iWD Deployment Guide

Stat Server Extensions

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Stat Server Extensions

After the iWD Setup Utility has completed (up to 8.5.103) or you have made a manual installation (8.5.104 onwards), you can install the iWD Stat Extensions, which provide access to the aggregated data in the Data Mart. Please note that since release 8.5, Data Mart is distributed as part of the installation package for iWD Runtime Node.

Installing Stat Server Extensions

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> **Important**
>
> If the Data Mart is not used, Stat Extensions are not required and the solution will work fine.

Purpose

To provide access to the aggregated data in the Data Mart.

Prerequisites

- An instance of Stat Server is installed, dedicated for use with iWD. Refer to the **8.5 Stat Server Deployment Guide** for more information.
- ORS 8.1.400.48 is installed if you wish to use the new Stat Server Extensions features in iWD release 8.5.106.03.

Procedure

1. From the server that is running Stat Server, navigate to the **iWD Stat Extensions** folder of the iWD CD. Locate and double-click **Setup.exe**.
2. Click **Next** on the **Welcome** screen.

3. Select the appropriate Stat Server instance from the list that is displayed and click **Next**.

4. Click **Install** to install iWD Stat Extensions. Click **Finish** when the installation has been completed.

Stat Server Configuration Options

java-extensions section

During installation, a new option is added to the `java-extensions` The option `BPR_iWD_Extension.jar` is added with a value of `true`.

java-extensions-bpr-iwd section

The **java-extensions-bpr-iwd** section contains options which specify the JDBC connection driver and parameters for access to the iWD Data Mart database. Most options are managed by the Stat Adapter job of iWD Data Mart and are rewritten each time the Stat Adapter is run. For reference, those options are listed below:

- `jdbc-driver-jar`—The .jar file with the JDBC driver. The path is relative to the directory specified as `java-libraries-dir` in the Stat Server configuration (which defaults to `./java/lib` in the Stat Server installation directory). Valid values include:
  - `sqljdbc4.jar` (for MS SQL)
  - `ojdbc6.jar` (for Oracle)
  - `postgresql-9.4.1209.jre6.jar` (for PostgreSQL)
- `jdbc-driver`—The class name for the corresponding JDBC driver. Valid values include:
  - `com.microsoft.sqlserver.jdbc.SQLServerDriver` (for MS SQL)
  - `oracle.jdbc.OracleDriver` (for Oracle)
  - `org.postgresql.Driver` (for PostgreSQL)
- `jdbc-url`—The JDBC URL, which describes RDBMS-specific access parameters. Below are some sample values:
  - `jdbc:sqlserver://hostname:1433;databaseName=databasename` (for MS SQL)
  - `jdbc:oracle:thin:@//hostname:1521/databasename` (for Oracle)
  - `jdbc:postgresql://hostname:5432/databasename` (for PostgreSQL)
- `user`—The user name for database access.

- `password`—The password for database access.

- `verbose`—The level to control debug information, provided in the Stat Server log file. Possible values are debug, `trace`, or `standard`.

- `refresh-interval`—The interval (in minutes) for data updates from the database.

- `service-id-1`—The runtime ID of the Statistics Adapter service in the iWD configuration.

- `service-tenant-1`—The name of the CME tenant—this is linked to the iWD managed tenant where the Statistics Adapter service is configured.

- `virtual-queue-name-1`—The name of the virtual queue prefix. Used when `dimension-mapping-1` is equal to `Virtual Queue`.

- `dimension-mapping-1`—The type of the dimension mapping between iWD Data Mart and Stat Server. Valid values are `Filter` and `Virtual Queue`.

You can set a small subset of options manually:

- `java-extension-jar`—Name of the BPR iWD extension file. Defaults to `BPR_iWD_Extension.jar`. This must match the option in **java-extensions** section in the Stat Server configuration.

- `jdbc-properties-file`—Path to JDBC driver properties file relative to directory specified as `java-libraries-dir` in Stat Server configuration (defaults to `./java/lib` in Stat Server installation directory). Can be used to specify optional driver-specific JDBC options. Please consult driver documentation for further information.

- `reconnection-timeout`—Delay in milliseconds between database reconnection attempts performed by the BPR iWD extension. Defaults to 10000.

- `tenant-ids`—A list of Configuration Server/Genesys Administrator tenant names mapped to iWD tenant IDs, separated by a comma. For a system with one tenant with name TenantA and ID T2, this option should be set to value:Environment=1,TenantA=2.

Report Stats for each Dimension on its own Virtual Queue

The iWD Stat Server Java Extension can be configured to report statistics in two different ways: all statistics for all dimensions can be reported on one Virtual Queue, or each dimension can have its statistics reported on its own Virtual Queue.

The iWD Setup Utility configures Stat Server to use the iWD Stat Server Java Extension to report all statistics on one Virtual Queue. If you want to change this, you have to modify the configuration manually.

Procedure

To report each dimension on its own Virtual Queue:

1. Set the the option `dimension-mapping-1` to the value `Virtual Queue`.

2. Instead of using the Virtual Queue name as a value for the option `virtual-queue-name-1`, indicate the prefix that will be used for Virtual Queue names. For example, if `virtual-queue-name-1=dim-`, then Virtual Queues with the names dim-CNT_T2_C106, dim-CNT_T2_C107 and so on, have to be created.