



Skills Management 8.5.648

Combined Data Export Setup Guide

Information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.

Copyright © 2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

About Genesys

Genesys is the world's leading provider of customer service and contact software - with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multi-channel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to www.genesys.com for more information.

Each product has its own documentation for online viewing at the Genesys Documentation website.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Technical Support from VARs

If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the [Genesys Licensing Guide](#).

Released by: Genesys Telecommunications Laboratories, Inc. <http://www.genesys.com/>

Document Version: 85_skillsmanagement_combined-data-export_06-2017_v8.5.642.00

Contents

1 Prerequisites 4

2 Setup..... 5

 2.1 Exporting DNA data using HTTPS protocol for services..... 6

1 Prerequisites

- The DataExport application requires network access to the database server that hosts the data to be exported
- The DataExport application requires a SQL Server database account with read access to the database holding the data to be exported.
- The application can, optionally:
 - Email the exported data to an email address
 - Zip the exported CSV file (this requires that 7zip is installed on the machine on which DataExport will be running)
 - Upload the exported file to an FTP server
- The application can be configured to run on a schedule by creating a scheduled task in the Windows Task Scheduler application.

2 Setup

Follow the steps below to configure the Data Export application:

1. Copy the DataExport folder to the machine required to produce the export (this folder should contain the DataExport.exe, DataExport.exe and ConfigurationData.xml files).
2. Open ConfigurationData.xml
3. Near the top of the file there is a <Databases> element. If you only require a single database element, edit the Database item to match your environment (set the server host name, Database name and the username and password of the SQL Server account you wish to use to access the database). Multiple databases can be specified if you wish the application to perform multiple exports when it is executed. Ensure that each database entry has a unique ID value.
4. In the <DnaExport> element, specify the Skills Assessor Tenant ID in the TenantId element, specify a filename in the Filename element and the Url element to the path of your DNA service (Dna.svc).
5. Set the required directory for the export files in the 'Files' section of the configuration file. The options to delete files after the job (DeleteZipAfterJob and DeleteCsvAfterJob) can be used to remove the generated files after the application finishes in order to free up space on the machine. These options can be used to remove CSV files, if the ZIP files are being stored, or to remove both CSV and ZIP files if the export is being saved to an FTP server or attached to a generated email.
6. In the 'Tables' section of the configuration file, specify the tables and columns that you wish to export. If you are using a SQL View instead of exporting the content of tables, create the view (or run the SQL script to create it) and then set the name of the view in the tablename and leave the column name as "*", e.g.:

```
<Table name="vwRecentTrainingSessions" FileName="Export1"
  Databaseld="1" >
    <Column name="*" />
</Table>
```

Alternatively, specify the tables and columns you wish to export using the following example format:

```
<Table name="FirstTable" FileName="DifferentFileNameToTableName"
  Databaseld="1">
    <Column name="SpecificColumn1" />
    <Column name="SpecificColumn2" />
    <Column name="SpecificColumn3" />
</Table>
<Table name="SecondTable">
    <Column name="*" />
</Table>
```

7. If you require that the application produces ZIP files, rather than CSV files, set the ZipFilePath element in the 'Zip' section of the file and ensure that the ZipFilePath element has been set in the 'Files' section.
8. If you wish to export the data to an FTP server, complete the elements in the 'FTP' section of the file, including UploadPath, Server, Port, Username, Password,

Protocol. The WinSCPPPath and Fingerprint can also be used in order to use SFTP rather than the FTP protocol.

Open the DataExport.exe.config file and make the following changes:

1. Locate the <client> element in the file. Edit the endpoint address to match the URL of your DNA Service (Services.DNA/Dna.svc).
2. Locate the appSettings element and edit the LogPath element to a directory you wish to use to store application logs, e.g. "C:\logs\".

The application can be configured to enable/disable different features via the Enabled attribute in the ConfigurationData.xml file. The CSV export is mandatory, whilst the zip, email and ftp features are optional.

2.1 Exporting DNA data using HTTPS protocol for services

If you wish to export DNA data and your services are set to use HTTPS protocol, you will need to modify the App.config file as follows:

- Modify your bindings section with a new binding so that you have three bindings within the BasicHttpBinding element:

```
<bindings>
  <basicHttpBinding>
    <binding name="BasicServiceBinding"
receiveTimeout="00:30:00"
      sendTimeout="00:05:00" maxBufferPoolSize="128000000"
maxBufferSize="128000000"
      maxReceivedMessageSize="128000000" />
    <binding name="WinAuthServiceBinding"
receiveTimeout="00:30:00"
      sendTimeout="00:05:00" maxBufferPoolSize="128000000"
maxBufferSize="128000000"
      maxReceivedMessageSize="128000000">
      <security mode="TransportCredentialOnly">
        <transport clientCredentialType="Windows" />
      </security>
    </binding>
    <binding name="secureHttpBinding"
maxBufferPoolSize="128000000">
      <security mode="Transport">
        <transport clientCredentialType="None"/>
      </security>
    </binding>
  </basicHttpBinding>
</bindings>
```

Edit the endpoint in the client section so that it uses the `secureHttpBinding` as the `bindingConfiguration` as per the example below:

```
<endpoint address="https://your-web-server/Services/Services.Dna/Dna.svc"  
          behaviorConfiguration="manyItemsWithIds" binding="basicHttpBinding"  
          bindingConfiguration="secureHttpBinding"      contract="DnaService.IDna"  
          name="DnaService" />
```

