

# Export CRS Database Table – Microsoft SQL 2000 Server

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## Introduction

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

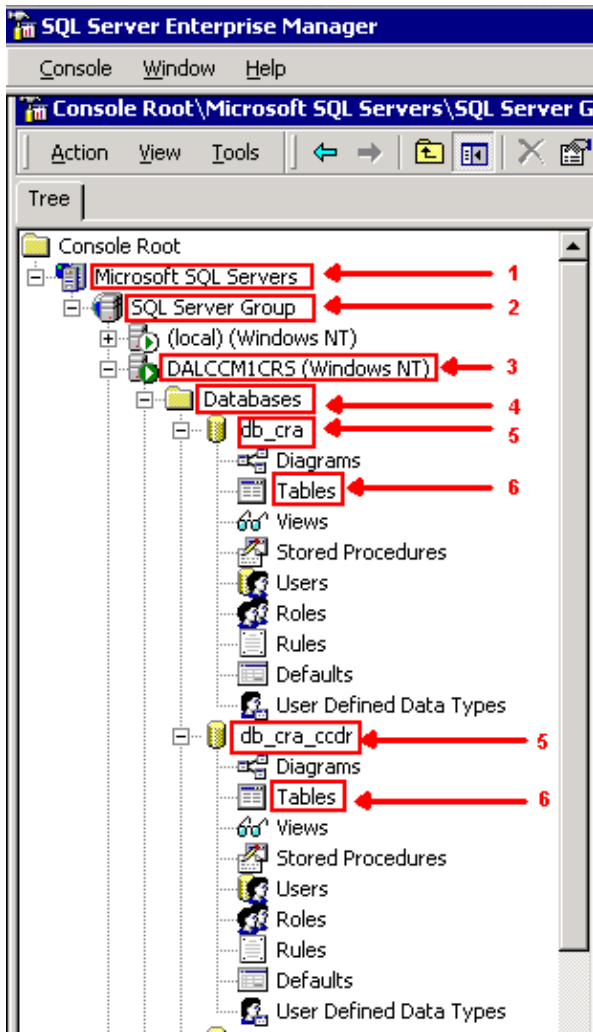
db\_cra\_ccdr contains tables such as, ContactCallDetail.

## 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:

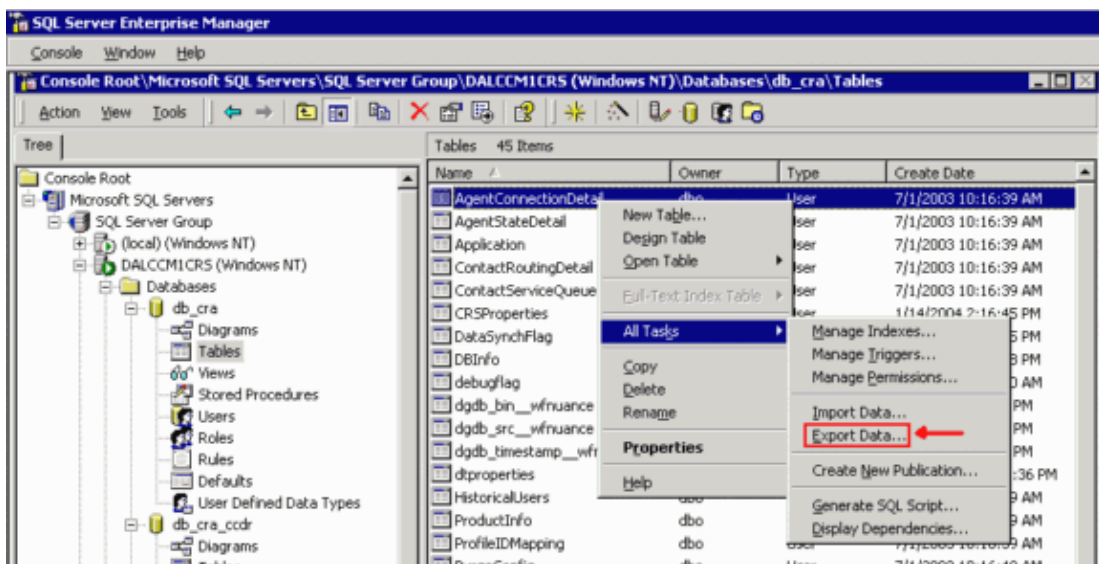
1. Open SQL Server Enterprise Manager by select **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Connect to the server that contains the CRS database.
3. Navigate to the table level for db\_cra and db\_cra\_ccdr in the left pane, as shown in Figure 1, click the +. The numbers in Figure 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**



