The Install Shield opens the welcome screen.
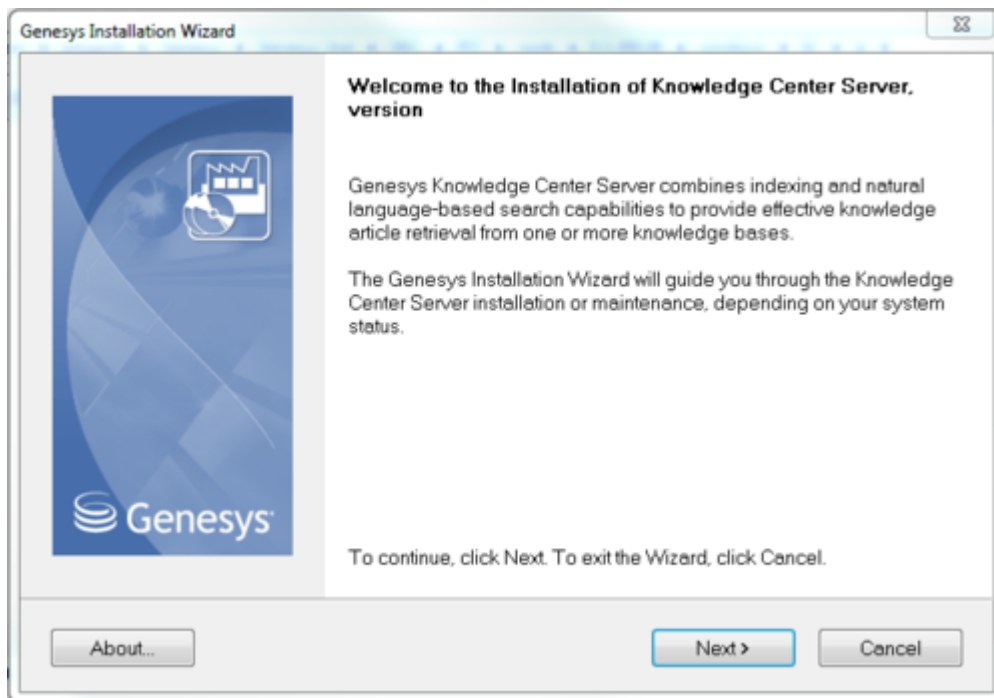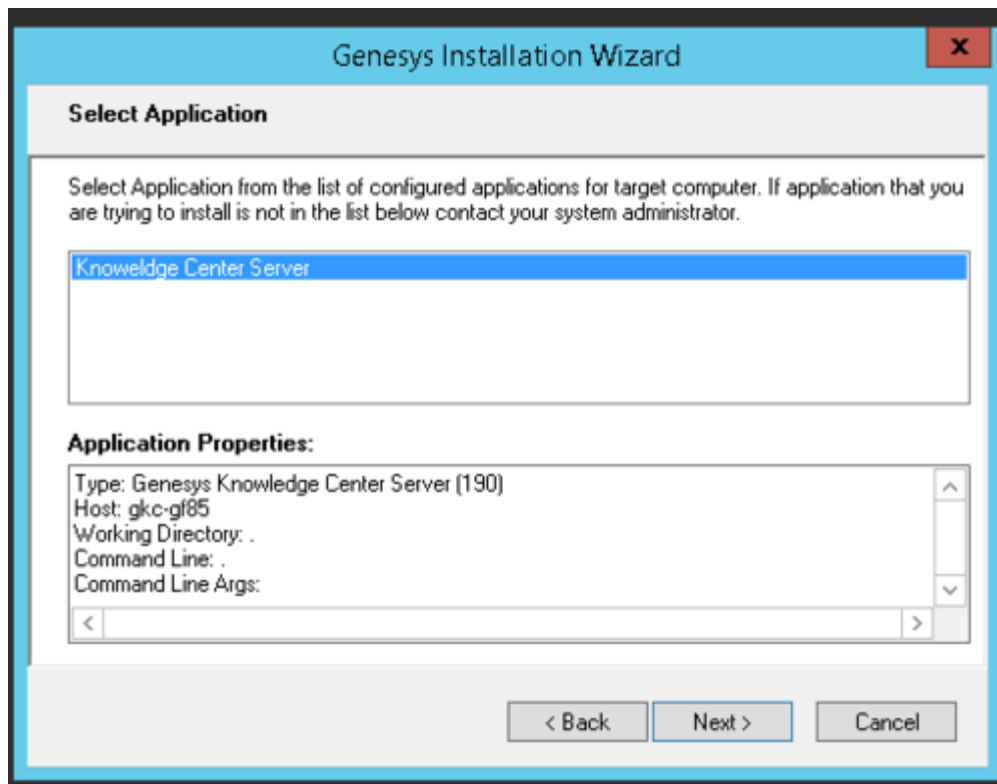

