



Cisco Unified E-Mail Interaction Manager

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Tools and Considerations for Users of Cisco E-Mail Manager Option

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Cisco Unified E-Mail Interaction Manager: Tools and Considerations for Users of Cisco E-Mail Manager Option
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Preface

- ▶ [About this guide](#)
- ▶ [Document conventions](#)
- ▶ [Other learning resources](#)

Welcome to Cisco® Unified E-Mail Interaction Manager™ (Unified EIM), a powerful email response management system that enables organizations to handle large volumes of email interactions efficiently and effectively.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

About this guide

This guide, *Cisco Unified E-Mail Interaction Manager: Tools and Considerations for Users of Cisco E-Mail Manager Option*, is intended for users of Cisco E-Mail Manager Option (E-Mail Manager Option) who would like to move to Unified EIM. It describes practices to consider and tools that you can use to make some resources and data from an E-Mail Manager Option implementation available in a Unified EIM implementation.

Not all E-Mail Manager Option data is moved to Unified EIM and the process for moving this data is not entirely automated. You must carefully consult this document and plan which tools and processes you will use to move portions of your data to Unified EIM.

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
<code>Monospace</code>	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.


Document conventions

Other learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
 Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document set

The Cisco Unified Web and E-Mail Interaction Manager documentation is available in the **Documents** folder on the product CD. It includes the following documents:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager System Requirements*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Tools Console User's Guide*

The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html

- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

1 Basics

- ▶ Available tools
- ▶ Planning considerations

This chapter provides an overview of the tools available and the factors to consider while planning to use them.

Available tools

The following two tools are available for migrating the knowledge base objects from CEM to Cisco Unified E-Mail Interaction Manager (Unified EIM) and providing access to the transactional data available in CEM through Unified EIM.

1. **CEM Data Migration Utility:** It provides access to the transactional data available in CEM through Unified EIM. It creates data adapters in Unified EIM, using which agents access the transactional data residing in the CEM database from the Unified EIM Agent Console. For details on data adapters, see the *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*.
2. **CEM Template Import Utility:** This utility imports the four knowledge objects—libraries, templates, attachments, and keywords from the CEM database to the Cisco Unified Web and E-Mail Interaction Manager database. The imported knowledge objects are then available in the Knowledge Base Console of Cisco Unified Web and E-Mail Interaction Manager. CEM data is housed in a department specified by the user at the time of running the utility.

Planning considerations

- ▶ Plan for downtime.
- ▶ Install the Unified EIM system: For details on the installation process, see the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*.
- ▶ Prepare the Unified EIM system: Create workflows, agents, queues etc. in Cisco Unified Web and E-Mail Interaction Manager to handle the email accounts.
- ▶ Keep the CEM DB around for the duration you want the agents to be able to access the customer transactional data.
- ▶ CEM's webview and CIR DB should be maintained for the duration you want to have reporting available on the old customer transactional data.
- ▶ CEM application and UI servers should be kept until the backlog of email that is already in CEM queues and personal queues is handled.
- ▶ You can migrate one POP account at a time or all-at-once.
- ▶ **At downtime:**
 - Stop CEM from retrieving email from the POP server.
 - Run the two utilities - CEM Template Import Utility and CEM Data Migration Utility.
 - Point Unified EIM to retrieve email from the POP server. For details, see *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide* and *Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide*.
- ▶ **After downtime:**
 - Agents should be able to login to CEM to respond to the backlog of emails.

- When agents log in to Unified EIM, they should be able to view customer transactional data using data adapters. For this, you need to make sure that CEM database is available to the Unified EIM installation at all times and can be accessed using JDBC.



Data Migration Utility

- ▶ [About the Data Migration Utility](#)
- ▶ [Creating a connection pool entry for the CEM database](#)
- ▶ [Running the Data Migration Utility](#)

This chapter describes how to use the CEM Data Migration Utility.

About the Data Migration Utility

The Data Migration Utility creates data adapters in Cisco Unified Web and E-Mail Interaction Manager, using which agents are able to view the data related to customer interactions residing in the CEM database from the Cisco Unified Web and E-Mail Interaction Manager Agent Console.

About data adapters

Data related to customer interactions (emails and tasks) resides in the CEM database and is accessible from Cisco Unified Web and E-Mail Interaction Manager through data adapters. The CEM Data Migration utility creates the data access links and usage links in Cisco Unified Web and E-Mail Interaction Manager. Using data usage links, agents access the transactional data residing in the CEM database from the Cisco Unified Web and E-Mail Interaction Manager Agent Console. Only inbound emails can be accessed using the data adapters. The data adapters are created in a department specified by the user at the time of running the utility. The administrators need to give view and execute permissions to the agents, so that they can use the data adapters from the Information pane of the Agent Console. For details on data adapters, see the *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*.

