Knowledge source · Generic knowledge API

Index articles and attachments from a governed REST API with explicit paging and mappings.

https://docs.qintoravacloud.com/integrations/knowledge-source/generic_api/

Prerequisites

- Stable API endpoint
- Read-only API identity
- Document and attachment response examples

Configuration steps

1. Configure authentication and paging
2. Map article and attachment fields
3. Validate preview before indexing

Provider fields

Field	Type	Requirement and options
Authentication scheme `authScheme`	select	Required `oauth2_client_credentials`, `bearer_token`, `api_key`, `basic`, `mtls`, `none`
OAuth token URL `tokenUrl`	url	Optional
OAuth client ID `clientId`	text	Optional
Article endpoint path `articlePath`	text	Required
Attachment endpoint path `attachmentPath`	text	Optional
Pagination `pagination`	select	Required `none`, `page_number`, `offset_limit`, `cursor`, `link_header`
Article response mapping `articleMapping`	textarea	Required

Field	Type	Requirement and options
Attachment response mapping `attachmentMapping`	textarea	Optional

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.