Knowledge Center Server Installation Window

2. Click **Next**. The **Connection Parameters to the Configuration Server** screen appears.
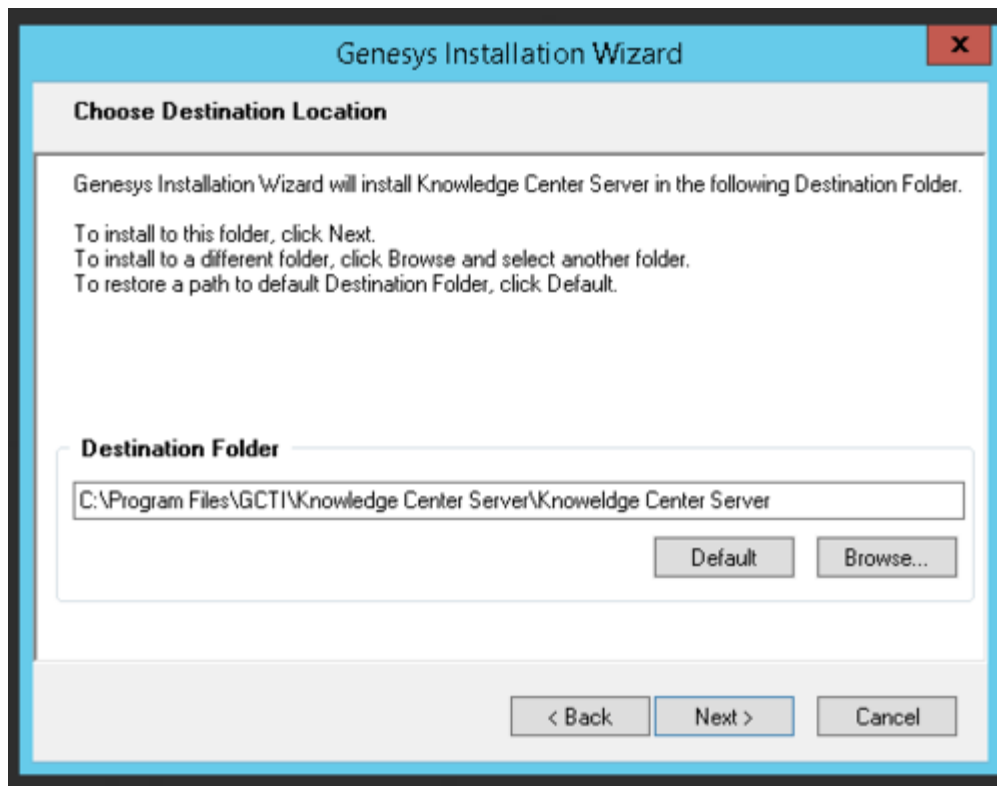
Knowledge Center Server Connection Parameters

3. Under **Host**, specify the host name and port number where Configuration Server is running. (This is the main listening port entered in the **Server Info** tab for Configuration Server.)

