Contents

Installing the DB Connector On-prem Application

Background

The DB Connection tool is a tool that resides in your DMZ and facilitates data exchange between your UCCX Contact Center and your WebEx Contact Center (Hybrid Model). The tool is a secure REST / Web server that each Contact Center (UCCX/WebExCC) will record the customers' journey. This will present a consistent record of details whether calls terminate on-prem or in the cloud.

Architecture
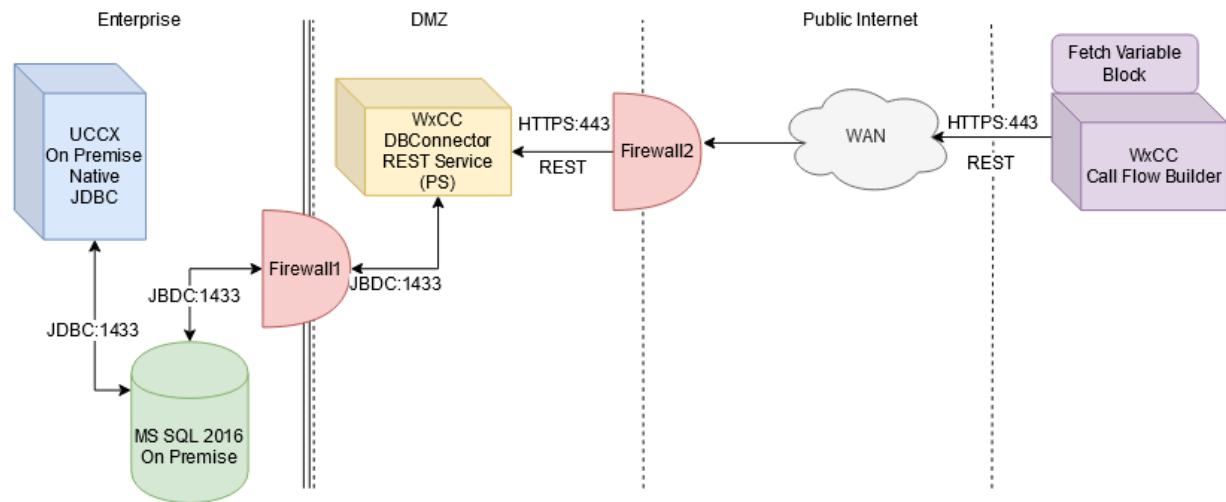
Installation

After you receive the DB Connector application, simply unarchive it into a directory of choice. The tool has a built-in Tomcat server so there is no need to install it into the directory structure of an existing Web server. The following screenshot shows the file.

Directory Screenshot

Name	Date modified	Type	Size
cc	5/20/2020 12:13 PM	File folder	
data	11/12/2020 4:43 AM	File folder	
dir	8/4/2020 5:48 AM	File folder	
logs	11/16/2020 6:05 AM	File folder	
properties	10/8/2020 4:13 AM	File folder	
andy	12/5/2019 12:42 PM	JPG File	4 KB
cc	11/12/2020 9:54 AM	WinRAR ZIP archive	808,574 KB
dbConnector-0.0.1-SNAPSHOT	11/16/2020 10:15 ...	Executable Jar File	226,754 KB
dir	10/27/2020 4:13 AM	WinRAR ZIP archive	30,204 KB

Once you have the .jar file located in the directory of choice, you can now create a .bat file (Windows Only). Below is a simple .bat file that will start the DB Connector.

DB Connector Starting .bat File


```
StartDbConnector - Notepad
File  Edit  Format  View  Help
echo "DB Connector Starting..."
cd C:\inetpub\wwwroot
java -jar .\dbconnector-0.0.1-SNAPSHOT.jar
```

After running the .bat start up file, you should see the following in a command prompt window.