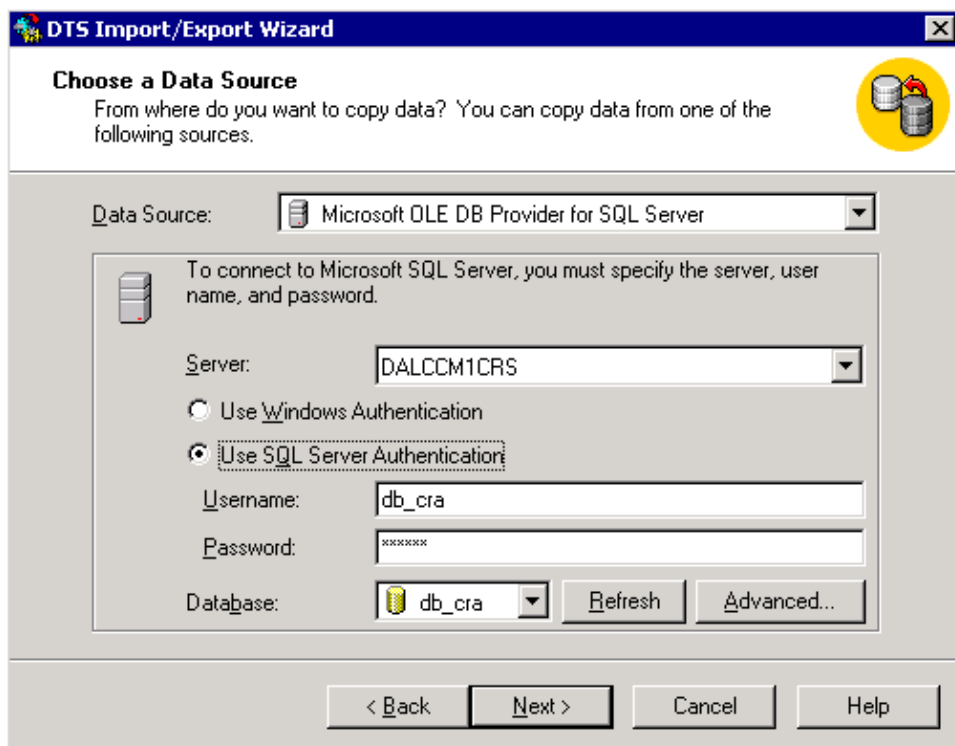
The DTS Import/Export Wizard screen appears as shown in Figure 3.

**Figure 3: DTS Import/Export Wizard**



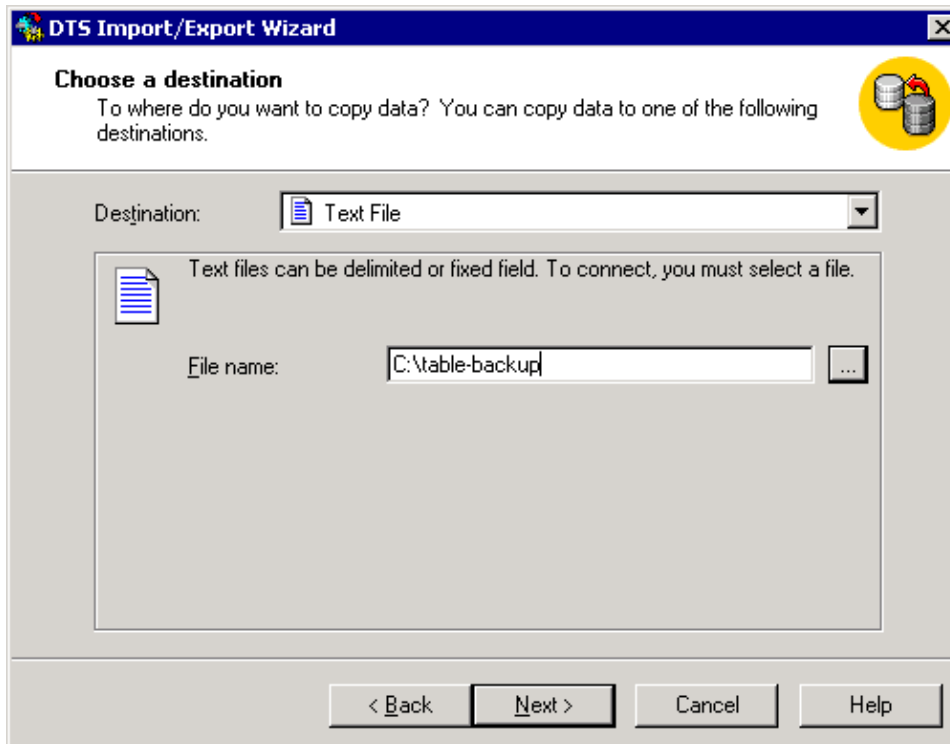
6. Click **Next**. The **Choose a Data Source** screen appears, as shown in Figure 4.

