

GENESYS[®]

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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.

😸 Genesys	Genesys Ad	ministrato	r				Tenant Environ	ment	P	New Window	Legent	0-18-
Concept Concept	anterior Territor > New Caseshilar, Conter, S Caseshilar, Conter, S Caseshilar, Conter, S	Application Templet Internet, 1923 - (Applica Ind Save Ind Save 2.16	e atan Toophice), es (Sidead S Periodos	Doport Peterlatia Dopondencian			Tenati Envior	net	2	Peer Woodue		
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O Ready												9/21/2014

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**.

plication Templates				
🔹 📰 New 💁 New Folder				
		1 houles	81-1-	
Name -	Туре	Version	State	4
Filter	Filter	Filter	Filter	
rw: Root > C Application Te				
Configuration_Manager_8	Configuration Manager	8.1	Enabled	
Configuration_Server_8	Configuration Server	8.1	Enabled	
Genesys_Administrator_8	Genesys Administrator	8.1	Enabled	
Genesys_Administrator_Server_8	Genesys Administrator Server	8.1	Enabled	
Knowledge_Center_Cluster_853	Application Cluster	8.5.3	Enabled	
Knowledge_Center_Server_853	Genesys Knowledge Center Server	8.5.3	Enabled	

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

Create New Application			×
Steps a	Instructions: Please	se enter the Application parameters. Mandatory parameters are denoted with an asterisk.	
 Select Application Template 	Specify Application par	ameters	
🖌 Select Metadata file			
Specify Application parameters	* Name:	Knowledge Center Server	
Results	 Application Prototype: 	Knowledge_Center_Server_853	
	State:	Z Enabled	
	* Host:	GKC HOST × P	
	* Startup Timeout:	90	
	* Shutdown Timeout:	90	
	 Redundancy Type: 	Not Specified 👻	
		Cancel Previous Create > Finis	

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 Se	rver - \Applicati	/ 486							
🗙 Cancel 🖬 Save & Close	la ten la ten	Shev Shekad I	🜢 Start 🖼 Shop 🛃 Grace	Ad Stop					
Configuration 0	ptions	Permissions	Dependencies	Alarma	Lops				
							4	General Server Info	Network Secu
· General	_								
* Name:	Crowledge D	etter Server							
 Application Template: 	Knowledge C	enter Server 853						× ,P	
* Type:	Generats Know	rledge Center Server						-	
Version:	8.5.3								
Server:	12 True								
State:	Enabled								
Connections:	TAS OF	it 📊 Asmova							
	Server .		Connection Protocol	Local Timeout		Remote Timeout	Trace Mode		
	No objects to	doplay							
. Server lafo									
· Server Into									
· Network Security									

Knowledge Center Server Application Details

End

Configuring the Knowledge Center Server Application

Start

 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**.

New So New Fol Name					
	Type	Version	Server	State	
Filter	Filter	Filter	Filter	Filter	-
ew: TRoot > CAPP		1 11021	1 11001	1, 1001	_
confserv	Configuration Server	8.1.300.22	True	Enabled	
default	Configuration Manager	8.1	False	Enabled	
Genesys Administrator	Genesys Administrator	8.1	False	Enabled	
Genesys Administrator S.	S Genesys Administrator S	8.1	True	Enabled	
ITCUtility	Install-Time Configuration	8.1	False	Enabled	
Knowledge Center Cluster	er Application Cluster	8.5.3	True	Enabled	
Knowledge Center Server	er Genesys Knowledge Cent	8.5.3	True	Enabled	

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**.

General Advanced	letwork Security	
ID:	default	
Port:	9092	
Connection Protocol:	http	*
HA sync:	True	
Select Listening Mode:	Unsecured	*
Description:		

Knowledge Center Server Port Information

- 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.

Þ	Affected Loggers	kg	affectedLoggers	
Þ	All events	log	at	atdout
÷	Expire	log	expire	3
÷	Log level	log .	verbose	standard
Þ	Logging pattern	log	outputPattern	%d(dd.MM yyyy HH:mm:se)(%-5.5p %-45.80t %-30.1000c(1) %m
Þ	Segnent	log	segment	1000
	Standard	log	standard	shibut
Þ	Time format	log .	time_format	Sine (HH1MM155.sas)
Þ	Time zone	log	time_convert	local
Þ	Trace	log	toce	hothe

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.