Running the .bat File


```
C:\Windows\system32\cmd.exe                                              —    □    ×

C:\Users\frkicenk\Desktop>echo "DB Connector Starting..."
"DB Connector Starting..."

C:\Users\frkicenk\Desktop>cd C:\inetpub\wwwroot

C:\inetpub\wwwroot>java -jar .\dbconnector-0.0.1-SNAPSHOT.jar


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( ( )\___ | '_ | '_| | '_ \/ _` | \ \ \ \
 \\/  ___)| |_)| | | | | || (_| |  ) ) ) )
  '  |____| .__|_| |_|_| |_\__, | / / / /
 =========|_|==============|___/=/_/_/_/
 :: Spring Boot ::        (v2.3.4.RELEASE)

20201116 10:26:55.778 [main] INFO  c.cisco.app.dbconnector.Application.logStarting - line: 55  Starting Application v0.0
.1-SNAPSHOT on web1 with PID 1860 (C:\inetpub\wwwroot\dbConnector-0.0.1-SNAPSHOT.jar started by frkicenk in C:\inetpub\w
wwroot)
20201116 10:26:55.778 [main] INFO  c.cisco.app.dbconnector.Application.logStartupProfileInfo - line: 651  No active prof
ile set, falling back to default profiles: default
20201116 10:26:58.085 [main] INFO  o.s.b.w.e.tomcat.TomcatWebServer.initialize - line: 108  Tomcat initialized with port
(s): 443 (https)
20201116 10:26:58.100 [main] INFO  o.a.coyote.http11.Http11NioProtocol.log - line: 173  Initializing ProtocolHandler ["h
ttps-jsse-nio-443"]
20201116 10:26:58.100 [main] INFO  o.a.catalina.core.StandardService.log - line: 173  Starting service [Tomcat]
20201116 10:26:58.100 [main] INFO  o.a.catalina.core.StandardEngine.log - line: 173  Starting Servlet engine: [Apache To
mcat/9.0.38]
20201116 10:26:58.956 [main] INFO  org.apache.jasper.servlet.TldScanner.log - line: 173  At least one JAR was scanned fo
r TLDs yet contained no TLDs. Enable debug logging for this logger for a complete list of JARs that were scanned but no
```

DB Connector Administration

Once the connector has started, you can log in and start to build out your Database connection, your EndPoints and authentication properties.

To login, using SSL open a browser and navigate to the following site;

https://<yourServerName/login

To start, the DB Connector will use the WebEx OAuth for authentication. Use your assigned WebEx user email and password.

Cisco Webex

Enter your email address

Email address

Next

Once logged in, you will be presented with the main DB Connector main screen.

Main Screen

dbConnector   Connector Endpoints Grid View Help Support About Logout

Menu Selection

On the main screen page, you can configure the system. You will start with the on-prem database connection and then build Endpoints, and then finally view the data within the database using the Grid View menu item.