**Figure 4: Choose a Data Source**



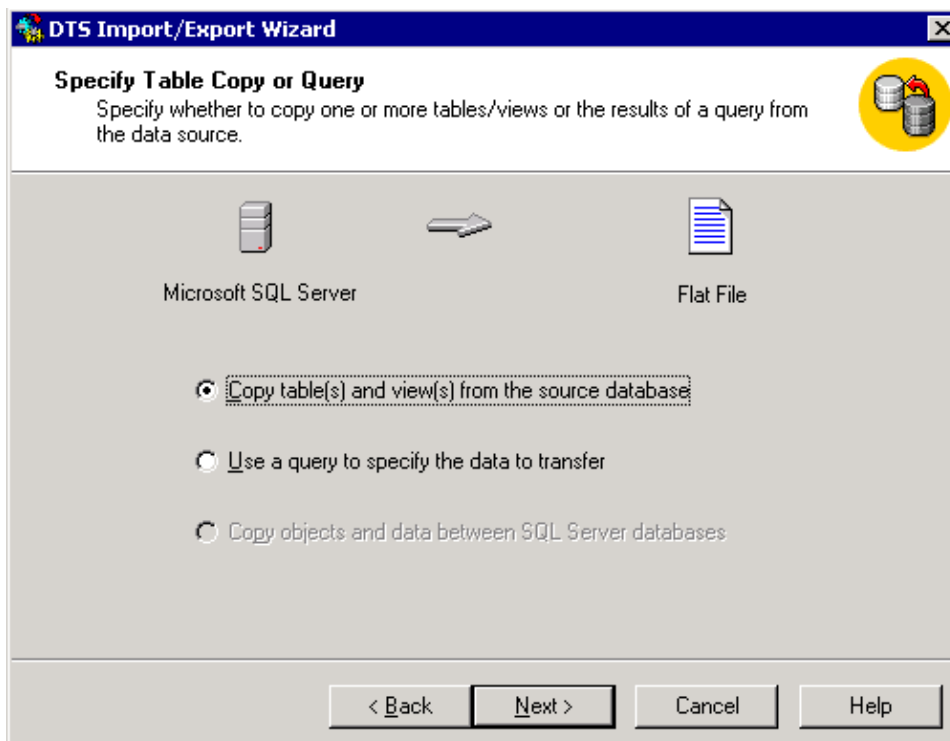
7. Click to select the **Use SQL Server Authentication** radio button.
8. Enter the **Username** and **Password**.
9. Click the down arrow in the **Database** field and select the database you want to use.
10. Click **Next**. The **Choose a Destination** screen appears as shown in Figure 5.