Data access links

The following data access links are created for accessing data from CEM database.

- ▶ **Inbound Messages Query:** The input parameter for this access link is the email ID of the customer. Based on the email ID of the customer, it retrieves all the inbound messages for the customer. The display fields for this data access link are message key, subject, time, comment, and tracking number.
- ▶ **Interaction Messages Query:** The input parameter for this access link is the tracking number. It retrieves all the messages that are part of an interaction; interaction being identified by the tracking number associated with a message. The display fields for this data access link are message key, subject, time, comment, and type.
- ▶ **Comments Query:** The input parameter for this access link is the comment. It retrieves all the comments submitted for a message. The display fields for this data access link are time and comment.
- ▶ **Message Details Query:** The input parameter for this access link is the message key. It retrieves the details for a message. The display fields for this data access link are subject, time, comment, message, to, CC, BCC, and from.

Data usage links

For making the accessed information available for usage in Cisco Unified Web and E-Mail Interaction Manager Agent Console, following usage links are created.

- ▶ **CEM Inbound Messages Query - Display:** This usage link displays the data retrieved by the Inbound Message Query access link.
- ▶ **Interaction Messages Query - Display:** This usage link displays the data retrieved by the Interaction Message Query access link.

- ▶ **Comments Query - Display:** This usage link displays the data retrieved by the Comments Query access link.
- ▶ **Message Details Query - Display:** This usage link displays the data retrieved by the Message Details Query access link.

Creating a connection pool entry for the CEM database

Before running the CEM Data Migration Utility you need to create a connection pool entry for the CEM database.

This section explains the steps for creating a connection pool entry for CEM 5 database. It includes:

1. Encrypting the password of the database user
2. Creating Data Source Name (DSN) entry

Encrypting the password

Before creating a DSN entry, encrypt the password of the database user, which you are going to use to create the DSN entry.

To encrypt the password

- ▶ From DOS prompt, run the command:

```
java -classpath Cisco_EIM_Home\lib\int\egpl_application_server.jar;
Cisco_EIM_Home\lib\int\platform\egpl_tools.jar; Cisco_EIM_Home\lib\ext\platform\gnu-regexp-
1.0.8.jar;Cisco_EIM_Home\lib\ext\platform\xerces.jar;Cisco_EIM_Home\lib\ext\platfo
rm\jaxp.jar com.egain.tools.platform.password.EncryptPasswdsForConnPool
Cisco_EIM_Home password
```

Where:

- *Cisco_EIM_Home*: Name of the Cisco Unified Web and E-Mail Interaction Manager installation directory
- *Password*: Password of the database user

When you run this command, the encrypted password is generated.

Creating DSN entries

To create a new DSN entry

1. Browse to *Cisco_EIM_Home\config\dataaccess* and locate the *egpl_ds_connpool_map.xml* file.
2. Open the file in a text editor.

3. In the partitions list, locate the partition where you want to add the new DSN. Once you find the partition, insert the following lines above the `</partition>` line. If the custom connection pool section already exists, then just add the DSN object information to it.

```
<custom_conn_pool>
<ds name="DS_Name">
<connpool name="DB_Connection_Pool_Name"/>
</ds>
</custom_conn_pool>
```

Where:

- *DS_Name*: Data source name of the CEM 5 database.
- *DB_Connection_Pool_Name*: Connection pool name of the CEM 5 database.

4. Next, search for `</conn_pool_list>` and insert the following connection pool definition before it.

```
<connpool name="DB_Connection_Pool_Name" active="y">
<Type>basic</Type>
<CapacityIncrement>2</CapacityIncrement>
<DriverName>com.microsoft.jdbc.sqlserver.SQLServerDriver</DriverName>
<InitialCapacity>1</InitialCapacity>
<MaxCapacity>30</MaxCapacity>
<User>User_Name</User>
<Password>Encrypted_Password</Password>
<Url>jdbc:microsoft:sqlserver://Server_Name:1433</URL>
<Targets></Targets>
<Vendor>MSSQL</Vendor>
<DriverVendor></DriverVendor>
<TableName>Table_Name</TableName>
</connpool>
```

Where:

- *DB_Connection_Pool_Name*: Name of the connection pool. It should match the name in the partition object.
- *User_Name*: User name of the user who can access the database.
- *Encrypted_Password*: Encrypted password for the user. For details, see the “Encrypting the password” section.
- *URL*: URL to the database sever.
- *Table_Name*: Name of the table, which exists in the database. By validating that this table exists in the database, the system ensures that it is connected to the correct database.

