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Genesys PureConnect Data Extractor Application

Environment

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Environment

PureConnect Data Extractor is a standalone application that you must configure and run on a PureConnect server. As the PureConnect server is normally separate from the Performance DNA server, you must copy the extracted data files from the PureConnect server for further processes like OrgData import.

Prerequisites

The following are the prerequisites to set up and run PureConnect Data Extractor.

- A valid **Windows** administrator account to log in to the PureConnect server to copy the application files.
- A valid **PureConnect** administrator account to:
 - Configure the **Data Extractor** application.
 - Connect PureConnect via the **GSKM.Apps.PureConnectData.exe** application.
- PureConnect Interaction Administrator must have been already installed in the PureConnect server.

See [Installation and Setup](#) to install and set up the PureConnect Data Extractor application in the PureConnect server.

Switchover Configuration

In a switchover configuration (with active and backup servers), you must run the PureConnect Data Extractor application on the active server. If you are connecting to a backup server or a remote server, you will receive appropriate error messages as described in the following section:

- If you are connecting to a backup server, you will receive the following error message. This message is displayed because the backup server has nothing to respond to the connection request:
Error status code - ServiceUnavailable
- If you are connecting to a remote server, you will receive the following error message. This message is displayed because the extracted data needs to be copied to a local folder.
Primary host <remote-host> does not match that of the connection host <local-host>