Genesys Info Mart Private Edition Guide

Before you begin GCA deployment

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Contents

- 1 Limitations and assumptions
- 2 Download the Helm charts
- 3 Third-party prerequisites
- 4 Storage requirements
- 5 Network requirements
- 6 Browser requirements
- 7 Genesys dependencies
- 8 GDPR support

Find out what to do before deploying GIM Config Adapter (GCA).

Related documentation:

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RSS:

- For private edition

Limitations and assumptions

Instructions are provided for a single-tenant deployment.

Download the Helm charts

GIM Config Adapter (GCA) and GCA monitoring are the only services that run in the GCA Docker container. The Helm charts included with the GCA release provision GCA and any Kubernetes infrastructure necessary for GCA to run.

See Helm charts and containers for Genesys Info Mart for the Helm chart versions you must download for your release.

For information about how to download the Helm charts, see Downloading your Genesys Multicloud CX containers.

Third-party prerequisites

For information about setting up your Genesys Multicloud CX private edition platform, see Software requirements.

The following table lists the third-party prerequisites for GCA.

Third-party services

Name	Version	Purpose	Notes
Kafka	2.x	Message bus.	GCA publishes configuration data to the `gca-cfg` topic, which GSP consumes. The topic must exist in your Kafka configuration.
Object storage		Persistent or shared data storage, such as Amazon S3, Azure Blob Storage, or Google Cloud Storage.	Both GCA and GSP require object storage to store data during processing. You can use the same storage account for both services.
A container image registry and Helm chart repository		Used for downloading Genesys containers and Helm charts into the customer's repository to support a CI/CD pipeline. You can use any Docker OCI compliant registry.	
Command Line Interface		The command line interface tools to log in and work with the Kubernetes clusters.	

Storage requirements

GCA uses object storage to store the GCA snapshot during processing. Like GSP, GCA supports using S3-compatible storage provided by OpenShift and Google Cloud Platform (GCP), and Genesys expects you to use the same storage account for GSP and GCA. If you want to use separate storage for GCA, follow the Configure S3-compatible storage instructions for GSP to create similar S3-compatible storage for GCA.

Network requirements

No special network requirements.

Browser requirements

Not applicable

Genesys dependencies

- Voice Tenant Service, which enables GCA to access the Configuration Server database. You must deploy the Voice Tenant Service before you deploy GCA.
  - Ensure that an appropriate user account is available for GCA to use to access the Configuration Database. The GCA user account requires at least read permissions.
  - You must also have your Tenant ID information available.
- There are no strict dependencies between the Genesys Info Mart services, but the logic of your particular pipeline might require Genesys Info Mart services to be deployed in a particular order. Depending on the order of deployment, there might be temporary data inconsistencies until all the Genesys Info Mart services are operational. For example, GSP looks for the GCA snapshot when it starts; if GCA has not yet been deployed, GSP will encounter unknown configuration objects and resources until the snapshot becomes available.

For detailed information about the correct order of services deployment, see Order of services deployment.

GDPR support

Not applicable. GCA does not store information beyond an ephemeral snapshot.