Export CRS Database Table – Microsoft SQL 2000 Server

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This document describes the method to export a Cisco Customer Response Solutions (CRS) database table to text file in a Cisco Unified Contact Center Express environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco CRS
- Cisco CallManager
- Microsoft SQL

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CRS version 3.x
- Cisco CallManager 3.x
- Microsoft SQL 2000 Server

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background

There are two databases which are related to CRS, db_cra and db_cra_ccdr. These databases contain tables such as the following:

- AgentConnectionDetail
- AgentStateDetail
- Application
- ContactRoutingDetail
- ContactServiceQueue
- CRSProperties
- DataSynchFlag
- DBInfo
- debugflag
- dgeb_bin_wfnuance
- dgdb_src_wfnuance
- dgdb_timestamp_wfnuance
- HistoricalUsers
- ProductInfo
- ProfileIDMapping
- PurgeConfig
- RemoteDBAddress
- Resource
- ResourceGroup
- ResourceSkillMapping
- RtCSQsSummary
- RtICDStatistics
- Skill
- SkillGroup
- sqllogging
- WorkflowTask

db_cra_ccdr contains tables such as, ContactCallDetail.

Export CRS Table to Text File

The lowest denominator in the CRS database format is a flat file. There are times you need to export data to such a file in a text file, Excel spreadsheet, or other format supported by Microsoft SQL Server 2000. The following procedure is used to export a CRS table to a text file:

- 1. Open SQL Server Enterprise Manager by select **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
- 2. Connect to the server that contains the CRS database.
- 3. Navigate to the table level for db_cra and db_cra_ccdr in the left pane, as shown in Figure 1, click the +. The numbers in Figure 1 represent the navigation path order.

Figure 1: SQL Server Enterprise Manager -- Navigation Path



- 4. Right–click the table name in the right pane.
- 5. Select **All Tasks** > **Export Data** from the menu, as shown in Figure 2.

Figure 2: Selection of Table to Export

🚡 SQL Server Enterprise Manager						
Console Window Help						
🎢 Console Root\Microsoft SQL Servers\SQL Server Group\DALCCM1CRS (Windows NT)\Databases\db_cra\Tables 📃 🗉 🔀						
Action Yew Iools 🗢 -> 🗈 📧 🖻 🗙 😭 🚱 😰 🔆 🞊 🕼 🔞 🕼						
Tree Tables 45 Items						
Console Root	Name A	Öwner	Туре	Create Date	A	
🖻 🌗 Microsoft SQL Servers	AgentConnectionDeta	dho	User	7/1/2003 10:16:	39 AM	
🗄 🚭 SQL Server Group	AgentStateDetail	New Table	ser	7/1/2003 10:16:	39 AM	
Ical) (Windows NT)	Application	Design Table	Iser	7/1/2003 10:16:	39 AM	
DALCCM1CRS (Windows NT)	ContactRoutingDetail	Open Table	ser	7/1/2003 10:16:	39 AM	
E- Databases	ContactServiceQueue	Eul-Text Index Table	ser	7/1/2003 10:16:	39 AM	
⊟- U db_cra	CRSProperties	All Tasks	loar Maaaaa Ta	1/14/2004 2:16:	45 PM	
Tables	DataSynchFlag	All Tas <u>ş</u> s	Manage In	dexes	5 PM	
- fid Views	DBInfo	⊆ору	Manage In	iggers	B PM	
- Rored Procedures	E debugflag	Delete	Mariaye Es	annibolul b	D AM	
- Users	dgdb_bin_wfnuance	Rename	Import Dal	a	PM	
- 🚮 Roles	dgdb_src_winuance	Properties	Export Da	:a 🗕 ——	PM	
- Rules	dgdb_timestampwfr	riopercies	Create Ne	w Publication	- PM	
Defaults	i otproperties	Help			5 JD P1P1	
User Defined Data Types	Productions -	dbo	Generate	5QL Script	D AM	
⊡ U db_cra_ccdr	ProfileIDManning	dbo	Display De	pendencies	D AM	
Utagrams	D mae Coofie	dbo	User	7/1/2000 10:10:	10 444	

The DTS Import/Export Wizard screen appears as shown in Figure 3.