5. Save the file.

Running the Data Migration Utility

The CEM Data Migration Utility creates the data adapters in the specified departments. The CEM Data Migration Utility should be installed after installing Cisco Unified Web and E-Mail Interaction Manager and before starting it. It is installed on the Cisco Unified Web and E-Mail Interaction Manager primary Application Server.

All the Data Migration Utility files are available at: *Cisco_Home\eService\config\cisco\cem*

To run the utility

1. Make the following change in the *Cisco_EIM_Home\eService\config\dataaccess\egpl_ds_connpool_map.xml* file.
 - Add a connection pool entry for CEM 5 database to the file. For details, see “Creating a connection pool entry for the CEM database” on page 13.
2. Make the following change in the *Cisco_EIM_Home\eService\config\cisco\cem\cem5_data_access_links.sql* file.
 - Locate the line `Set @v_dsn = 'CEM5_DB'`, and replace *CEM5_DB* with the DSN created in step 4 (page 14).
 - Next, locate the line `Set @v_dept_name = 'Department_Name'`, and replace *Department_Name* with the name of the department. The data access links are created in the department specified here.
3. Make the following change in the *Cisco_EIM_Home\eService\config\cisco\cem\cem5_data_usage_links.sql* file.
 - Locate the line `Set @v_dept_name = 'Department_Name'`, and replace *Department_Name* with the name of the department. The data usage links are created in the department specified here.
4. Next, on the Cisco Unified Web and E-Mail Interaction Manager Database, run the following command from the command prompt.

```
createCEM5DataAdapters Database_Name Database_Administrator_Username
Database_Administrator_Password Current_Directory_Name Database_Server_Name
```
5. Make the following change in the *Cisco_EIM_Home\eService\bin\platform\start.bat* file.
 - Locate the line `SET CLASSPATH=%JAVA_HOME%\lib\tools.jar`; and add the following line after it.

```
SET CLASSPATH=%CLASSPATH%;Cisco_EIM_Home\lib\
importcemtemplates.jar
```

It would look something like:

```
SET CLASSPATH=%JAVA_HOME%\lib\tools.jar; SET CLASSPATH=%CLASSPATH%;
Cisco_EIM_Home\lib\
importcemtemplates.jar
```
6. Start Cisco Unified Web and E-Mail Interaction Manager.

3 Template Import Utility

- ▶ [About the Template Import Utility](#)
- ▶ [Configuring tag-macro mapping](#)
- ▶ [Configuring the parameters](#)
- ▶ [Running the utility](#)
- ▶ [Viewing import instance details](#)
- ▶ [Accessing migrated data](#)

This chapter describes how to use the CEM Template Import Utility.

About the Template Import Utility

The CEM Template Import Utility migrates the following knowledge objects from CEM to Cisco Unified Web and E-Mail Interaction Manager.

- ▶ Libraries are saved as Knowledge Base folders
- ▶ Templates are saved as Knowledge Base articles
- ▶ Attachments are saved as Attachments
- ▶ Keywords are saved as Keywords

As user data is not being migrated, the access privileges as they exist in CEM are not migrated for the Knowledge Base objects.

It imports templates from the CEM knowledge base as articles in the Cisco Unified Web and E-Mail Interaction Manager Knowledge Base (KB). Grouping of templates based on Libraries is retained by arranging the articles into folder structure, where each folder corresponds to a Library in CEM. Keywords and attachments associated with the templates in CEM are associated as keywords and attachments with corresponding articles in the Cisco Unified Web and E-Mail Interaction Manager KB.

For the three types of templates available in CEM knowledge base, which are public, private, and auto-response, three top level folders are created in the Cisco Unified Web and E-Mail Interaction Manager KB, under the shared content node. These folders are named Public Templates, Private Templates, and Auto-Response Templates.

Knowledge Base articles that correspond to public templates are created under a set of folders under the Public Templates folder. Each folder corresponds to a library in CEM.

Likewise, all articles corresponding to the auto-response templates are added under the Auto-Response Templates folder. As a post-migration step, you can restrict the access to this folder so that only authorized users can access these articles. For more details, see the *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide*.

