Knowledge base type · Federated external knowledge

A governed knowledge collection populated from one or more external sources.

https://docs.qintoravacloud.com/integrations/knowledge-base-type/external_federated/

Prerequisites

- Configured external knowledge source
- Search and attachment indexing enabled

Configuration steps

1. Choose source
2. Set synchronization cadence
3. Define visibility and failure handling

Provider fields

Field	Type	Requirement and options
External source ID `externalSourceId`	text	Required
Synchronization cadence `syncCadence`	select	Required `hourly`, `every_6_hours`, `daily`, `weekly`
Index attachments `includeAttachments`	boolean	Optional
On source error `onSourceError`	select	Required `serve_cached`, `hide_source`, `alert_manager`

Verify and troubleshoot

Test with the narrowest supported non-production scope. Confirm that the connection test reaches the expected provider and that the preview or receipt matches the intended scope. Check identity, credential references, network access and provider permissions before retrying. Record the failure stage and redact sensitive payloads when escalating.