4. Under **User**, enter the user name and password for logging into Configuration Server.

5. Click **Next**. The **Select Application** screen appears.
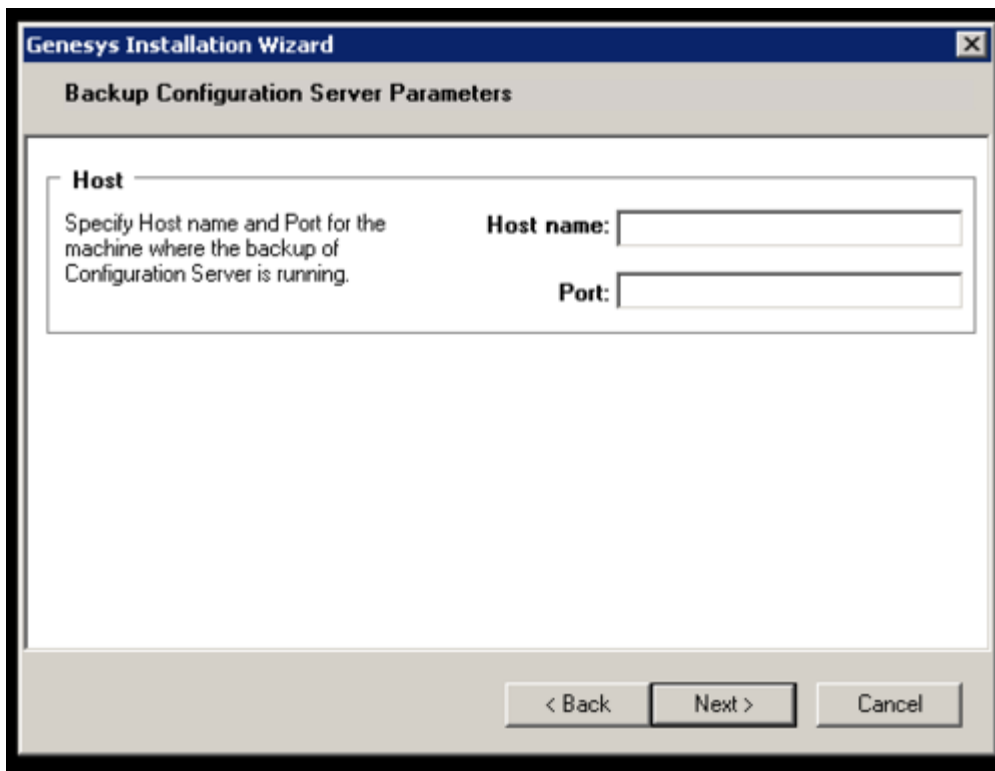
Selecting the Knowledge Center Server Application

6. Select the Knowledge Center Server application that you are installing. The **Application Properties** area shows the **Type**, **Host**, **Working Directory**, **Command Line executable**, and **Command Line Arguments** information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.
   Note: You might see "Reserved Application 6(190)" as the type under the application properties of the selected application. This happens when older versions of Configuration Server are used.

