Genesys Info Mart Deployment Guide

Configuring Required DAPs

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This page provides instructions for configuring the database access points (DAPs) that Genesys Info Mart requires to access source and target databases. For general information about DAPs in your Genesys Info Mart deployment, see Enabling Database Access.

Contents

Overview: Preparing Required DAPs

The following steps summarize the task flow to enable Genesys Info Mart to access source and target databases.

1. **Enable access to the source databases from which Genesys Info Mart needs to extract data.**
   For each IDB from which Genesys Info Mart might need to extract data, configure an extraction DAP, which specifies the connection information and other options for Genesys Info Mart to access the IDB. For each IDB, do one of the following:

   - Modify the non-JDBC DAP that you configured for ICON to access the IDB. For more information, see Configuring a non-JDBC extraction DAP.

   - Create and configure a new JDBC DAP. For more information, see Configuring a JDBC extraction DAP.

2. **Enable access to the target database in which Genesys Info Mart processes and stores data.**
   Create and configure the Info Mart DAP, which specifies the connection information and other options for Genesys Info Mart to access the Info Mart database. For more information, see Preparing the Info Mart DAP.

> ### Important
>
> The preceding task summary does not include information about how to configure the JDBC connection to use Secure Socket Layer (SSL). For information about how to set up a secure JDBC connection, see your RDBMS vendor documentation.

Preparing Extraction DAPs

A separate DAP is required for each IDB from which Genesys Info Mart will extract data. You can create and configure a new, dedicated JDBC DAP, or you can reuse the non-JDBC DAP that you have already configured for ICON to access IDB.

Use one of the following procedures, as applicable, to enable Genesys Info Mart to access the IDBs:

- Configuring a JDBC extraction DAP
- Configuring a non-JDBC extraction DAP

Procedure: Configuring a JDBC extraction DAP

Purpose: To create and configure a new, dedicated DAP that enables

Genesys Info Mart to access IDB through JDBC, for the purposes of extracting data.

Prerequisites

- Preparing IDBs.
- You are logged in to the interface you use to configure your Genesys applications.
- You have imported the **Database_Access_Point_8x** template into your environment. For full details about how to import the application template and create an application, see the Help for the configuration interface you are using — Configuration Manager Help (8.1), Genesys Administrator Help, or Genesys Administrator Extension Help.

Steps

1. Create a JDBC DAP application, as described in the Help references above. Note the following Genesys Info Mart–specific configuration requirements:
   - **General** tab: Ensure that the **JDBC Connection** and **State Enabled** check boxes are selected.
   - **Tenants** tab: No configuration of tenants is required. Skip the **Tenants** tab if it displays.
   - **DB Info** tab: In the **Database Name** text box, enter the exact name of the IDB to which this DAP will connect. For example, on Oracle, this is the Transparent Network Substrate (TNS) name.

     In the **User Name** and **Password** text boxes, enter the user name and password of a user account that has the required privileges for the Info Mart user on the IDB.
   - **JDBC Info** tab: From the **Role** drop-down list, select **Role Main.** Genesys Info Mart ignores all other fields on the **JDBC Info** tab.
   - **Server Info** tab: From the **Host** drop-down list, select the host name of the database server. If the host name does not appear in the list, you must add it.

     If necessary, specify the communication port for the database server, by modifying the **Communication Port** property of the default port. For Microsoft SQL Server, the default communication port is 1433; for Oracle, it is 1521; for PostgreSQL, it is 5432.
2. On the **Options** tab, create a new configuration section, named **gim-etl,** and create and configure the options that are required for Genesys Info Mart.

   Genesys Info Mart uses the following **[gim-etl]** options. Click the option name to see more information.
   - role (required)
   - default-schema (optional)
   - geo-location (optional)
   - jdbc-url (required only if you want to enable Secure Socket Layer [SSL] over the JDBC connection)
   - cp-reuse-count (optional)
3. Repeat the preceding steps for each IDB from which Genesys Info Mart will extract data and for which you are not reusing an existing Interaction Concentrator DAP. If your deployment topology

involves HA, you must also repeat the preceding steps to provide a DAP for each redundant IDB.

