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Genesys Knowledge Center Deployment Guide

UTF8

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UTF8

You can configure your Knowledge Center Servers and Knowledge Center CMS to support UTF-8 in Configuration Server, which in turn supports multi-language categories.

Configuring a UTF-8 Connection to Configuration Server

Complete the following steps for your Knowledge Center Servers.

Prerequisites

- Your version of Configuration Server supports UTF-8. For details, see the [compliant versions](#) for mandatory components.

Start

1. Navigate to the installation directory for your Knowledge Center Server and open the **setenv.bat** file for Windows — or the **setenv.sh** file for Linux — with a text editor. For example: *Path to installation directory/server/setenv.bat*.
2. Find the following string: **:: set JAVA_OPTS=%JAVA_OPTS% -Dgenesys.cfgServerUseUtf8=true**.
3. Remove the two colons (::) at the start. This converts the string from a comment to a command to use UTF-8. Your string should now look like this: **set JAVA_OPTS=%JAVA_OPTS% -Dgenesys.cfgServerUseUtf8=true**
4. Save your changes.

End