Under the Private Templates folder, folders are created for each owner of the private templates. Names of the folders are the same as the login names of the template owners. Private templates owned by specific users are added as articles under the folders with the same names as the names of the template owners. Privileges and access control in CEM is not maintained when the private templates are migrated, because the user data is not being migrated.

When the utility is run for the first time, it imports the complete KB from the CEM database to Cisco Unified Web and E-Mail Interaction Manager database. Based on the size of the KB being imported, the utility takes some time to import the data for the first time. It is not possible to stop the import process once it is started, so plan to run the utility accordingly. If any changes are made to the data on the CEM side, or new data is created, the utility can be run again to import the new or updated data. On every subsequent run, only the new or updated data is imported. The objects which have already been imported, and which haven't changed, are ignored. If the objects have been updated in Cisco Unified Web and E-Mail Interaction Manager since the last import, they are overwritten. If objects are deleted from Cisco Unified Web and E-Mail Interaction Manager, they are imported again when the utility is run.

If the CEM templates contain tags, and you want to use them in Cisco Unified Web and E-Mail Interaction Manager, then you need to first create macros in Cisco Unified Web and E-Mail Interaction Manager and map them to tags used in CEM templates. For details on creating macros, see *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*. When the templates are migrated, the tags used in the templates are replaced with the macros to which they are mapped. If tag-macro mapping is not done before importing the articles, the tags show in their original form in Cisco Unified Web and E-Mail Interaction Manager.

Before running the utility, you have to configure the parameters for it. Once configured, they can be changed at any time later. When the utility is running, the progress of the run can be monitored. After the import process completes, you can also view the details of the data imported during each import instance at any point later.

An example of how the CEM Templates Import Utility works

Let us say that CEM has three templates: `Mail Acknowledgment`, `Browsing internet`, and `Downloading ring tones`. Of these templates, first one is an auto-response template, second is a public template, and third is a private template. `Browsing internet` belongs to the `Internet` library. `Downloading ring tones` belongs to the `Miscellaneous` library, and is owned by the user with login name as `jdoe`.

When the CEM Templates Import Utility is run, following objects are created in Cisco Unified Web and E-Mail Interaction Manager.

- ▶ A Public Templates folder is created for all the public templates.
- ▶ A Private Templates folder is created for all the private templates.
- ▶ An Auto-Response Templates folder is created for all the auto-response templates.
- ▶ A folder for the `Internet` library is created under the Public Templates folder.
- ▶ An article for the `Browsing Internet` template is created under the Internet folder.
- ▶ An article for the `Mail Acknowledgment` template is created under the Auto-Response Templates folder.
- ▶ A folder for the login name `jdoe` is created under the Private Templates folder.
- ▶ An article for the `Downloading ring tones` template is created under the `jdoe` folder.

Configuring tag-macro mapping

Before running the utility make sure you configure tag-macro mapping. For the tags used in the CEM templates you need to create corresponding macros in Cisco Unified Web and E-Mail Interaction Manager. Then, you need to add the list in the format `tag=macro` in the `TagToMacro.mapping` file, located at `Cisco_EIM_Home\config\cisco\cem\upgrade`. If tag-macro mapping is not done before importing the articles, the tokens show in their original form in Cisco Unified Web and E-Mail Interaction Manager.

To map tags to macros

1. First, create a list of tags used in CEM templates.
2. Then, create corresponding macros in Cisco Unified Web and E-Mail Interaction Manager. For details see, *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*.

3. Then, browse to `Cisco_EIM_Home\config\cisco\cem\upgrade`, and open the `TagToMacro.mapping` file through a text editor.
4. Add a list of tags and corresponding macros in the format `tag = macro`, and save the changes.

When you run the CEM Template Import Utility, all the tags used in the templates are replaced with the mapped macros.

Configuring the parameters

When Cisco Unified E-Mail Interaction Manager is installed, a file is created at `Cisco_EIM_Home\config\cisco\cem\upgrade\cem5toService7.config`. This file contains the details of the configuration parameters for the CEM Template Import utility. If this file doesn't exist, you can't run the utility. Whenever any change is made in the configuration parameters, you need to upload the changes in the `cem5toService7.config` file.

Before you can run the utility, you need to configure some of the parameters.

To configure the parameters

1. Open a web browser and type `http://Host_Name:Port_Number/system/web/view/utils/cisco/cem/import.jsp`, where *Host_Name* and *Port_Number* are the host name and port number of the Cisco Unified Web and E-Mail Interaction Manager primary Application Server.

