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Genesys Info Mart Deployment Guide

Enabling Database Access

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Enabling Database Access

You configure database access points (DAPs) to specify the database connection parameters and other options that Genesys Info Mart uses to access source and target databases. This page provides general information about DAPs in your Genesys Info Mart deployments.

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For information about configuring the DAPs for Genesys Info Mart use, see [Configuring Required DAPs](#).

Required DAPs

You must configure DAPs to access the applicable source and target databases in your environment, in order to extract, transform, load, aggregate (if applicable), and maintain all types of data.

The number and type of DAPs that you need depends on your particular deployment topology. For a description of Genesys Info Mart-supported topologies, see [Supported Topologies](#).

At a minimum, you must configure the following DAPs:

- DAPs to access the IDBs from which Genesys Info Mart extracts data. In this document, these DAPs are referred to as *extraction DAPs*. You must configure one extraction DAP for each IDB.
- One DAP to access the Info Mart database. In this document, this DAP is referred to as the *Info Mart DAP*.

Reusing DAPs

Genesys Info Mart Server and the jobs that extract, transform, and load data use Java Database Connectivity (JDBC) to access all databases. The DAPs that the Interaction Concentrator server (ICON) uses to connect to IDB are non-JDBC DAPs that are associated with a DB Server.

To simplify your deployment, you can reuse the non-JDBC DAPs in your deployment and make these DAPs suitable for Genesys Info Mart to access the same databases. In other words, you can reuse the existing DAPs that enable ICON(s) to access IDB(s), to enable Genesys Info Mart to access the same IDBs.

Minimal additional configuration is required for you to reuse non-JDBC DAPs, if all of the following conditions are true:

- DB Server is running on the same host as the DBMS server
- the port of the DBMS listener is the default
- (for Oracle) the TNS name and the SID name are identical

Otherwise, **jdbc-*** options, which you configure in the **[gim-etl]** section on the **Options** tab of the DAP application object, enable you to specify the required JDBC connection parameters.

For more information about the JDBC options that you can configure on the non-JDBC DAPs to enable Genesys Info Mart to reuse these DAPs, see [Configuring a non-JDBC extraction DAP](#).

Warning

Before you decide to reuse the same DAP for more than one purpose, consult your database administration policies. Using the same DAP for multiple purposes has implications for security and access control. For example, the assigned database user needs sufficient privileges for all databases to which a given DAP provides access.

Additional DAPs

If you have a high availability (HA) deployment topology, you must create additional DAPs. See [Enabling High Availability](#) for more information.