

Table of Contents

<u>Back Up and Restore the WebView Database</u>	1
<u>Document ID: 65165</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Background Information</u>	2
<u>Problem</u>	2
<u>Solution</u>	2
<u>Step 1: Prepare for Recovery</u>	3
<u>Step 2: Perform the Recovery</u>	3
<u>Risks</u>	4
<u>Tips to Check Jaguar User Rights</u>	5
<u>NetPro Discussion Forums – Featured Conversations</u>	7
<u>Related Information</u>	7

Back Up and Restore the WebView Database

Document ID: 65165

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background Information

Problem

Solution

Step 1: Prepare for Recovery

Step 2: Perform the Recovery

Risks

Tips to Check Jaguar User Rights

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

WebView is a web-based tool that enables you to generate reports and monitor call routing scripts in real-time. This document explains how you can manually back up and restore the WebView database (DB) in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco WebView

Components Used

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

- Cisco ICM version 5.0 and later

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 Information

Engineering Specials (ESs) and Service Releases (SRs) of Cisco Intelligent Contact Management (ICM) versions 5.0 and 6.0 do not allow you to change the location of the WebView DB. The only option is to run the setup from the media. The setup program requires you to remove the installed ES and SR, and the process is error-prone. This document describes a method to manually back up and restore the WebView DB.

The secondary WebView DB is designed to achieve these goals:

- Users must be able to access WebView through multiple redundant servers. Except when the WebView DB fails, users must be able to access the same favorites, shared reports and scheduled report definitions from any of those servers. In order to achieve such access in ICM version 5.0, you must have a single WebView DB that a group of WebView Servers share. You can perform the configuration during setup.
- Users must be able to regain access to favorites, shared reports and scheduled report definitions in the event of a WebView DB failure.
- The contact center IT personnel must implement procedures and tools as a standard part of the product in a straightforward and error-free manner.
- In the event of a DB failure, you must be able to manually re-point the primary WebView DB to the secondary WebView DB. However, you must ensure that the process is reliable, and not prone to errors. You can use third party tools that are already available as part of the product.
- In the interval between a WebView DB failure and the completion of a switch to the secondary WebView DB, users must still have access to WebView. However, users cannot access favorites, shared reports and scheduled report definitions until you complete the switch.
- In order to switch to the secondary WebView DB, you can require the availability of a recent backup of the WebView DB.
- WebView DB must reside on the Distributor Admin Workstation (AW).

Problem

Note: This document is applicable only to WebView DB failure, and not for WebView Server failure.

When the WebView DB fails, users can continue to run real time (RT) and historical (HS) reports, and perform ad-hoc reporting. However, users cannot use any WebView functionality that depends on the WebView DB when information goes through any of the WebView Servers. The affected functionality includes:

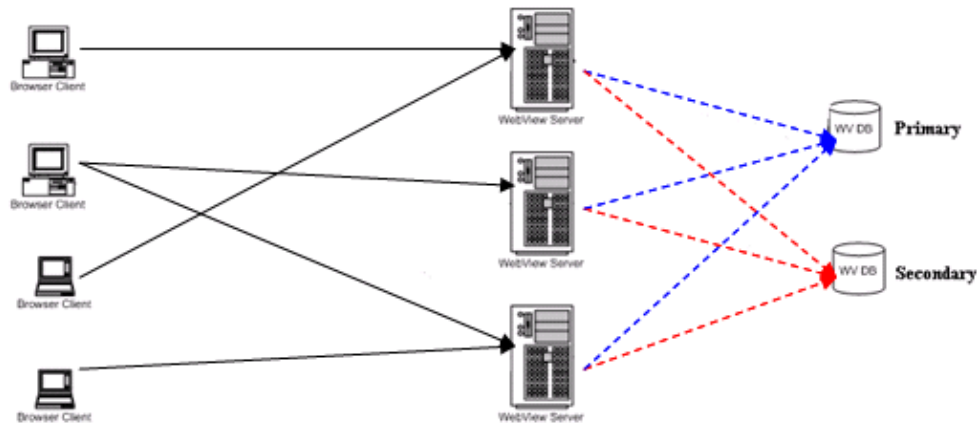
- Saved reports (private and shared)
- Scheduled Reports
- Favorite reports

Solution

The solution is to allow users to use another WebView DB. Manually change the Open DataBase Connectivity (ODBC) DSN to point to a different location for the WebView DB when the current WebView DB is down. When you perform a manual switch to another DB, you need not run the setup again.