Database Configuration

Within this section you will configure the on-prem database.
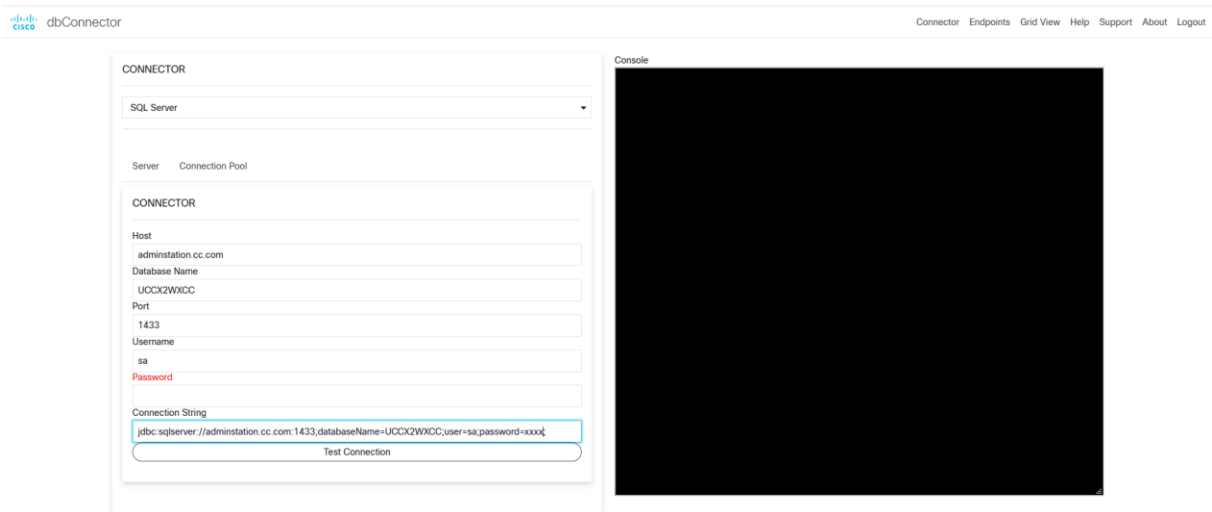
Once you have completed the configuration, click the 'Test Connection' to ensure the dbconnector can successfully communicate with your database. The results of the test will be shown in the console screen to the right of the configuration as shown below;
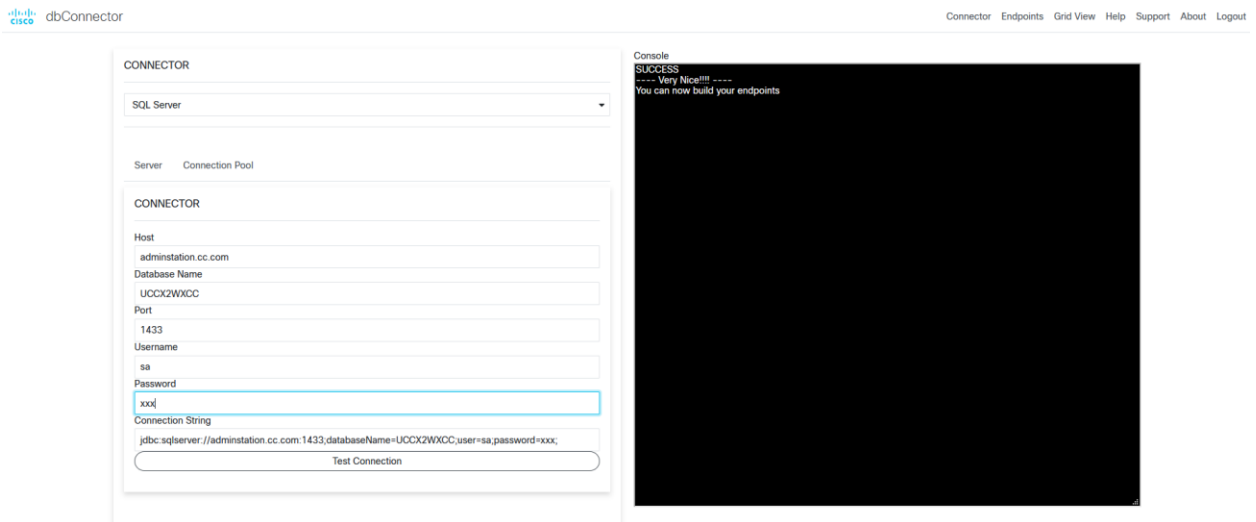
Endpoint Configuration

Once you have successfully configured the database within the application, we now will 'Add' an Endpoint. An Endpoint is a mapping of a REST URL to a particular SQL statement. In the below example we have added an Endpoint and have mapped it to a 'Select * from Agent' SQL statement. Also, if you are creating multiple Endpoints you will want to put a specific Description for each. The system will automatically generate the Endpoint URL with a specific UUID. Once you have created your Endpoint configuration select 'Save and Test Endpoint'. You will see the results within the console screen below. Once it has saved, it will display the Endpoint on the right hand side of the screen.

ENDPOINTS

☐ Basic Authentication is Required

Endpoint

endpoint

/rest/webexcc/9280c139-3318-4103-a9a4-33982f1d8069

Description

UCCX to WXCC Data

[+]	Name	parameters	Value
[-]	ani		4085551212

Query

select * from Agent

Console

Endpoints were loaded.

Save and Test Endpoint

Current Endpoints

add

⊗ /rest/webexcc/9280c139-3318-4103-a9a4-33982f1d8069
    UCCX to WXCC Data

Grid View

Grid View is a convenient way to show the data returned by your Endpoint. You can also use this view within a screen pop in WebEx CC. If you have previously created Endpoints, they will be listed in the dropdown menu item. Simply select the Endpoint you would like to display and the page will automatically display the data.

Select endPoint

Choose...
UCCX to WXCC Data

In the example below we are showing the results of our sample configuration. If you have many rows of data, they will all be shown here. The headings are the 'column' names of your configured database table.

dbConnector

Select endPoint
UCCX to WXCC Data ▾

#	cv4	cv3	firstname	cv5	contactedvia	recordtimestamp	ani	cv2	lastname	cv1
1	null	Re-Route	Tyler	null	UCCX-SanJose	null	4085551212	Chat	Anderson	Home Page