7. Click **Next**. The **Choose Destination Location** screen appears.

Choosing the Knowledge Center Server Installation Destination

8. Under **Destination Folder**, keep the default value or browse to the desired installation location.

9. Click **Next**. The **Backup Configuration Server Parameters** screen appears.

Knowledge Center Backup Config Server Parameters

10. If you have a backup Configuration Server, enter the **Host name** and **Port**.
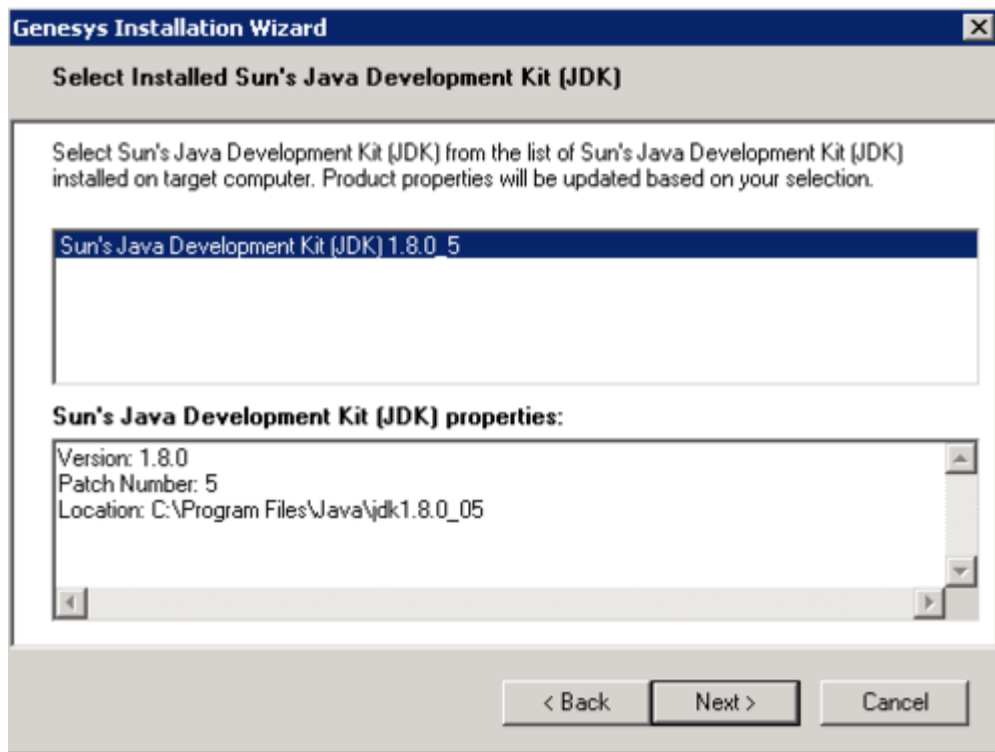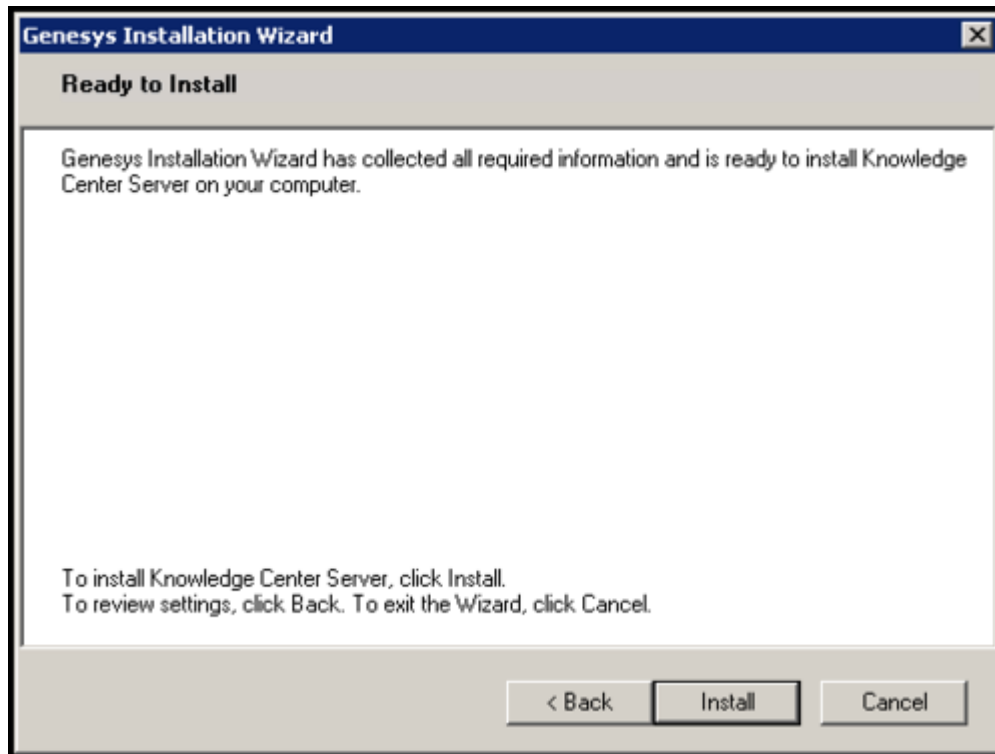
11. Click **Next**. Choose the appropriate version of the Java JDK.
     Note: Knowledge Center Server requires Java 1.8 or higher.