The CEM Template Import Utility page that opens, shows the details of the configuration parameters summary of all the import tasks run by users in the past. Before running the utility, you need to configure the parameters. If the configuration file for the utility doesn't exist, an error message is shown. You need to load the file to be able to configure the parameters, and then, run the utility.

2. To change the parameters, click **Change Configuration**.
3. On the CEM Template Import Configuration Parameters page, provide the following details.
 - **CEM database user:** User name required to connect to the CEM database.
 - **Debug flag (true/false):** The debug flag controls the granularity of generated log messages. To turn on the debug flag, provide the value as **True**.
 - **File containing tag-macro mappings:** Provide the path to the file that contains the tag-macro mappings.
 - **CEM database password:** Password of the CEM database user.
 - **Language identifier:** ID of the language to be used for creating articles in Cisco Unified Web and E-Mail Interaction Manager.
 - **JDBC driver used for connecting to CEM:** Fully qualified class name of the JDBC driver to be used to connect to CEM.
 - **Service7 database password:** Password of the Cisco Unified Web and E-Mail Interaction Manager database user.
 - **Connection string used for CEM database:** JDBC connection string to be used for the CEM database.

- **Service7 user ID for importing templates:** User ID of the Cisco Unified Web and E-Mail Interaction Manager user to be used for creating KB objects in Cisco Unified Web and E-Mail Interaction Manager. User with this ID should exist in Cisco Unified Web and E-Mail Interaction Manager.
- **Location of logs:** Location where the logs are generated for the import process. Each time the import utility is used, a new log file is generated.
- **Connection string used for Service7 database:** JDBC connection string to be used for the Cisco Unified Web and E-Mail Interaction Manager database.
- **JDBC driver used for connecting to Service7:** Fully qualified class name of the JDBC driver to be used to connect to Cisco Unified Web and E-Mail Interaction Manager.
- **Service7 database username:** User name required to connect to the Cisco Unified Web and E-Mail Interaction Manager database.
- **Identifier of department where templates get imported:** Department ID of the department where the imported KB objects should be created.
- **SQL queries for reading CEM data:** Location of the SQL queries used for reading data from the CEM database.

CEM Templates Import Configuration Parameters [Main Page](#)

Configuration location:

I:\eService\config\cisco\cem\upgrade\cem5ToService7.config [Reload](#)

Configuration parameters:

Parameter	Value
CEM database user	sa
Debug flag (true/false)	true
File containing tag-macro mappings	C:\Cisco_EIM_Home\config\cisco\cem\upgrade\TagToMacro
CEM database password	jeGActiveDBNov7
Language identifier	4
JDBC driver used for connecting to CEM	com.microsoft.jdbc.sqlserver.SQLServerDriver
Service7 database password	jeGActiveDBNov7
Connection string used for CEM database	jdbc:microsoft:sqlserver://374:1433;databasename=ce
Service7 user id for importing templates	12
Location of logs	D:\cisco\Logs
Connection string used for Service7 database	jdbc:microsoft:sqlserver://374:1433
JDBC driver used for connecting to Service7	com.microsoft.jdbc.sqlserver.SQLServerDriver
Service7 database username	jeGActiveDBNov7
Identifier of department where templates get imported	999
SQL queries for reading CEM data	D:\cisco\CEMmigration

[Save Configuration](#)

Configure the parameters

4. After configuring the parameters, click **Save Configuration**.
5. Then, click **Reload** to upload the new configuration parameters to the `cem5toService7.config` file.

Running the utility

Before running the utility, configure the various parameters for the utility. For details, see “Configuring the parameters” on page 19. Also, make sure that during the import process, Cisco Unified Web and E-Mail Interaction Manager is running.

This utility can be run multiple times. Every time the utility is run, a log file is generated and stored at the location specified in the configuration parameters. In case an error occurs during the import process, you can view the logs to see what went wrong.

It is not possible to stop the import process once it is started.

To run the utility

1. Open a web browser and type `http://Host_Name:Port_Number/system/web/view/Utils/cisco/cem/import.jsp`, where *Host_Name* and *Port_Number* are the host name and port number of the Cisco Unified Web and E-Mail Interaction Manager primary Application Server.
2. On the CEM Template Import Utility page, provide a description for the import instance and click the **Import templates** link.

