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# Genesys Knowledge Center Deployment Guide

Configure Resource Access Point for Knowledge Center CMS Load-Balancer

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## Contents

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

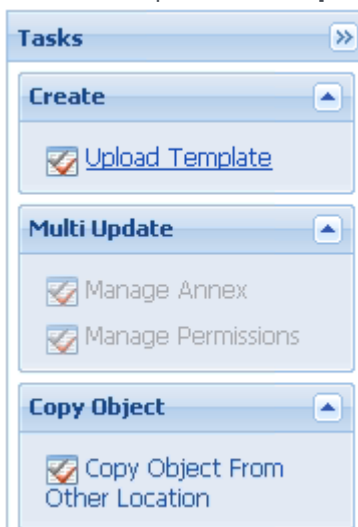
# Configure Resource Access Point for Knowledge Center CMS Load-Balancer

If you plan to use several instances of Knowledge Center CMS or use it with **Universal Constance Server for Standard Responses** you'll need to set up an **external Load-Balancer** and/or configure a Resource Access Point (RAP).

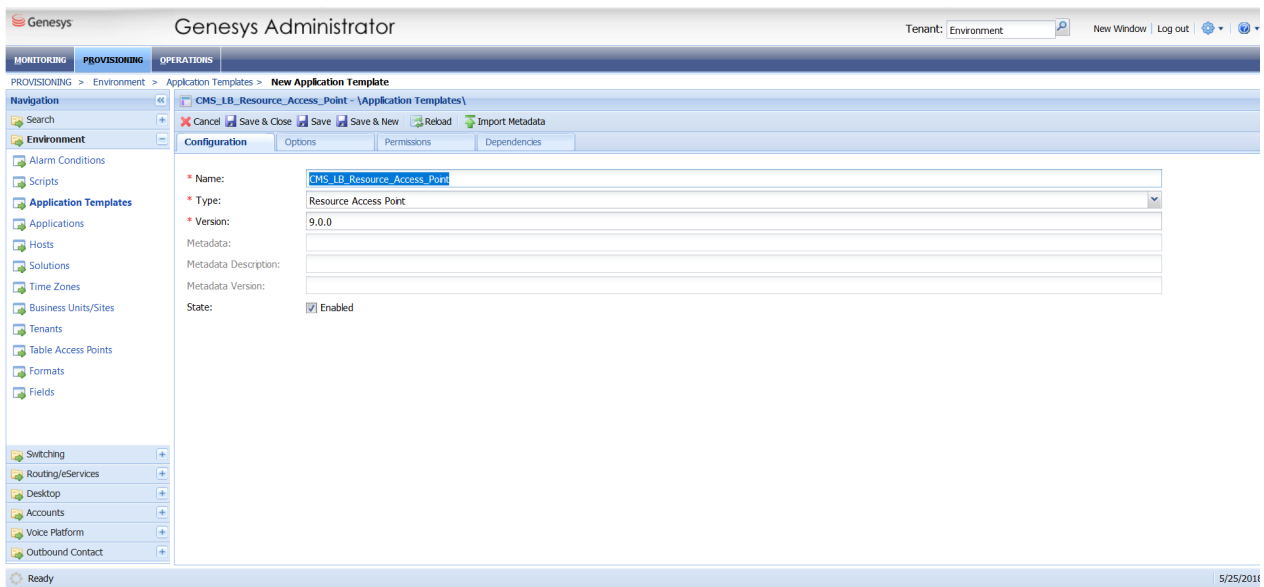
## Importing the Load-Balancer Resource Access Point Template

### 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 CMS\_LB\_Resource\_Access\_Point.apd file. Click **Open**.  
The New Application Template panel opens:



5. Click **Save & Close**.

### End

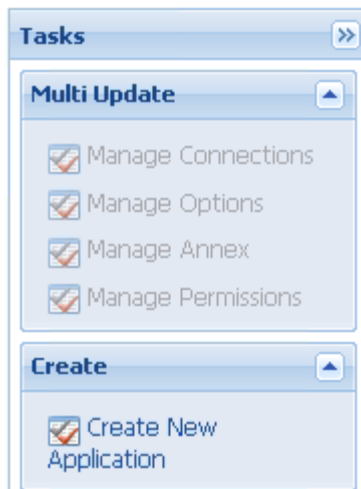
## Creating the Load-Balancer Resource Access Point Application

