GENESYS™

Genesys PureConnect Data Extractor Application

Genesys Skills Management 9.0

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Genesys Skills Management PureConnect Data Extractor Application Guide

Welcome to the Genesys Skills Management PureConnect Data Extractor Application Guide. This guide provides instructions for setting up the environment for the PureConnect Data Extractor application. The guide then describes the procedures to install and run the PureConnect Data Extractor application.

PureConnect Data Extractor Overview

The PureConnect Data Extractor application allows you to extract a list of PureConnect users from the PureConnect server. On running the application, you can extract the users list into a CSV file in a format that can be used for an OrgData import into Performance DNA, for example, using the DataUploader application.

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:
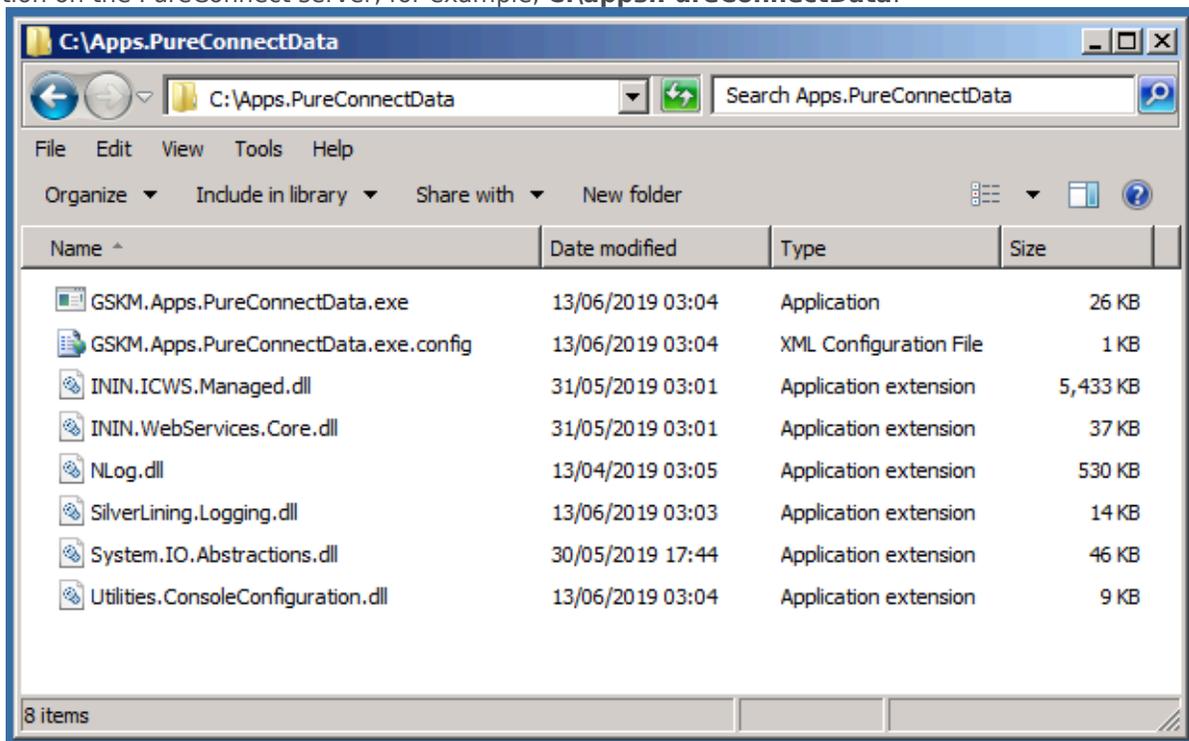
- If you are connecting to a backup server, you will receive the following error message. This message is displayed because the backup server has nothing to respond to the connection request:
  ```
  Error status code - ServiceUnavailable
  ```
- If you are connecting to a remote server, you will receive 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>
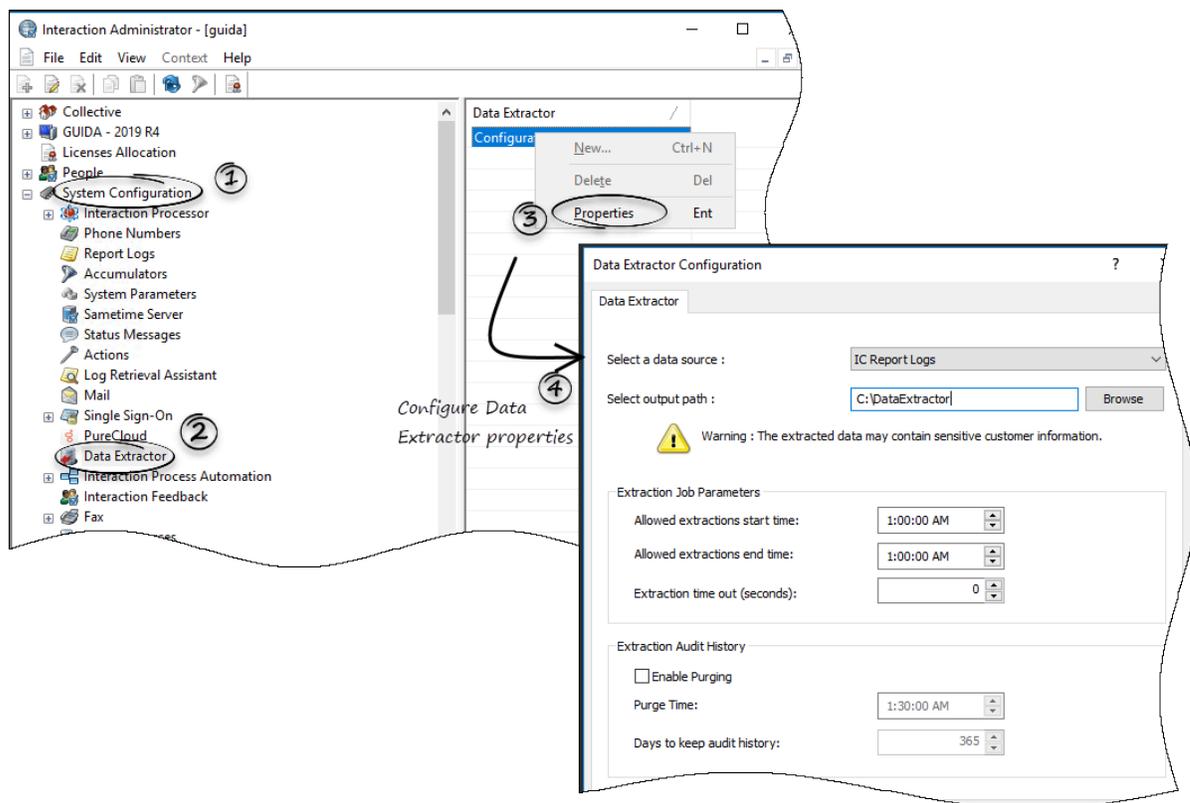  ```