Figure 3: DTS Import/Export Wizard



6. Click Next. The Choose a Data Source screen appears, as shown in Figure 4.

Figure 4: Choose a Data Source

🐝 DTS	🐝 DTS Import/Export Wizard 🛛 🛛 🔀					
Cho	Choose a Data Source From where do you want to copy data? You can copy data from one of the following sources.					
	Data Source: 🗍 Microsoft OLE DB Provider for SQL Server					
	To connect to M name, and passv	icrosoft SQL Server, you must specify the server, user vord.				
	<u>S</u> erver:	DALCCM1CRS	- I			
	O Use <u>W</u> indows Authentication					
	<u>U</u> sername:	db_cra				
	Password:	*****				
	Data <u>b</u> ase:	🚺 db_cra 💌 <u>R</u> efresh <u>A</u> dvanced				
	[< <u>B</u> ack <u>N</u> ext > Cancel	Help			

- 7. Click to select the Use SQL Server Authentication radio button.
- 8. Enter the **Username** and **Password**.
- 9. Click the down arrow in the **Database** field and select the database you want to use.
- 10. Click Next. The Choose a Destination screen appears as shown in Figure 5.

Figure 5: Choose a Destination

🐕 DTS Import/Export Wizard 🛛 🔀
Choose a destination To where do you want to copy data? You can copy data to one of the following destinations.
Destination: 📄 Text File
Text files can be delimited or fixed field. To connect, you must select a file.
<u>File name:</u> C:\table-backup
< <u>B</u> ack <u>N</u> ext > Cancel Help

- 11. In the **Destination** field, select the export data format.
- 12. Enter the **File name**.
- 13. Click Next. The Specify Table Copy or Query screen appears, as shown in Figure 6.

Figure 6: Specify Table Copy or Query

🐕 DTS Import/Export Wizard	d			×
Specify Table Copy or Qu Specify whether to copy of the data source.	iery one or more table	es/views or the	results of a query from	9
8	ľ	>		
Microsoft SQL Ser	ver		Flat File	
 Copy table(s) and view(s) from the source database Use a query to specify the data to transfer 				
C Copy objects and data between SQL Server databases				
				
	< <u>B</u> ack	<u>N</u> ext >	Cancel	Help

14. Click to select the **Copy table(s) and view(s) from the source database** radio button.

15. Click Next. The Select Destination File Format screen appears, as shown in Figure 7.

Figure 7: Select Destination File Format

You must specify the file	e format. Select whether the file is delimited or fixed-field.
<u>S</u> ource :	[db_cra].[dbo].[AgentConnectionDetail]
Destination File Name:	C:\table-backup
	ited. The columns are separated by any character(s). field. Information is aligned into columns of equal width.
File <u>type</u> :	ANSI 📃 🗖 First row has column names
<u>R</u> ow delimiter:	(CR){LF}
<u>C</u> olumn delimiter:	Comma 💽
Text qualifier:	Double Quote {"}

- 16. Select the table you want to export, click the down arrow in the **Source** field.
- 17. Click to select the format, **delimited** or **fixed**.

Note: The default is to create a delimited format file, where commas separate the fields, fields are surrounded by double quotation marks, and row delimiters are carriage returns and line feeds.

18. Click Next. The Save, schedule, and replicate package screen appears, as shown in Figure 8.

Figure 8: Save, Schedule, and Replicate Package

TS Import/Export Wizard	
Save, schedule, and replicate p Specify if you want to save this D schedule the package to be exec	rackage TS package. You may also replicate the data or suted at a later time.
_ When	
🔽 Bun immediately	Use replication to publish destination data
Sched <u>u</u> le DTS package fo	or later execution
Occurs every 1 day(s), at	12:00:00 AM.
Save	C 007/ 0
🔲 <u>S</u> ave DTS Package	 Sull Server Soll Server Meta Data Services
	Structured Storage File
	C ⊻isual Basic File
< <u>B</u>	ack <u>N</u> ext> Cancel Help

- 19. On this screen, choose either **Run immediately** or **Schedule DTS package for later execution**. In this case, select **Run immediately**.
- 20. Click Next. The Completing the DTS Import/Export Wizard screen appears.

Figure 9: Completing the DTS Import/Export Wizard



21. Click Finish.

The **Summary** section displays the summary of choices in the previous steps.

22. Click Next. The Executing Package screen appears and writes the file, as shown in Figure 10.

Figure 10: Executing Package

Execut	ing Package		
	8	- 	
м	icrosoft SQL Server		Flat File
Progre	ess:		
Status	ε		
	Step Name		Status
	Copy Data from AgentConnection[Complete (0)	
			<u>D</u> one

23. If the task is successful, this message appears:

Successfully copied 1 table(s) from Microsoft SQL Server to Flat File.

Figure 11: DTS Import/Export Wizard



You can export data from SQL Server to any format, as long as an OLE DB driver or an ODBC driver exists for the destination.

Related Information

• Technical Support – Cisco Systems

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