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Interaction Concentrator Deployment Guide

Deploying DAP

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Deploying DAP

If you are unsure how to create a new DAP Application object, refer to one of the following sources:

- [Generic Configuration Procedures](#) in the *Management Framework Deployment Guide*
- [Framework DB Server User's Guide](#)

Configuring a Secure Connection Between ICON and Configuration Server

In the following scenario, you must configure ICON host security certificate settings at the ICON DAP Application object level:

- You need a secure connection between Configuration Server and ICON configured with the `cfg` role or the `all` role.
- The ICON server and the DB Server to which it is connected are on different hosts.

See [Securing Connections Using TLS](#) in the *Genesys Security Deployment Guide* for configuration instructions.

ICON-Specific DAP Deployment

In addition to the standard configuration steps, complete the following procedure:

1. On the **General** tab, when you specify the application name, keep in mind that the DAP can have the same name as the database itself. However, if you are using multiple access points to the same database, make their names unique.
2. On the **General** tab, click **Browse** to locate the DB Server through which this database is to be accessed. This must be the DB Server that is either deployed or reused for ICON purposes (see the **DB Server** tab on this page).
3. Do *not* select the **JDBC Connection** check box, because it does not apply to database connections through DB Server.
4. On the **DB Info** tab, specify the properties as follows:
 - **DBMS Name**—The name or alias that identifies the RDBMS that handles IDB. The value of this option is communicated to DB Server so that it connects to the correct RDBMS:
 - For Oracle, set the value to the name of the Listener service (also known as a database alias).
 - For Microsoft SQL, set the value to the name of the SQL server (usually the same as the host name of the computer on which Microsoft SQL runs).
 - For PostgreSQL, set this value to the SQL server name (usually the same as the host name of the computer where PostgreSQL runs), as configured in the DB Server Application.
 - For DB2, set the value to the name or alias name of the database, as specified in the db2 client configuration.

- **DBMS Type**—The type of RDBMS that handles IDB. You must set a value for this property.
 - **Database Name**—The name of the IDB instance to be accessed, as it is specified in the RDBMS that handles this database. You must set a value for this property, unless you specify oracle or db2 for DBMS Type. For Microsoft SQL and PostgreSQL, the value is the name of the database to which the client will connect.
 - **User Name**—The user name for accessing IDB. You must set a value for this property.
 - **Password**—The password for accessing IDB.
 - **Re-enter Password**—Confirmation for the value that you entered for **Password**.
 - **Case Conversion**—The case conversion method for key names of key-value lists that come from DB Server. This value specifies whether, and how, a client application converts the field names of a database table when it receives data from DB Server. This parameter does not affect the values of key-value lists that come from DB Server—the actual data is presented exactly as it appears in the database tables.
 - upper—Field names are converted into uppercase.
 - lower—Field names are converted into lowercase.
 - any—Field names are not converted. Use the default value (any), unless Genesys Customer Care directs you to do otherwise.
5. When configuring a DAP Application object for IDB, do *not* configure any properties on the **JDBC Info** tab.
 6. If you intend to use multiple database access points to write different types of ICON data to different databases, specify which type(s) of data this particular database access point must handle. To do so, perform the following steps:
 1. On the **Options** tab, create a section named **[callconcentrator]**.
 2. Within the **[callconcentrator]** section, create a configuration option named **role**.
 3. Set the option value to indicate the types of data that will be stored through this DAP. For more information, see description of role option. The **role** option values must be lower-case (for example, cfg). ICON interprets role option values in uppercase (CFG) or mixed case (Cfg) as invalid and defaults to the all role.
 - For optimal performance, Genesys recommends the following sets of values for a given database access point:
 - gcc,gud,gls
 - cfg
 - gos
 7. After you configure a DAP Application object, add it to the **Connections** tab of the ICON application that will use this DAP as an interface to IDB.