Figure 1 shows the recommended topology for the proposed solution.

Figure 1 Topology for the Proposed Solution



Step 1: Prepare for Recovery

First, you need to implement a backup schedule. Complete these steps:

1. Determine and implement a WebView DB backup schedule based on your business requirements.
2. Select a machine or other storage area to back up the WebView DB.
3. Set a schedule frequency that takes into consideration the loss of any data changes since the previous backup. Data changes include addition or deletion of saved reports, favorites and scheduled jobs.

Step 2: Perform the Recovery

Complete these steps:

1. Use SQL Server to restore the latest backup to the new WebView DB on your new or repaired Administrative Workstation (AW).
2. Verify the rights granted to the Jaguar user to access the new WebView DB.

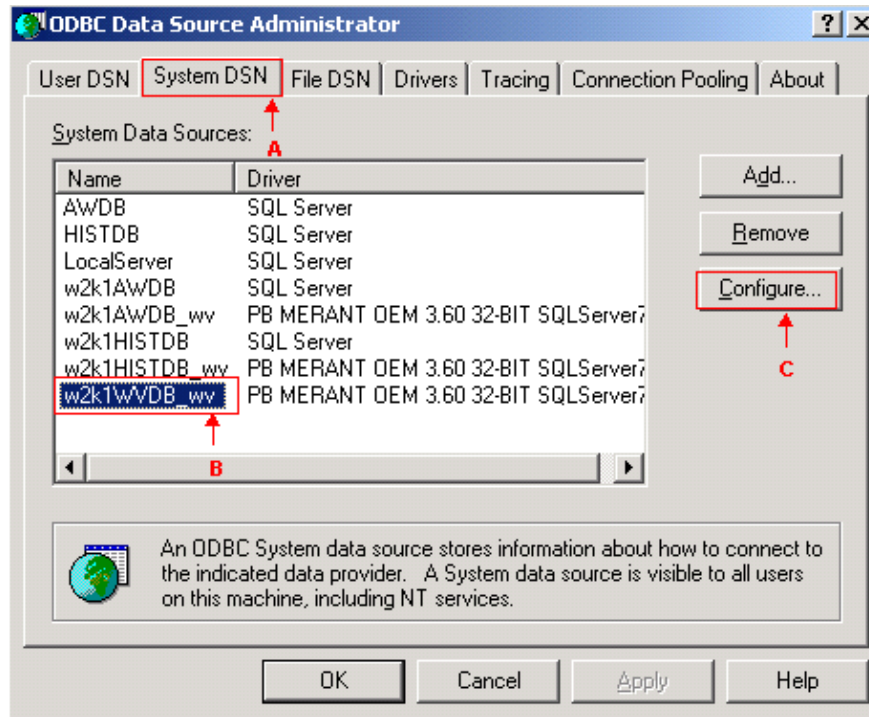
For more information, see the Tips to Check Jaguar User Rights section.

3. Change the ODBC DSN to point to the new WebView DB location. Complete these steps:

- a. Log in as an administrator user.
- b. Go to **Start**→ **Programs** > **Administrative Tools** > **Data Sources (ODBC)**.

The ODBC Data Source Administrator dialog box is displayed:

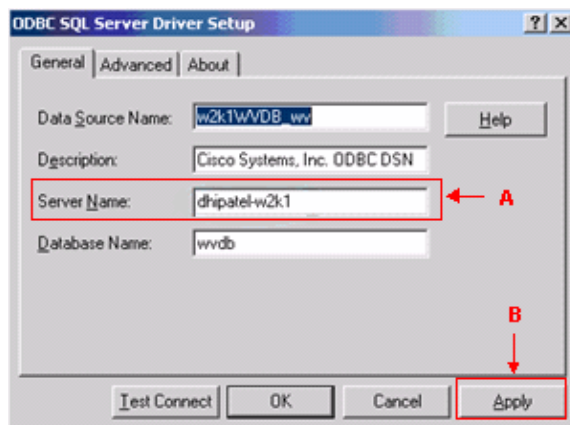
Figure 2 ODBC Data Source Administrator



- c. Click the **System DSN** tab (see arrow A in Figure 2).
- d. Select the ODBC DSN for the WebView DB, which is displayed as *instance name* **WVDB_wv**. In this example, you select w2k1WBDB_wv (see arrow B in Figure 2), where w2k1 represents the instance name.
- e. Click **Configure** (see Arrow C in Figure 2).