Genesys Installation Wizard	×
Connection Parameters to the Config	puration Server
The parameters in the Host and User fields a Server.	are required to establish a connection to Configuration
⊢ Host —	
Specify the host name and port number for the machine on which Configuration Server	Host name: localhost
is running.	Port: 2020
User	
Specify your Configuration Server user name and password.	User name: default
	Password:
	< Back Next > Cancel

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.

Genesys Installation Wizard	x
Select Application	
Select Application from the list of configured applications for target computer. If application that are trying to install is not in the list below contact your system administrator.	you
Knoweldge Center Server	
Application Properties:	
Type: Genesys Knowledge Center Server (190) Host: gkc-gf85	^
Working Directory: . Command Line: .	
Command Line Args:	~
< Back Next > Cancel	
	_

Selecting the Knowledge Center Server Application

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

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.

Genesys Installation Wizard
Choose Destination Location
Genesys Installation Wizard will install Knowledge Center Server in the following Destination Folder. To install to this folder, click Next. To install to a different folder, click Browse and select another folder. To restore a path to default Destination Folder, click Default. Destination Folder
C:\Program Files\GCTI\Knowledge Center Server\Knoweldge Center Server
Default Browse
< Back Next > Cancel

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.

Genesys Installation Wizard Backup Configuration Server Para	ameters
Host Specify Host name and Port for the machine where the backup of Configuration Server is running.	Host name: Port:
	< Back Next > Cancel

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.

Select Sun's Java Development Kit (JDK) from	the list of Suple 1	ava Developmen	
nstalled on target computer. Product properties			
Sun's Java Development Kit (JDK) 1.8.0_5			
Sun's Java Development Kit (JDK) prop	perties:		
Sun's Java Development Kit (JDK) prop Version: 1.8.0 Patch Number: 5	perties:		
	perties:		
Version: 1.8.0 Patch Number: 5	perties:		

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

Genesys Installation Wizard
Ready to Install
Genesys Installation Wizard has collected all required information and is ready to install Knowledge Center Server on your computer.
To install Knowledge Center Server, click Install. To review settings, click Back. To exit the Wizard, click Cancel.
< Back Install Cancel

Selecting the Knowledge Center Server Java Version

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.

Configuration	Role Privileges P	emissions							
Ceneral									
* Name:		knowledge_manaper							
Description:	Role for manage R	Role for manage Knowlegge Center							
Tenant:									
State:	2 Ended								
1.144									
 Members 									
Uters:	TAN (DOM)	TAM Oth Street							
	User Name -	Agent	Last Name	First Name	Englique D	State			
	No objects to displ	No objects to doplay							
Access Groups:	TAM @tit: Therea								
	Name -		Type		State				
	No objects to display								

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**.

Ca	Infiguration Role Privileges Permissions	
D	Allow All 👲 Export 🦉 Import	View privileges: All 💌 🗮
A01	Generary Rhouehdge Center 6 5.000.00 Generary Rhouehdge Center 6 5.000.00	
	Name	Value
7	Filter	Filter
	Genesys Knowledge Center Server Privileges (3 Items)	
Þ.	Adous agent to change data in a knowledge base	Allowed
Þ.		Allowed
÷.	Adous agent to use reporting capabilities	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.

 Rembers 								
Users:	TAB Oth Televon							
	User Name -	Agent	Last Name	First Name	Employee ID	State		
	default	Fabre	default	default	0	Enabled		
Access Groups:	TAM Oth Talence							
	Name		Туре		State			
	Administrators		Administrators		Enabled			
	Access Groups:	Users: User Name = defaut Access Groups: Access Groups: Name =	Uter: Uter Name - Apert defaul Pake Access Groups: Access Groups: Name -	Uter:: Uter Name - Apert Last Name default Pake default Access Groups: Aare - Type	Users: Central	Users: Calification First Name Employee ID User Name = Agent Last Name First Name Employee ID ortmut Palse default default 0 Access Groups: Type State State		

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.