Installation checklist
Cognigy.AI v4.0.X

Cognigy GmbH

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Document history

Editor	Date	Version	Comment
Benjamin Mayr	02.10.2020	Revision 1	Initial release for v4.0.0
Benjamin Mayr	14.10.2020	Revision 2	Adding update notice
Dat Tang	24.02.2022	Revision 3	Specify supported Kubernetes versions
Dat Tang	11.03.2022	Revision 4	Specify multi-node setup and remove single-node setup

Introduction

This document contains a complete checklist for customers who want to install our product Cognigy.AI. It does neither contain detailed information about the various deployment scenarios of our product, step-by-step instructions on how to get started nor definite hardware requirements other than our minimal requirements. If you plan to setup a larger production installation, please definitely make sure to have a look into our *Installation and Dev-Ops manual*.

> Cognigy.AI 4.X introduces a lot of breaking changes and is not compatible with Cognigy.AI 3.X. You can't upgrade your already existing installations with Cognigy.AI 4.X by updating your infrastructure. Instead, you have to setup a new dedicated Cognigy.AI 4.X environment and migrate your content.

Checklist

Component	Description
License	A valid Cognigy.AI license-key is required during the installation process. You will not be able to fully install the product without the license key.
Container Image registry credentials	Valid container registry credentials are required in order to download our Docker images. You will receive these credentials when you have purchased your license.
Domains	Five sub-domains are required in order to run our product. The following list acts as an example: 1. ui.example.com 2. api.example.com 3. endpoint.example.com 4. webchat.example.com 5. odata.example.com
SSL/TLS certificate	A SSL/TLS certificate is required which protects our five sub-domains from above. We highly recommend a **wildcard certificate** as it will be simpler to configure. If you don't have a wildcard certificate you still have to make sure that a single certificate contains all sub-domains from above.
Whitelisting of Domains	You will have to ensure that your server has internet connectivity during the installation. Please also make sure that you can connect to: 1. downloads.cognigy.com, ports: 443 2. docker.cognigy.com, port: 5000

Network	If you plan to install the product on-premise, please ensure that your network does not block certain HTTP verbs. You have to ensure that all HTTP methods are allowed (GET, POST, DELETE, etc.) if proxies and firewalls are part of your network. Please also ensure that **Websockets** are allowed as the product uses them heavily for realtime communication.
Linux server	For a multi-server installation with English as the default NLU language, we recommend a cluster with the following specification on AWS or similar on other clouds: 1. 6 c5.2xlarge (6 vCPU, 16GiB memory) EC2 virtual machines 2. Virtual machines are distributed to 3 Availability Zones 3. Ubuntu 20.04 or Amazon Linux 2 4. Kubernetes between 1.19 and 1.21