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Genesys Customer Experience Insights Private Edition Guide

Configure GCXI

8/4/2025

Contents

- 1 Override Helm chart values
- 2 Configure Kubernetes
- 3 ConfigMaps
- 4 Secrets
- 5 Configure security
 - 5.1 Arbitrary UID

Learn how to configure Genesys Customer Experience Insights (GCXI).

Related documentation:

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RSS:

- [For private edition](#)

Override Helm chart values

Before you begin, download the latest yaml files from the repository, or examine the attached files: Sample GCXI yaml files . Helm values are described in **values.yaml**. See the comments accompanying each Helm value.

You can override values in the Helm charts to configure Private Edition. For more information, see the "suite-level" documentation about how to override Helm chart values: [Overriding Helm chart values](#).

Configure Kubernetes

This section provides information about Kubernetes configuration.

ConfigMaps

Configuration information is stored in ConfigMap.

See the **gcxi-worker-statefulset.yaml** file:

```
envFrom:
  - configMapRef:
      name: gcxi-config{{ template "deploymentCode" . }}
      optional: true
  - configMapRef:
      name: gcxi-config-ext{{ template "deploymentCode" . }}
      optional: true
  {{- range $cm := .Values.gcxi.configMaps }}
  - configMapRef:
      name: {{ tpl $cm.name $ }}
      optional: true
```

Secrets

GCXI supports the following methods of secret injection:

- CSI driver
- Kubernetes secrets
- Environment Variables

See the **values.yaml** file:

```
secrets:
  - name: gcxi-secret-pg
```

See the **gcxi-worker-statefulset.yaml** file:

```
- name: gcxi-var
  projected:
    sources:
      - secret:
          name: gcxi-secret{{ template "deploymentCode" . }}
          optional: true
      - secret:
          name: gcxi-secret-ext{{ template "deploymentCode" . }}
          optional: true
    {{- range $secret := .Values.gcxi.secrets }}
      - secret:
          name: {{ tpl $secret.name $ }}
          {{- with $secret.items }}
            items:
              {{- range $item := $secret.items }}
                - key: {{ tpl $item.key $ }}
                  path: {{ tpl $item.path $ }}
              {{- end }}
            {{- end }}
          optional: true
    {{- end }}
```

Configure security

GCXI is based on a 3rd-party product (MicroStrategy), and as result has some special considerations:

- The main container is about 12 GB.
- Genesys recommends that you enable hostIPC. However, hostIPC is disabled by default and in some deployments, GCXI can operate successfully without it.
 1. Enable hostIPC by setting:

```
hostIPC: true
```
 2. Configure hostIPC at the node level as follows:

```
echo "kernel.sem = 250 1024000 250 4096" >> /etc/sysctl.conf
echo "vm.max_map_count = 5242880" >> /etc/sysctl.conf
sysctl -p
```

Arbitrary UID

- The deployment routine assigns an arbitrary user ID (UID) and group ID to pods during deployment. Default file ownership is **genesys:root (500:0)**.
- If your OpenShift deployment uses arbitrary UIDs, you must override the securityContext settings in the **values.yaml** file (see line 456) as follows:

```
secrets:
  podSecurityContext:
    fsGroup: null
    runAsUser: null
    runAsGroup: 0
    runAsNonRoot: true

  securityContext:
    fsGroup: null
    runAsUser: null
    runAsGroup: 0
    runAsNonRoot: true
```

The default values (user ID = 500) are suitable for many other deployment scenarios:

```
secrets:
  securityContext:
    control:
      fsGroup: null
      runAsUser: 500
      runAsGroup: 500
    worker:
      fsGroup: null
      runAsUser: 500
      runAsGroup: 500
```