Selecting the Knowledge Center Server Java Version

12. Click **Next**. The **Ready to Install** screen appears.

Knowledge Center Server is Ready to Install

13. Click **Install**. The Genesys Installation Wizard indicates it is performing the requested operation. When through, the **Installation Complete** screen appears.

14. Click **Finish** to complete your installation.

15. Inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

End

Linux Installation Procedure

Start

1. Open a terminal in the Genesys Knowledge Center Server CD/DVD or the Genesys Knowledge Center Server installation package and run the install.sh file. The Genesys installation starts.

2. Enter the hostname of the host on which you are going to install.

3. Enter the connection information required to log in to the Configuration Server:

   a. Hostname—For instance, demosrv.genesyslab.com

   b. Listening port—For instance, 2020

   c. User name—For instance, demo

   d. Password

4. If you have a backup Configuration Server, enter the Host name and Port.

5. If the connection settings are successful, a list of keys and Genesys Knowledge Center Server applications is displayed.

6. Enter the key for the Genesys Knowledge Center Server application that you created previously on Configuration Server.

7. Enter the full path to your installation directory and confirm that it is correct.

If the installation is successful, the console displays the following message: *Installation of Genesys Knowledge Center Server, version 8.5.x has completed successfully.*

End

Installing multiple Server instances

To install multiple server instances you need to repeat following steps for every instance:

1. Create Server applications

2. Configuring the Knowledge Center Server Application

3. Installing Knowledge Center Server

Note: Knowledge Center Cluster Application is created just ones for all server instances working

in the same cluster.

> **Important**
>
> It is advices to do not co-locate several Knowledge Center Server instances on the same host.

Geo-location database

- Database for Geo-IP Location (the way to translate client IP to its geographical location)
- On Windows, the path to */linguatools/geoip/GeoLite2-City.mmdb* can be changed in the *launcher.ini'* *file:* -DGEODB.
- On Linux, the path to */linguatools/geoip/GeoLite2-City.mmdb* can be changed in the '*setenv.sh* file under CUSTOM_JAVA_OPTS: *-DGEODB*.

Language Resources Configuration

- On Windows:
    - The path to */linguatools/freeling/data/* can be changed in the *launcher.ini* file: *-DFREELINGSHARE*.
    - The path to */linguatools/freeling/bin/* can be changed in the *launcher.ini* file: *-DFREELINGBIN*.
- On Linux:
    - The path to */linguatools/freeling/data/* can be changed in the *setenv.sh* file under CUSTOM_JAVA_OPTS:
        - *-DFREELINGSHARE* – Path to *Path to installation directory/linguatools/freeling/data*
        - *-DFREELINGBIN* – Path to *Path to installation directory/linguatools/freeling/bin*

Provide Knowledge Center Access to Agents

> **Tip**
>
> Access to a knowledge base may be limited by an agent's assigned skills (see Installing and Using the Administrator Plugin). Please add the appropriate skills so your agent may see the required knowledge bases (see Bulk Assignment of Skills to Agents for more information).

Genesys Knowledge Center supports the following privileges to restrict agent access:

- Allows agent to change data in a knowledge base (suggested for authors)
- Allows to bypass tenants restrictions (suggested for user configured in CMS for "Log On Account" in case of multi-tenant configuration)

To configure the appropriate privileges for an Agent:

Start

1. Go to **Provisioning > Accounts > Roles**.
2. In the taskbar, click **New** to create a new object.
3. Set the name of the role in the **General** section.