The ODBC SQL Server Driver Setup dialog box is displayed:

Figure 3 ODBC SQL Server Driver Setup



- f. Change the server name to point to the new location (see arrow A in Figure 3).
- g. Click **Apply** (see Arrow B in Figure 3).
- h. Test WebView to verify the access to the new WebView DB.

Risks

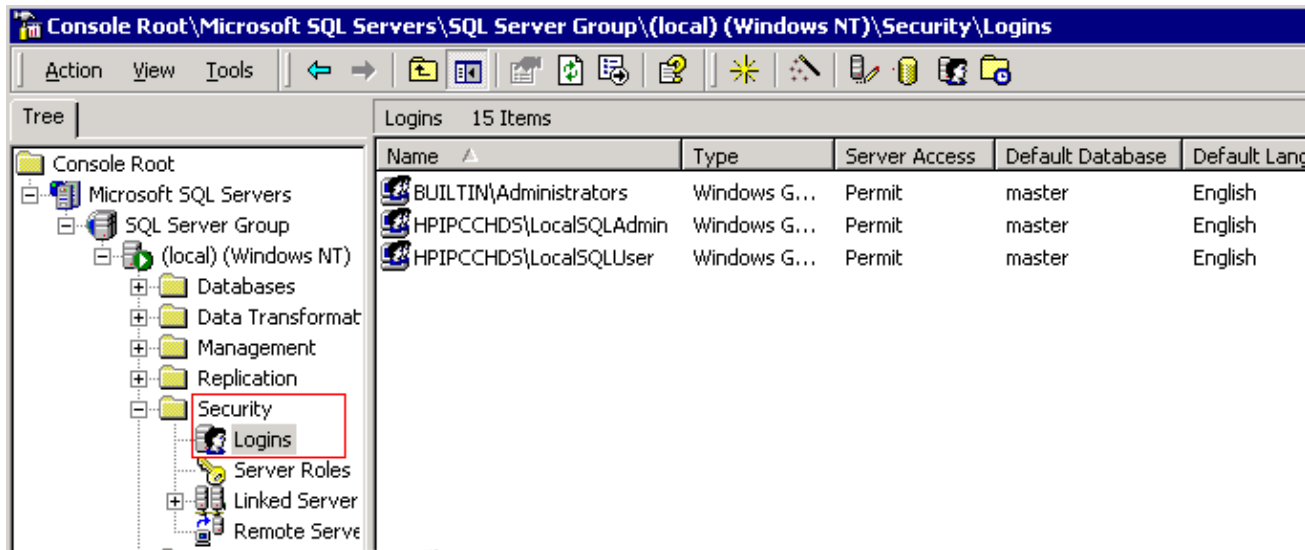
A scheduled report consists of a scheduler job and a saved report. If a saved report corresponding to a scheduler job is lost during restoration of the WebView DB, that particular scheduler job is stranded. In other words, the scheduled report no longer works, but the user cannot delete the report from the scheduler.

Tips to Check Jaguar User Rights

You can verify the rights of the Jaguar user to access the new WebView DB. Complete these steps:

1. Go to **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Click **Security > Logins**.

Figure 4 Select Security > Logins



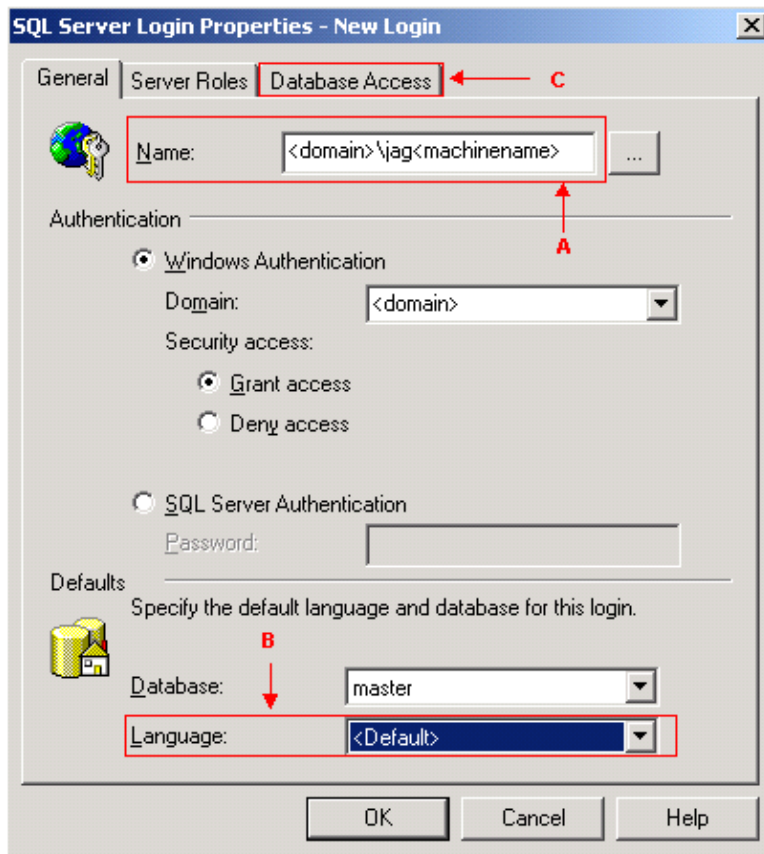
3. Check whether *domain\jagwvmachinename* is listed as a user.