### Prerequisites

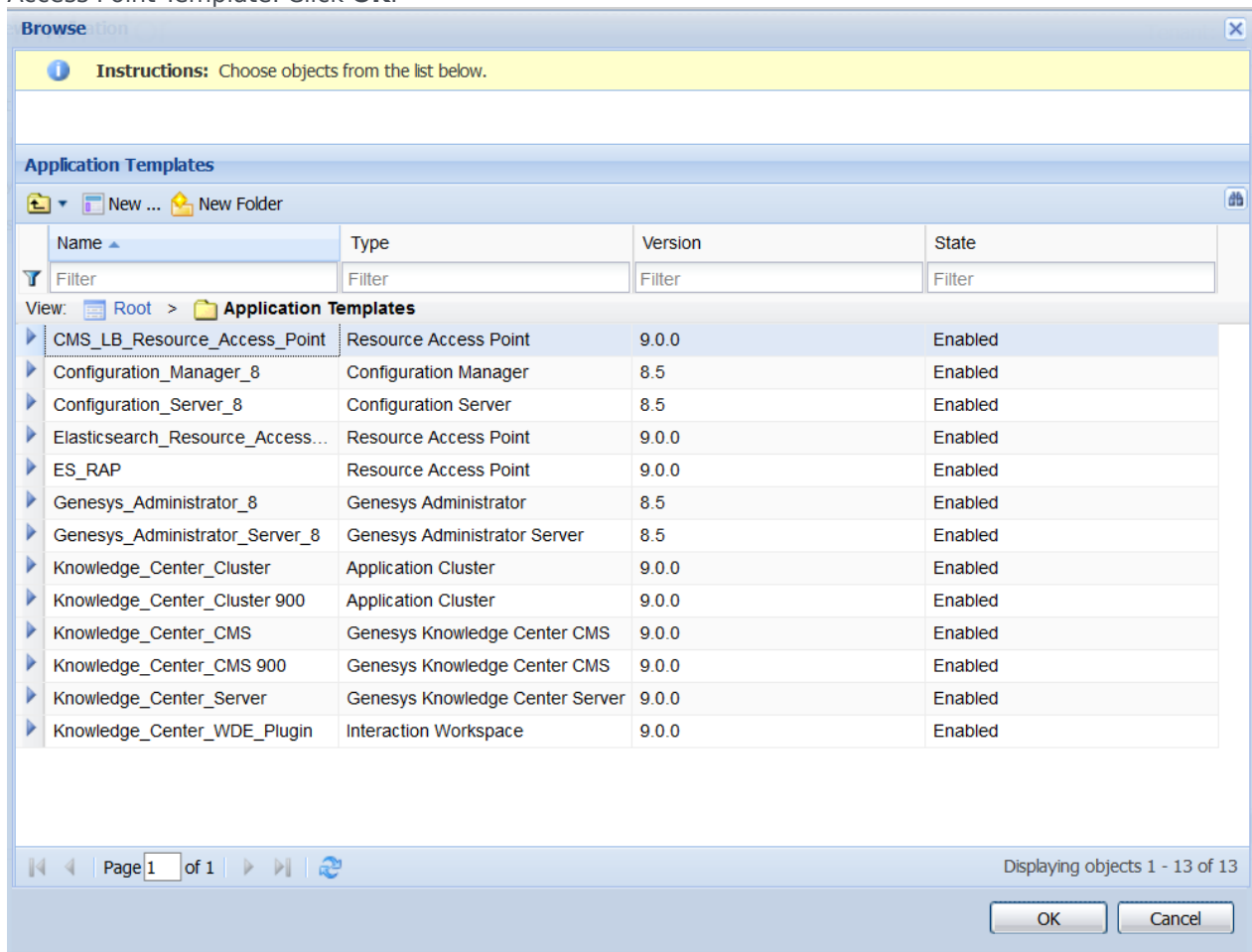
- You completed [Importing the Load-Balancer Resource Access Point Template](#).

### 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 CMS\_LB\_Resource\_Access\_Point template that you imported in Importing the Load-Balancer Resource Access Point Template. Click **OK**.



4. The template is added to the **Select Application Template** panel. Click **Next**.

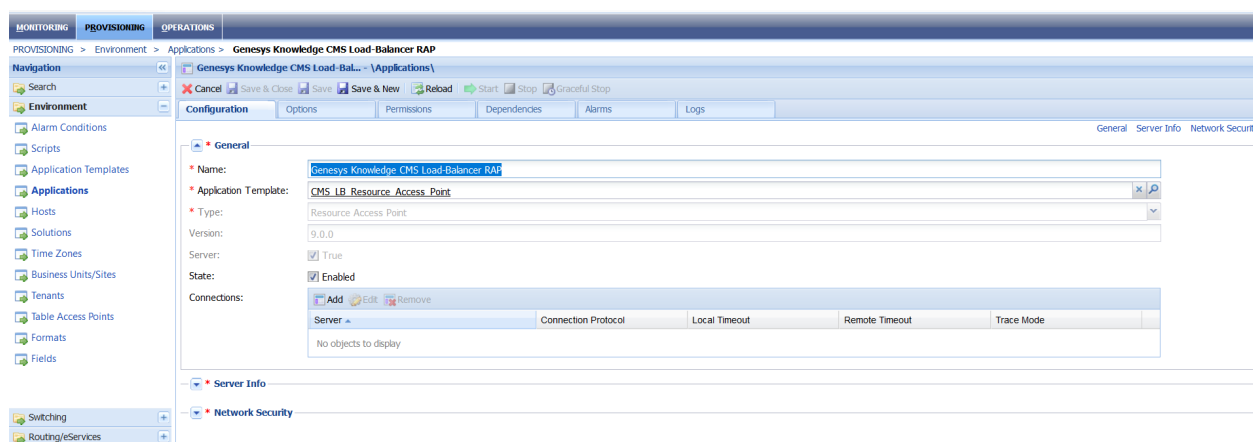
5. In the **Select Metadata** file panel,
  - a. click **Browse**
  - b. click **Add**
  - c. select the CMS\_LB\_Resource\_Access\_Point.xml file
  - d. Click **Open**
6. The metadata file is added to the Select Metadata file panel. Click **Next**.
7. In **Specify Application** parameters:
  - a. Enter a name for your application. For instance, "Genesys Knowledge CMS Load-Balancer 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' dialog box with the 'Specify Application parameters' step selected. The left sidebar shows the 'Steps' panel with 'Specify Application parameters' highlighted. The main area contains the following fields:

- Name:** Genesys Knowledge CMS Load-Balancer RAP
- Application Prototype:** CMS\_LB\_Resource\_Access\_Point
- State:** ☒ Enabled
- Host:** gkc-cms2
- Startup Timeout:** 90
- Shutdown Timeout:** 90
- Redundancy Type:** Not Specified

At the bottom, there are four buttons: 'Cancel', 'Previous', 'Create', and 'Finish'.

8. The **Results** panel opens.
9. Enable Opens the Application details form after clicking 'Finish' and click **Finish**. The Load-Balancer Resource Access Point application form opens and you can start configuring its properties.



**End**

## Configuring the Load-Balancer Resource Access Point Application

### Prerequisites

- You completed [Creating the Load-Balancer Resource Access Point Application](#).

### Start

1. If your Load-Balancer Resource Access Point application form is not open in Genesys Administrator, navigate to **Provisioning > Environment > Applications**. Select the application defined for the Load-Balancer 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 external Load-Balancer or CMS server.
5. In the **Listening Ports** section, create the default port by clicking **Add**. The Port Info dialog opens.
  - a. Enter the **Port**. For instance, 9090 (use value of http port of your external Load-Balancer or CMS server).
  - b. Click **OK**. The **default** port appears in the list of **Listening** ports.

**Server Info**

Tenants:

| Name        | State   |
|-------------|---------|
| Environment | Enabled |
| Tenant1     | Enabled |
| Tenant2     | Enabled |

\* Host: gkc-cms2

\* Listening Ports:

| ID      | Port |
|---------|------|
| default | 9090 |

6. 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]

7. Click **Save**.
8. The **Confirmation** dialog for changing the application's port opens. Click **Yes**.
9. Select the **Options** tab.

- Make sure the following options are set in the **[resource]** section:
  - [resource]/type=loadbalancer**
  - [resource]/solution=cms**

Genesys Knowledge CMS Load-Balancer - \Applications\

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

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

New Delete Export Import View: Advanced View (Options)

| Name               | Section  | Option   | Value        |
|--------------------|----------|----------|--------------|
| Filter             | Filter   | Filter   | Filter       |
| resource (2 Items) |          |          |              |
| resource/solution  | resource | solution | cms          |
| type               | resource | type     | loadbalancer |

10. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**.

**End**

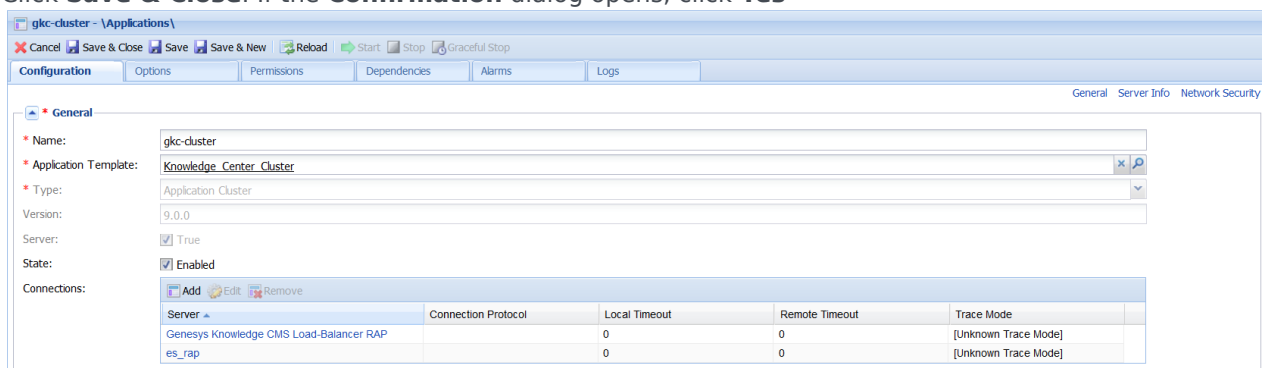
## Configuring the Knowledge Center Cluster for Use with Load-Balancer

### Prerequisites

- You completed [Configuring the Load-Balancer 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 Load-Balancer 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. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**



### End