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Genesys Knowledge Center Deployment Guide

Configure Resource Access Point for Knowledge Center CMS Load-Balancer

12/17/2025

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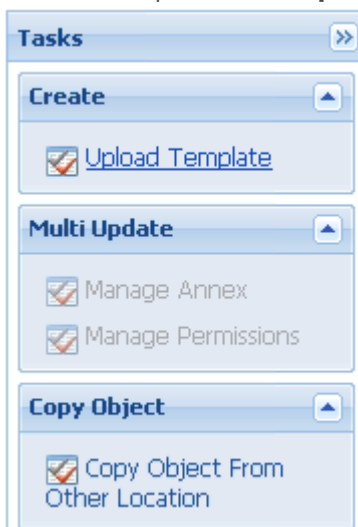
Configure Resource Access Point for Knowledge Center CMS Load-Balancer

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).

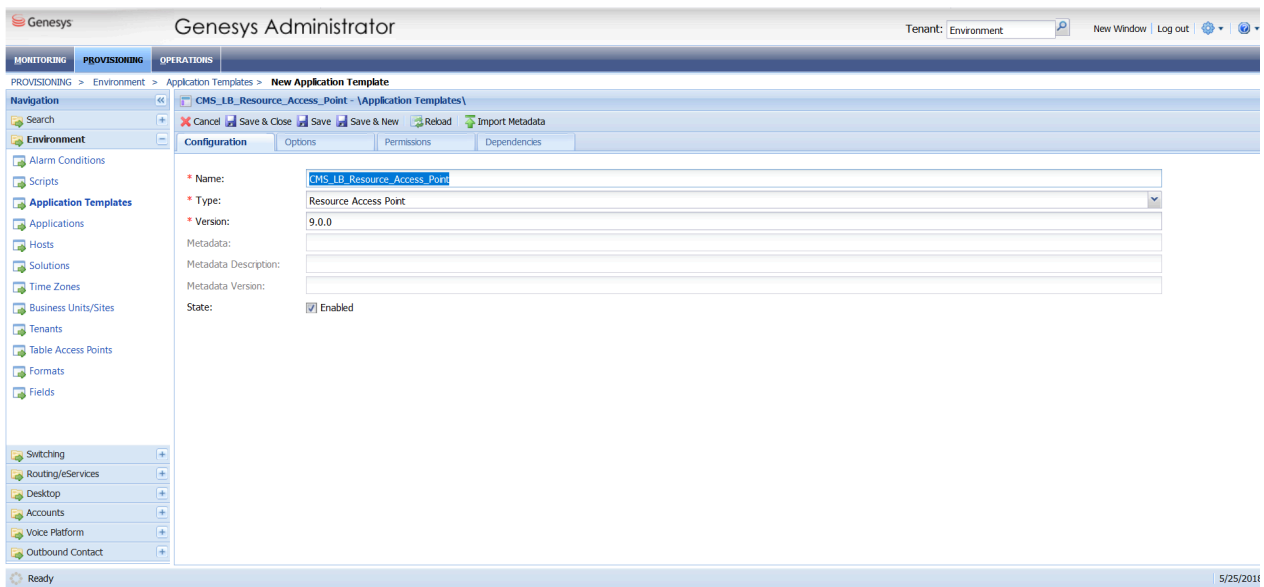
Importing the Load-Balancer Resource Access Point Template

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

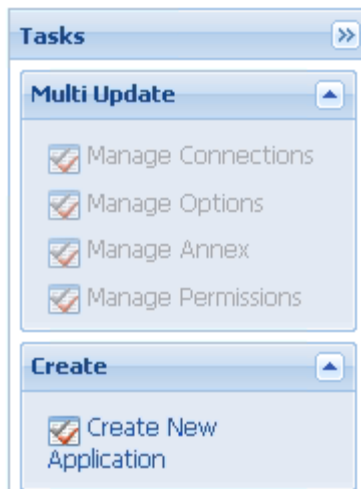
Creating the Load-Balancer Resource Access Point Application