Knowledge Center Server Access Roles

4. Go to the **Role Privileges** tab and select the set of roles for Genesys Knowledge Center.
5. Open the list of privileges for Knowledge Center Server.
6. Set the appropriate privileges to **Allowed**.

Setting Knowledge Center Server Access Privileges

7. Go back to the **Configuration** tab.
8. In the **Members** section, add the appropriate Agent by clicking the **Add** button.

Knowledge Center Server Members Section

9. Save and Close.

End

Start and Stop Genesys Knowledge Center Server

Start the Server

Windows:

> ### Important
> You can start the Genesys Knowledge Center Server on Windows from:
>
> - Windows Services
> - The server.bat script
> - Genesys Administrator

Start

- You can start the server from Windows Services:

  1. Open Windows Services

  2. Select and start the Genesys Knowledge Center Server [Knowledge Center Server] service.

- You can use the provided server.bat script:

  1. Navigate to the Knowledge Center Server installation server directory and launch the Windows command console (cmd.exe).

  2. Open server directory

  3. Type and execute server.bat, without any parameters.

  > ### Important
  > You can use entry in the **Start > All Programs > Genesys Solutions > Knowledge Center Server [Knowledge Center Server]** menu to start the Server using server.bat

- You can start the server from Genesys Administrator:

  1. Navigate to PROVISIONING > Environment > Applications.

  2. Select the Knowledge Center Server.

3. Click Start applications in the Runtime panel.

End

The Genesys Knowledge Center Server is shown in Started status in Genesys Administrator.

Linux:

> ### Important
> You can start the Genesys Knowledge Center Server on Windows from:
>
> - The server.sh script
> - Genesys Administrator

Start

- You can use the provided server.sh script:

  1. Navigate to the Genesys Knowledge Center Server installation directory in the Unix command console.

  2. Go to server directory

  3. Type and execute server.sh, without any parameters.

- You can start the server from Genesys Administrator:

  1. Navigate to PROVISIONING > Environment > Applications.

  2. Select the Knowledge Center Server.

  3. Click Start applications in the Runtime panel.

End

The Genesys Knowledge Center Server is shown in Started status in Genesys Administrator.

After the Server start

After successful Server start you can use following URLs in your browser:

- http://<host>:<default_port>/gks-server - to access the Server REST API
- http://<host>:<default_port>/gks-sample-ui - to access Sample UI application shipped with product (**Note**: you need to load some data to be able to play with this application - reference on Quick Guide.)

Stop the Server

Windows:

> **Important**
>
> You can stop the Genesys Knowledge Center Server on Windows from:
>
> - Windows Services
> - Genesys Administrator
> - A console window

Start

- You can stop the server from Windows Services:
  1. Open Windows Services
  2. Select and stop the Knowledge Center Server service.

- You can stop the server from Genesys Administrator:
  1. Navigate to PROVISIONING > Environment > Applications.
  2. Select the Knowledge Center Server.
  3. Click Stop applications in the Runtime panel.

- If you previously started Genesys Knowledge Center Server in a console window, you can stop the server by closing the window or navigate to Genesys Knowledge Center Server installation directory in Windows console (cmd.exe), open server directory and execute comand: server.bat stop

End

The Genesys Knowledge Center Server is shown in Stopped status in Genesys Administrator.

Linux:

> **Important**
>
> You can stop the Genesys Knowledge Center Server on Linux from:
>
> - Genesys Administrator
> - A console window

Start

- can stop the server from Genesys Administrator:

    1. Navigate to PROVISIONING > Environment > Applications.

    2. Select the Knowledge Center Server.

    3. Click Stop applications in the Runtime panel.

- Or you can stop the server from the console window where it was started:

    1. Press Ctrl+C while the window is active.

    2. Type Y and press Enter.

- Or you could use provided script server.sh:

    1. Navigate to the Genesys Knowledge Center Server installation directory in the Unix command console.

    2. Go to server directory

    3. Type and execute server.sh with parameter "stop" (for example: server.sh stop)

End

The Genesys Knowledge Center Server is shown in Stopped status in Genesys Administrator.