CEM Templates Import Utility

Configuration parameters (I:\eService\config\cisco\cem\upgrade\cem5ToService7.config): [Change Configuration](#)

Parameter	Value
CEM database user	sa
Debug flag (true/false)	true
File containing tag-macro mappings	Cisco_EIM_Home\config\cisco\cem\upgrade\TagToMacro.mapping
CEM database password	eGActiveDBNov7
Language identifier	4
JDBC driver used for connecting to CEM	com.microsoft.jdbc.sqlserver.SQLServerDriver
Service7 database password	eGActiveDBNov7
Connection string used for CEM database	jdbc:microsoft:sqlserver://374:1433;datasource=cem78db1
Service7 user id for importing templates	12
Location of logs	D:\cisco\Logs
Connection string used for Service7 database	jdbc:microsoft:sqlserver://374:1433
JDBC driver used for connecting to Service7	com.microsoft.jdbc.sqlserver.SQLServerDriver
Service7 database password	eGActiveDBNov7
Identifier of department where templates get imported	999
SQL queries for reading CEM data	D:\cisco\CEMmigration

Provide description and click button to start importing CEM templates.

Description: [Import task run on Thu Mar 01 16:57:40 GMT 2007] [Import Templates](#)

Previous instances of CEM data imports:

Time of import	Description	Database URL	Details
2007-02-08 17:42:11.2	Import task run on Thu Feb 08 17:42:05 GMT 2007	jdbc:microsoft:sqlserver://374:1433;datasource=cem78db1:sa	Details
2007-02-08 17:32:24.3	Import task run on Thu Feb 08 17:32:15 GMT 2007	jdbc:microsoft:sqlserver://374:1433;datasource=cem78db1:sa	Details
2007-02-08 17:25:39.07	Import task run on Thu Feb 08 17:23:29 GMT 2007	jdbc:microsoft:sqlserver://374:1433;datasource=cem78db1:sa	Details

Click the Import templates link

Once the import process starts, you can monitor its progress. On completion of the import, you can view the result of the import process.

Viewing import instance details

After the import process completes, you can also view the details of the data imported during each import instance, at any point later.

To view the import instance details

1. Open the web browser and type `http://Host_Name:Port_Number/system/web/view/utils/cisco/cem/import.jsp`, where *Host_Name* and *Port_Number* are the host name and port number of the Cisco Unified Web and E-Mail Interaction Manager primary Application Server.

On the CEM Template Import Utility page, in the Previous instances of CEM data imports section you can view the list of previous instances, if you have already run the utility.

2. To view the details of any instance, click the **Details** button against the name of the instance. You can view the following details of the migrated objects.
 - **Object type:** Object type can be **Folder** or **Article**.
 - **CEM identifier:** ID of the object in CEM database.
 - **Service7 Identifier:** ID of the object in Cisco Unified Web and E-Mail Interaction Manager database.
 - **Friendly Name:** Name of the object in Cisco Unified Web and E-Mail Interaction Manager and CEM.
 - **Event type:** Event type can be one of the following.
 - **Created:** If the object was imported for the first time.
 - **Ignored:** If the object was imported earlier, and it has not changed since the last import.
 - **Updated:** If the object was imported earlier, but it has changed since the last import.
 - **Failed:** If the import of the object fails.
 - **Description:** Reason of failure, if the import process fails.

CEM Templates Import Task Details

Migrated Objects:

[Main Page](#)

Object Type	CEM Identifier	Service7 Identifier	Friendly Name	Event Type	Description
Folder	Auto Response Templates	2211	Auto Response Templates	ignored	
Article	96c93fadd194ece849f1be6d422e1f	1219	sd	ignored	
Folder	Public Templates	2209	Public Templates	ignored	
Folder	Private Templates	2210	Private Templates	ignored	
Article	4e2987609dd343df0f3c16738b5d619	1217	personal_temp	ignored	
Folder	gen1	2213	gen1	ignored	
Article	8a093d4b20ff4bee850653c60b19a2f6	1216	sdf	ignored	
Article	fe17877ae1f44b5693052384afb9a300	1220	!aut_resp_temp	ignored	
Article	sjainManualKey	1221	!mynewarticle	created	
Folder	a	2212	!a	ignored	
Article	83cbc47cf3314175865ed62d7c1e8891	1216	temp	ignored	

View the import instance details

Accessing migrated data

After the migration from CEM to Cisco Interaction Manager is completed, an agent can log in to the Agent Console and access the data usage links and the migrated knowledge base articles. From the Links section of the Information pane, the data usage links can be accessed to view a list of all the messages from CEM database that are related to the customer. And, the knowledge base articles can be accessed from the Knowledge Base section

of the Information pane. These Knowledge Base articles can be used while responding to customers. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Agent Console User's Guide*.