Prerequisites

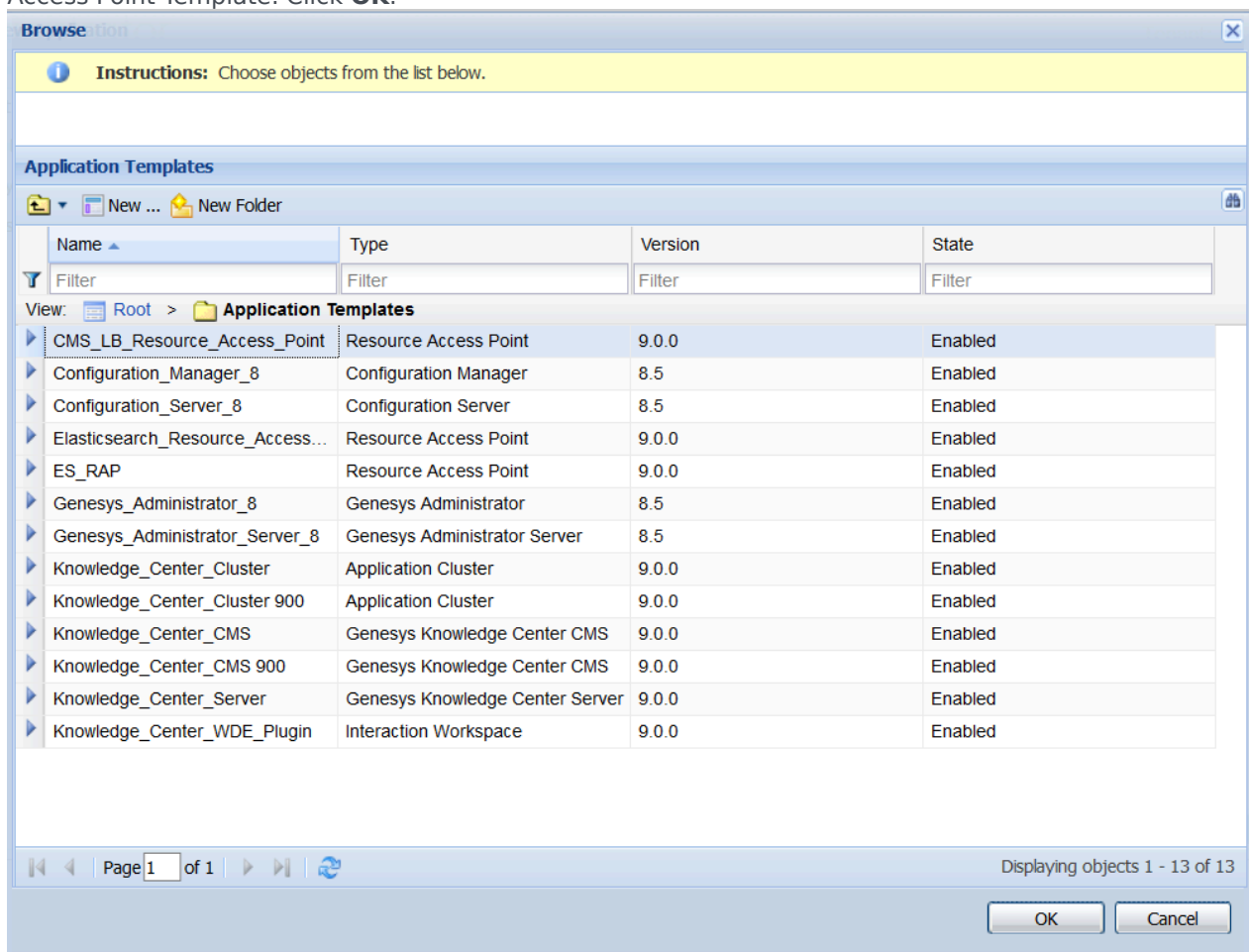
- You completed [Importing the Load-Balancer Resource Access Point Template](#).

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**.

