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Framework Database Connectivity Guide

Database Access Points

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Contents

- **1 Database Access Points**
 - 1.1 Creating a DAP
 - 1.2 Using DAPs
 - 1.3 DAP Configuration Options

To provide an interface between applications in the Genesys installation and databases to which the applications require access, the Configuration Layer uses the concept of a Database Access Point.

A Database Access Point (DAP) is an object of the Application type that describes both the parameters required for communication with a particular database and the parameters of the database itself. If, according to your configuration, a database can be accessed by multiple applications simultaneously, register one DAP for each possible connection.

Creating a DAP

To create a DAP, you do not have to install a DAP; you only need to configure it.

Prerequisites

- You are logged in to Genesys Administrator.
- The database to which the DAP is to provide access exists.

Start of procedure

1. In Genesys Administrator, create a new Application Template for the Database Access Point. Refer to the [Generic Configuration Procedures](#) section of the *Framework Deployment Guide* for instructions.
2. Go to **Provisioning > Environment > Applications**, click **New**, and import the DAP template you just created.
3. In the **Browse** dialog box, select the DAP template file. The **Configuration** tab for the new DAP Application object appears in the Details panel.
4. In the **General** section, enter a descriptive name in the **Name** field; for example, MyDAP. A DAP can have the same name as the database itself. However, it is recommended that you make their names unique if you are using multiple access points for the same database.
5. In the **DB Info** section, provide the following information about the Database:
 - **Connection Type**—The type of connection to the DBMS.
 - **Query Timeout**—The period of time for which a database client process using this DAP expect a response from the DBMS. If the client process does not receive a response within this period, it stops executing. This is interpreted as a failure of the DBMS. The timeout set in this DAP overrides that set in the database client, but applies only to database client processes using this DAP. For more information about how DB Server uses this value, see [Database Failure](#).
 - **DBMS Name**—The name or alias identifying the DBMS that handles the database, as follows:
 - For DB2, set this value to the name or alias-name of the database specified in the DB2 client configuration.
 - For Microsoft SQL, set this value to one of the following:
 - If you are not using Windows Authentication, the SQL server name (usually the same as the host name of the computer on which Microsoft SQL runs).

Important

For named instances of MS SQL server, it must be specified in the format:
<computer name>\<instance name>

- dsn if you are using Windows Authentication.
- For Oracle, set this value to the name of your listener service as specified in the TNS file, or, if you are using Oracle Instant Client and do not have a TNS file, use the format <oracle host>/<service name>.
- For PostgreSQL, set this value to the SQL server name (usually the same as the host name of the computer on which PostgreSQL runs).
- **DBMS Type**—The type of DBMS that handles the database. You must set a value for this property.
- **Database Name**—The name of the database to be accessed, as it is specified in the DBMS that handles this database. You must set a value for this property unless oracle or db2 is specified as the **DBMS Type**. For Microsoft SQL and PostgreSQL, this value is the name of the database where the client will connect.
- **User Name**—Set this to one of the following:
 - If you are not using Windows Authentication, the user name established in the SQL server to access the database.
 - If you are using Windows Authentication, set this to trusted or, if **DBMS Name** is set to dsn, set this to the name of the DSN.

You must set a value for this property.

- **User Password**—Set this to one of the following:
 - If you are not using Windows Authentication, the password established in the SQL server to access the database.
 - If you are using Windows Authentication, you can leave this field blank or use a dummy password.
- **Re-enter Password**—Confirmation of the value entered for **User Password**.
- **Case Conversion**—Case conversion method for key names of key-value lists coming from the database client process. This value specifies whether and how a client application converts the field names of a database table when receiving data from the database client process. If you select upper, field names are converted into uppercase; if you select lower, field names are converted into lowercase; and if you select any, field names are not converted. This setting does not affect the values of key-value lists coming from the database client process. That is, actual data is being presented exactly as in the database tables.

Important

For the **Case Conversion** option, use the default value (any) unless directed to do otherwise by Genesys Customer Care.

- If the Log Database is an MS SQL database, and has been initialized for use in multi-language environments, select UTF-8 for MSSQL.

6. Click **Save** or **Apply** in the toolbar to save the new object. The new object will appear in the list of Applications.

End of procedure

Using DAPs

To interface an Application object with a database through a certain DAP, add the DAP to the list of the Application's connections.

Additional steps required to provide Windows Authentication are discussed in [Windows Authentication with MS SQL Server](#).

DAP Configuration Options

Configuration options for DAP are set by values that you enter on the Configuration tab when creating a DAP object in Genesys Administrator. For more information about the options, refer to the [Framework Configuration Options Reference Manual](#).