



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 Current

Table of Contents

Genesys Knowledge Center Migration Guide	3
Knowledge Center Server migration	4
Knowledge Center CMS migration	5

Genesys Knowledge Center Migration Guide

Tip

The latest version of our documentation (titled “**Current**”) relates to release **9.0.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.x to 9.0.0 Knowledge Center Server

Knowledge Center Server does not support migration of the indexed data from 8.5.x Knowledge Center Server to 9.0.0 Knowledge Center Server.

To benefit from the new version of Elasticsearch used by the 9.0.0 product and optimized structure of the data you need to re-publish (re-index) all active knowledge bases into the 9.0.0 Knowledge Center Server.

If you are using Knowledge Center CMS this will happen automatically as soon as you:

- migrate you knowledge data to **Knowledge Center CMS 9.0.0**
- configure scheduled synchronization or run manual publishing within CMS

Important

It is recommended you backup your data indexed in the 8.5.x cluster before shutting it down in case you might want to use things like historical information in the future.

Knowledge Center CMS migration

Migrating from 8.5.3 to 9.0.0 Knowledge Center CMS

Backup data in 8.5.3 Knowledge Center CMS

1. Back up the data from **8.5.3 Knowledge Center CMS** using the Backup function from the list on the Knowledge Bases page.



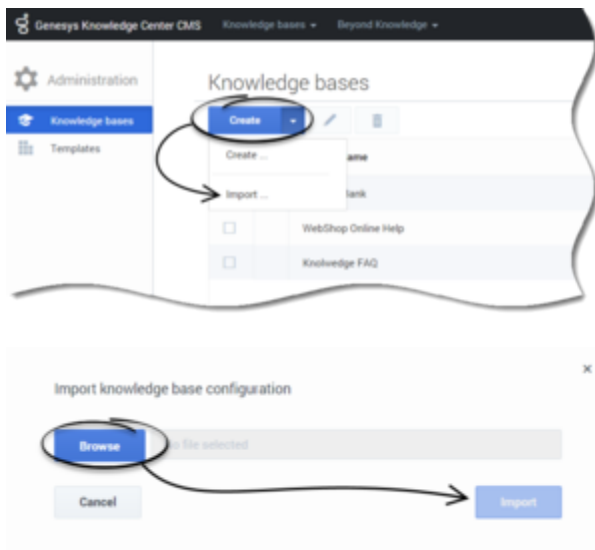
2. Backup knowledge base definitions using the Backup configuration function from the Edit Knowledge base page.



3. If custom templates are used, backup the templates definitions using the Backup template configuration function from the **Edit Template** page.

Restore data in 9.0.0 Knowledge Center CMS

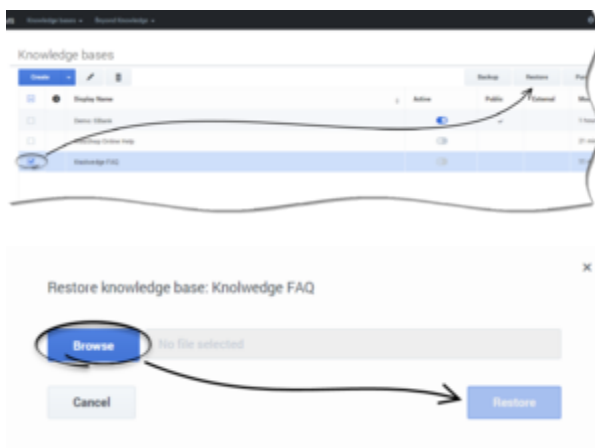
1. Install new 9.0.0 Knowledge Center CMS software.
2. Start the CMS.
3. If custom templates are used, restore templates using the **Import** function (using .template files, created during the Backup).
4. Restore the knowledge bases definitions using the Import function (using the .scheme files, created during the Backup).



Important

More information can be found in [Importing Knowledge Base Configuration](#)

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



Upgrade version in 9.0.0

During an upgrade from one version to another in 9.0.0 (for example from 9.0.002.09 to 9.0.0003.03) there is no need for a separate data migration. The Data base schema is updated automatically if changes are added.

Warning

Do not forget to back up your data at the database level before migration.

1. Back up your database in MS SQL, Oracle, or PostgreSQL.
2. Uninstall the **old** CMS version.
3. Install the **new** CMS version.
4. Run the **new** CMS version.
5. If problems occur, restore the **old** CMS version and database from the backup.