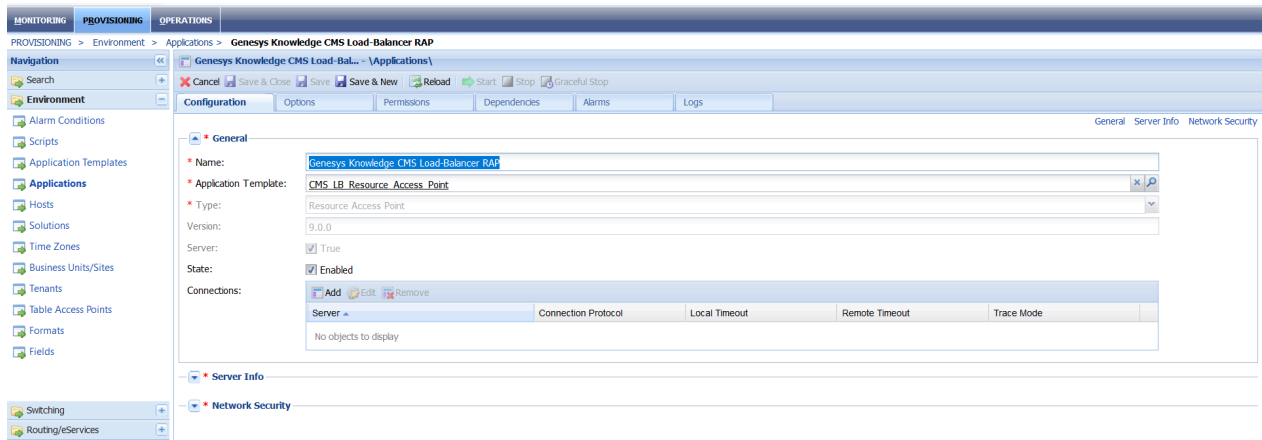
5. In the **Select Metadata** file panel,
 - a. click **Browse**
 - b. click **Add**
 - c. select the CMS_LB_Resource_Access_Point.xml file
 - d. Click **Open**
6. The metadata file is added to the Select Metadata file panel. Click **Next**.
7. In **Specify Application** parameters:
 - a. Enter a name 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 'Steps' panel on the left shows 'Select Application Template', 'Select Metadata file', 'Specify Application parameters' (selected), and 'Results'. 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 buttons for 'Cancel', 'Previous', 'Create', and 'Finish'. A yellow banner at the top of the main area reads: 'Instructions: Please enter the Application parameters. Mandatory parameters are denoted with an asterisk.'

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

- 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**.
- Expand the **Server Info** pane.
- 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>)
- 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.
- In the **Listening Ports** section, create the default port by clicking **Add**. The Port Info dialog opens.
 - Enter the **Port**. For instance, 9090 (use value of http port of your external Load-Balancer or CMS server).
 - 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

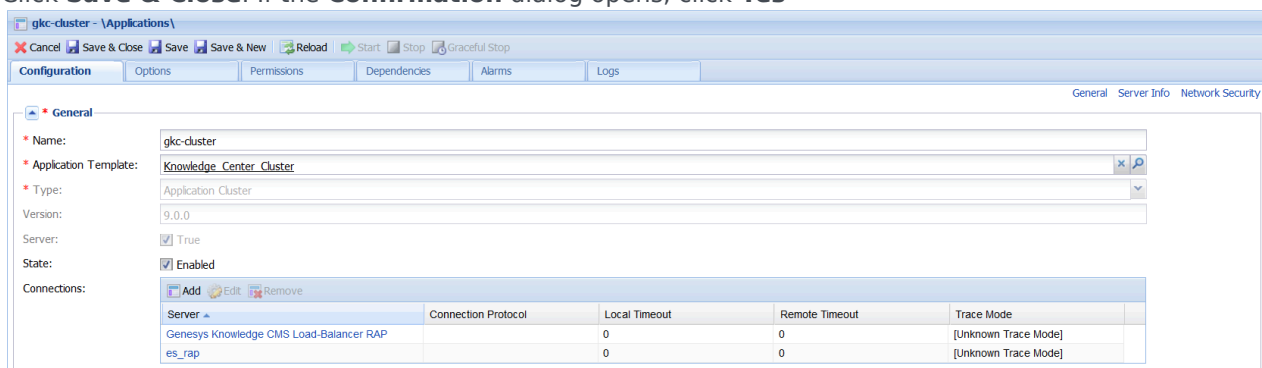
Configuring the Knowledge Center Cluster for Use with Load-Balancer

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