**Figure 5: Choose a Destination**



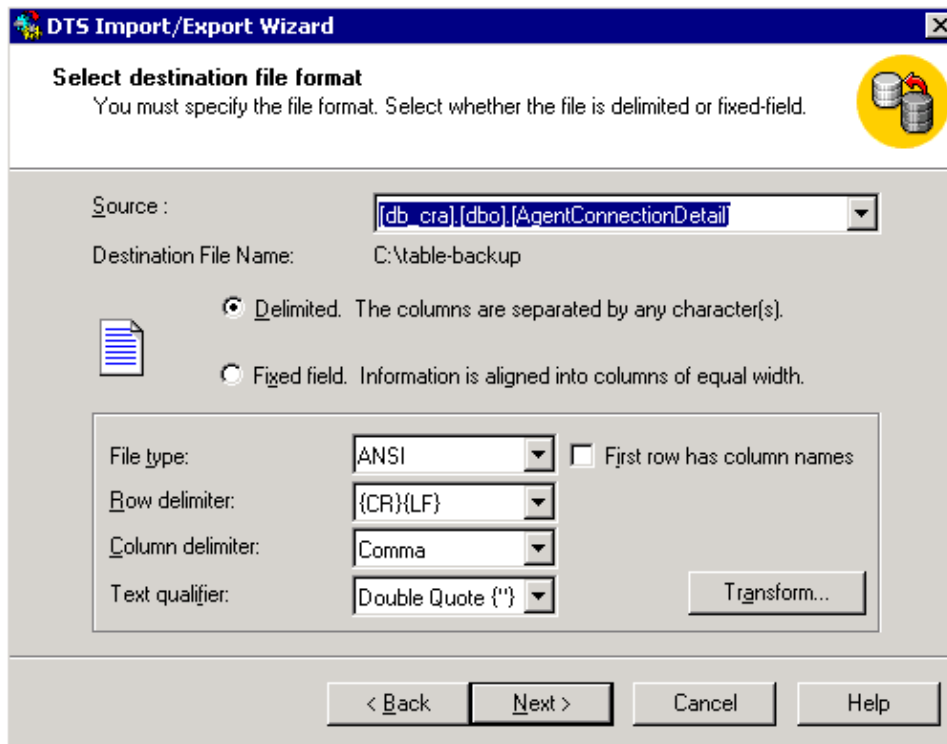
11. In the **Destination** field, select the export data format.
12. Enter the **File name**.
13. Click **Next**. The **Specify Table Copy or Query** screen appears, as shown in Figure 6.

**Figure 6: Specify Table Copy or Query**



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**

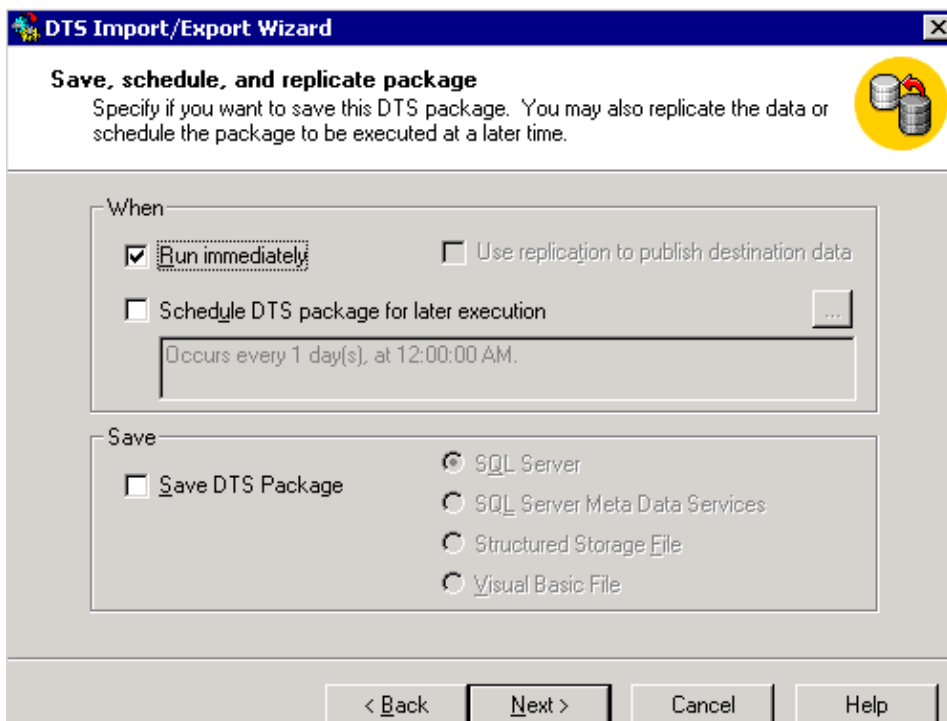


16. Select the table you want to export, click the down arrow in the **Source** field.
17. Click to select the format, **delimited** or **fixed**.

