

GENESYS[®]

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Genesys PureConnect Data Extractor Application

Installation and Setup

5/9/2025

Installation and Setup

Make sure you have everything mentioned in the prerequisites.

Follow the procedure below to install and set up the PureConnect Data Extractor application in the PureConnect server.

- 1. Log in to the PureConnect server as a **Windows** administrator.
- 2. From the **Performance DNA** release folder, copy the **Apps.PureConnectData** folder to a known location on the PureConnect server, for example, **C:\apps.PureConnectData**.

📙 C:\Apps.PureConnectData			
🕤 🖓 🖓 C:\Apps.PureConnectData	💌 🚱 Sear	ch Apps.PureConnectDat	a 👂
File Edit View Tools Help			
Organize 👻 Include in library 👻 Share with	 New folder 	1	- 🔟 🕐
Name ^	Date modified	Туре	Size
GSKM.Apps.PureConnectData.exe	13/06/2019 03:04	Application	26 KB
SKM.Apps.PureConnectData.exe.config	13/06/2019 03:04	XML Configuration File	1 KB
🚳 ININ.ICWS.Managed.dll	31/05/2019 03:01	Application extension	5,433 KB
ININ.WebServices.Core.dll	31/05/2019 03:01	Application extension	37 KB
🚳 NLog.dll	13/04/2019 03:05	Application extension	530 KB
🚳 SilverLining.Logging.dll	13/06/2019 03:03	Application extension	14 KB
System.IO.Abstractions.dll	30/05/2019 17:44	Application extension	46 KB
🚳 Utilities.ConsoleConfiguration.dll	13/06/2019 03:04	Application extension	9 KB
8 items			

- 3. Create a working folder to store extracted data files, for example, C:\DataExtractor.
- 4. Run the PureConnect Interaction Administrator application from the Windows **Start** menu and log in as a PureConnect administrator.
- 5. Click and expand **System Configuration** from the left pane and then select the **Data Extractor** menu.

 Interaction Administrator - [guida] File Edit View Context Help 			
File Edit View Context Help Collective GUIDA - 2019 R4 Collective System Configuration Cystem Configuration People Cystem Configuration Report Logs Accumulators System Parameters Sametime Server Status Messages Actions Cup Retrieval Assistant Mail Cog Retrieval Assistant Data Extractor Data Extractor Entraction Freedback Fax	Configure Data Extractor properties	Extractor Configuration Data Extractor Configuration Data Extractor Select a data source : Select output path : Extraction Job Parameters Allowed extractions start time: Allowed extractions end time: Extraction time out (seconds): Extraction time out (seconds): Extraction Audit History Extraction Audit History: Days to keep audit history:	? IC Report Logs C: 'DataExtractor Browse d data may contain sensitive customer information. 1:00:00 AM 1:00

- 6. On the right pane, right-click the **Configuration** item and then select **Properties**.
- 7. In the **Data Extractor Configuration** dialog that appears, modify the following values and leave other fields with default values:
 - Select a data source set this drop-down list value to IC Report Logs.
 - Select output path browse and locate the working folder created in step 3.
- 8. Click **Ok**.