If the Jaguar user does not exist, you must add the Jaguar user manually. Complete these steps:

1. Right-click **Logins**, and select **New Login** from the shortcut menu.

The SQL Server Login Properties – New Login dialog box is displayed:

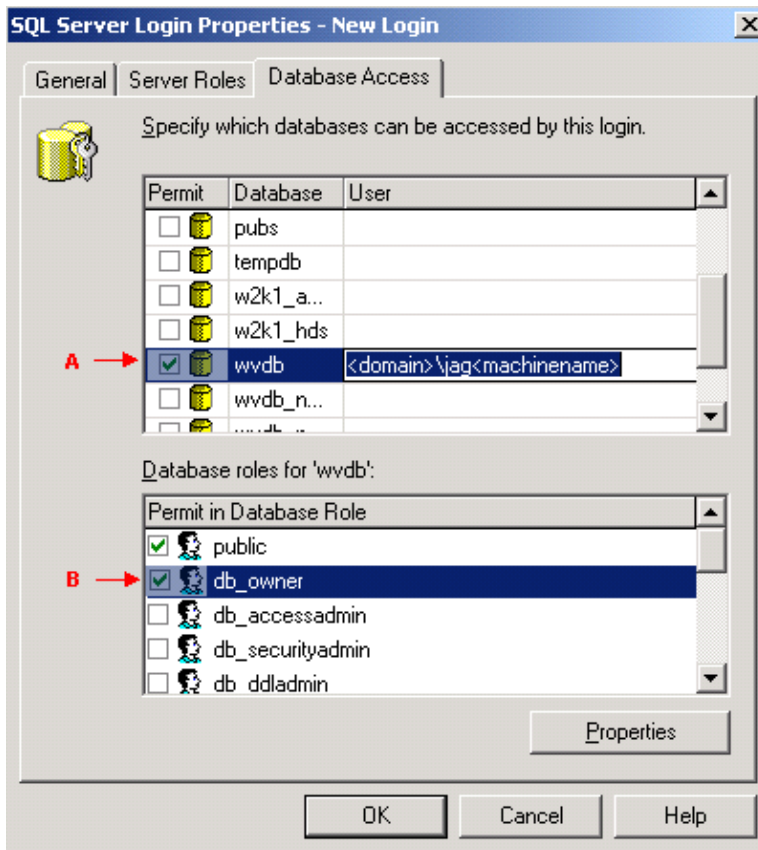
Figure 5 The SQL Server Login Properties – New Login Dialog Box: General Tab



Note: Each WebView Server uses a different Jaguar login account. You need to add a login account for the Jaguar user of each WebView Server.

2. Type *domain\jagwvmachinename* in the Name field (see arrow A in Figure 5).
3. Select the appropriate language from the Language list (see arrow B in Figure 5).
4. Select the **Database Access** tab (see arrow C in Figure 5).

Figure 6 SQL Server Login Properties – New Login: Database Access Tab



5. Check the **wvdb** check box (see arrow A in Figure 6).
6. Check the **db_owner** check box (see arrow B in Figure 6).
7. Click **OK**.

The new Jaguar user is added.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

Related Information

- **Technical Support & Documentation – Cisco Systems**

All contents are Copyright © 1992–2005 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jun 20, 2005

Document ID: 65165