**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.

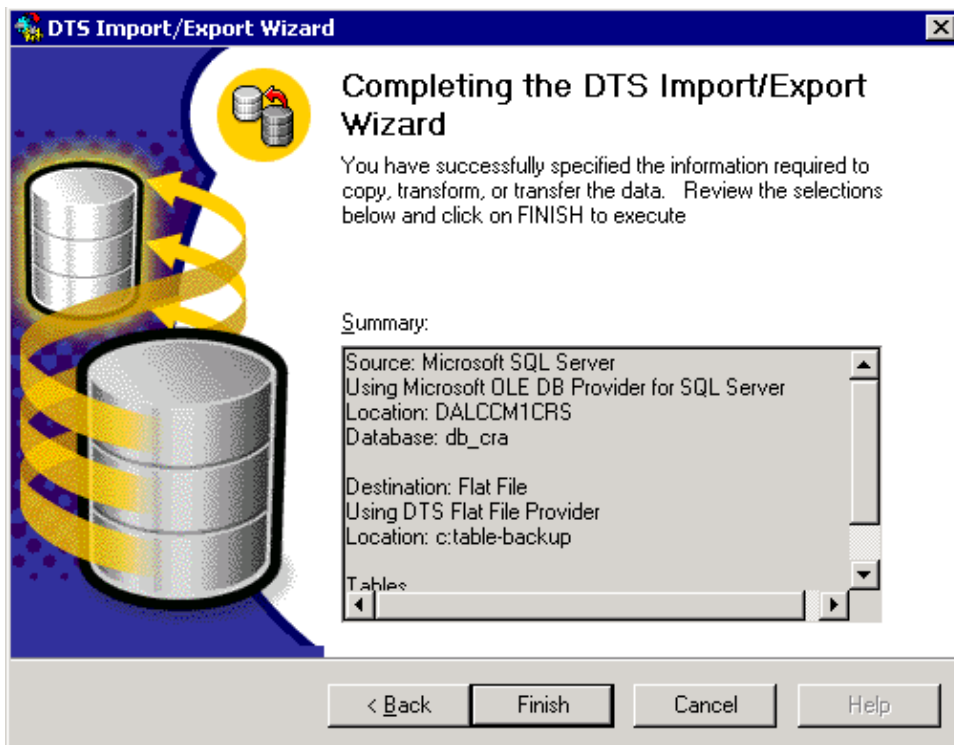
18. Click **Next**. The **Save, schedule, and replicate package** screen appears, as shown in Figure 8.

**Figure 8: Save, Schedule, and Replicate Package**



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**

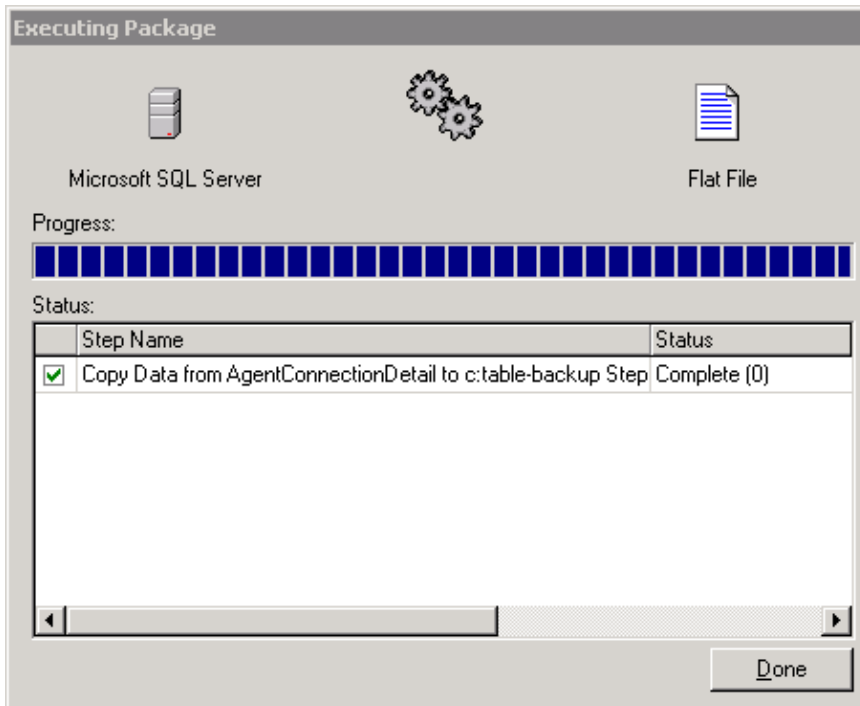


21. Click **Finish**.

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**



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

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