Next Steps

- Preparing the Info Mart DAP

Procedure: Configuring a non-JDBC extraction DAP

Purpose: To modify the configuration of an existing DAP that ICON uses to access an IDB, to enable Genesys Info Mart to access the same IDB, for the purposes of extracting data.

Prerequisites

- Preparing IDBs.
- You have the required permissions to access and modify the ICON DAP(s)
- You are logged in to the interface you use to configure your Genesys applications.

Steps

1. Locate the DAP that enables ICON to access the IDB to store data for the applicable data domain.

2. On the **Options** tab, create a new configuration section, named **gim-etl,** and create and configure the options that are required for Genesys Info Mart. For details about how to create a configuration section and options, see the Help for the configuration interface you are using — Configuration Manager Help (8.1), Genesys Administrator Help, or Genesys Administrator Extension Help.

   Genesys Info Mart uses the following **[gim-etl]** options. Click the option name to see more information.

   - role (required)
   - default-schema (optional)
   - geo-location (optional)
   - jdbc-url or jdbc-host, jdbc-port, jdbc-sid. You must configure the **jdbc-url** option or other **jdbc-*** options if one of the following conditions applies:
     - DB Server is not running on the same host as the database management system (DBMS) server.
     - The port of the DBMS listener is not the default (1433 for Microsoft SQL Server, 1521 for Oracle, or 5432 for PostgreSQL).
     - For Oracle, the SID name is not the same as the TNS name.

- You want to enable SSL over the JDBC connection.

- cp-reuse-count (optional)

3. Repeat the preceding steps for each IDB from which Genesys Info Mart will extract data and for which you want to reuse an existing ICON DAP.

Next Steps

- Verify that the **CLASSPATH** environment variable provides the correct path to the JDBC driver. For more information about modifying the **CLASSPATH** environment variable, see Installing JDBC Drivers.

- Preparing the Info Mart DAP.

Preparing the Info Mart DAP

To process and store data, Genesys Info Mart Server requires access to its target database. The following procedure describes how to create and configure the Info Mart DAP.

Procedure: Configuring the Info Mart DAP

Purpose: To create and configure a new, dedicated DAP that enables Genesys Info Mart Server to access the Info Mart database.

Prerequisites

- Preparing IDBs.

- You are logged in to the interface you use to configure your Genesys applications.

- You have imported the **Database_Access_Point_8x** template into your environment. For full details about how to import the application template and create an application, see the Help for the configuration interface you are using — Configuration Manager Help (8.1), Genesys Administrator Help, or Genesys Administrator Extension Help.

Steps

1. Create a JDBC DAP application, as described in the Help references above. Note the following Genesys Info Mart–specific configuration requirements:

- **General** tab: Ensure that the **JDBC Connection** and **State Enabled** check boxes are selected.

- **Tenants** tab: No configuration of tenants is required. Skip the **Tenants** tab if it displays.

- **DB Info** tab: In the **Database Name** text box, enter the exact name of the Info Mart database to which this DAP will connect. For example, on Oracle, this is the Transparent Network Substrate (TNS) name.

  In the **User Name** and **Password** text boxes, enter the user name and password of the user account that has the required privileges for the Info Mart user.

- **JDBC Info** tab: From the **Role** drop-down list, select **Role Main.** Genesys Info Mart ignores all other fields on the **JDBC Info** tab.

- **Server Info** tab: From the **Host** drop-down list, select the host name of the database server. If the host name does not appear in the list, you must add it.

  If necessary, specify the communication port for the database server, by modifying the **Communication Port** property of the default port. For Microsoft SQL Server, the default communication port is 1433; for Oracle, it is 1521; for PostgreSQL, it is 5432.

2. On the **Options** tab, create a new configuration section, named **gim-etl,** and create and configure the options that are required for Genesys Info Mart.

   Genesys Info Mart uses the following **[gim-etl]** options. Click the option name to see more information.

   - role (required value is **INFO_MART**)

   - default-schema (optional)

   - geo-location (optional)

   - jdbc-url (required only if you want to enable SSL over the JDBC connection)

   - cp-reuse-count (optional)

   - agg-jdbc-url (optional, in Oracle RAC deployments only, if you want aggregation to use a separate node)

Next Steps

- Configuring the Genesys Info Mart Application