# Installation and Setup

Make sure you have everything mentioned in the <span style="color:red">prerequisites</span>.

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**.



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.

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**.

# Running the application

You can run the PureConnect Data Extractor application either manually or automatically.

## Manually

To run the PureConnect Data Extractor application manually:

1. Log in to the PureConnect server as a **Windows** administrator.

2. Open a **Command Prompt**.

3. Change directory to the folder containing the PureConnect Data Extractor application file, for example, **C:\apps.PureConnectData**.

4. Run **GSKM.Apps.PureConnectData.exe**.

5. You will be prompted to enter the following values:

   - The **name** of the PureConnect server.

   - The **username** and the **password** of the **PureConnect** administrator.

6. If the credentials are correct, the **PureConnect Data Extractor** application will run and display appropriate messages regarding the progress. When the user data extraction is complete, you will see the message: Org Data Job extraction completed, press any key to exit.

> ### Important
> Do not press any key while the application is running; doing so will terminate the application and the entire process. If you pressed any key by mistake, simply re-run the application.

On successful data extraction from the PureConnect server, a CSV file with the name **Org Data extractor_yyyymmddhhMMss.csv** is created in the same folder (for example, C:\Apps.PureConnectData), where **yyyymmddhhMMss** is the current date and timestamp.
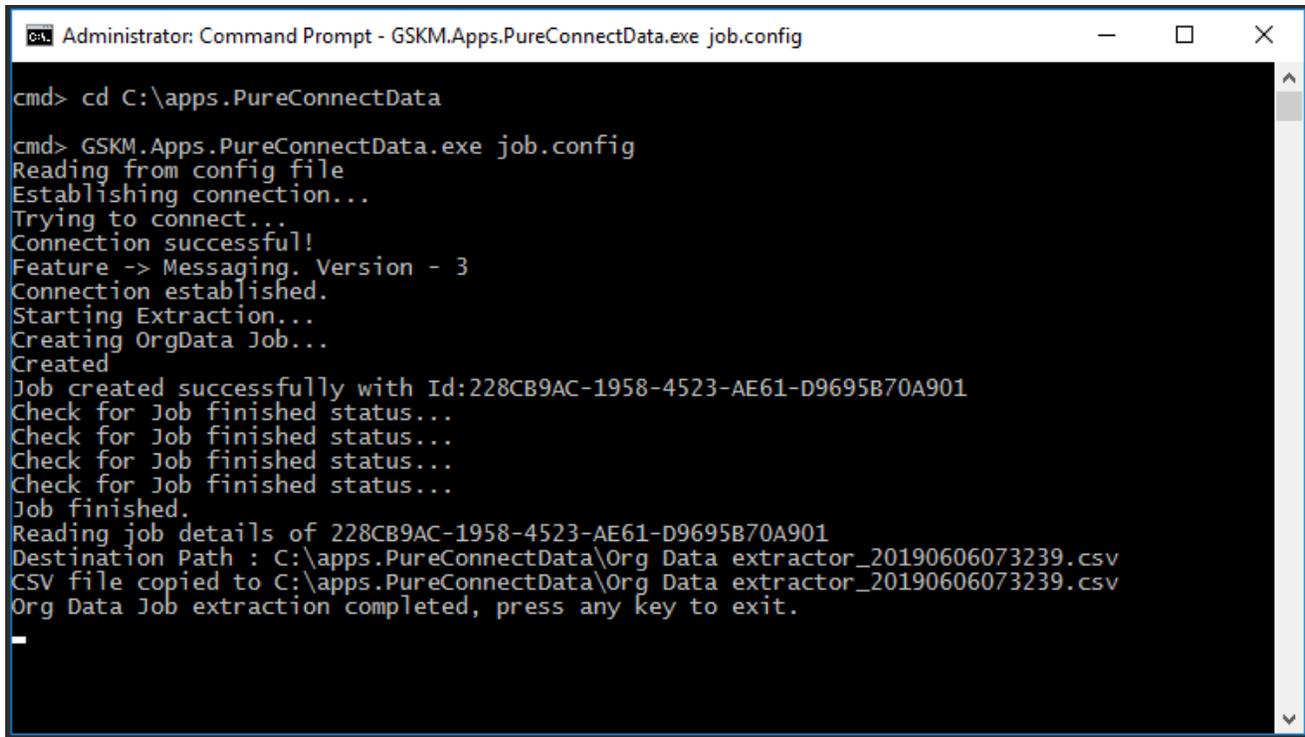
In addition, a log file is created in a **Logs** sub-folder (for example, C:\Apps.PureConnectData\logs), and temporary files are created in a sub-folder of the working folder (for example, C:\DataExtractor\41D36104-7B1B-4274-9518-B50A0F999B20).

## Automatically

To run the PureConnect Data Extractor application automatically, you must pass the filename of **job.config** as an argument to the **GSKM.Apps.PureConnectData.exe** application. This will automatically provide the previously supplied parameters that are necessary to run a scheduled task.

> **Important**
>
> The **job.config** file is created in the same folder (for example,
> C:\Apps.PureConnectData) at the end of running the PureConnect Data Extractor
> application manually. The **appSettings** in this config file are stored in an encrypted
> format for security reasons.