How to resynchronize configuration data in ICON database with Configuration Database on demand

Benefits

Warnings and Caveats

To perform data resynchronisation, use only an Interaction Concentrator application that is dedicated to handling configuration data; that is, use the Interaction Concentrator application with the role option set to cfg.

If any other roles are configured for this Interaction Concentrator application, it does not perform resynchronization, but generates the following Standard-level log event:

```
09-20010 Configuration error. Class [CGCfgManager] : 'start-cfg-sync' changed from 0 to 1.
Request for resynchronization discarded, Role is incorrect, role must be "cfg" only
```

If you do not have a separate Interaction Concentrator application to process configuration data in your current environment, create such an application with the role configuration option set to cfg. Configure this new application to write the configuration data to the same IDB where the configuration data has been written before. Change the value of the role configuration option to exclude cfg for any other Interaction Concentrator applications in your environment that store data to the same IDB. For more information on deploying an ICON application for this particular purpose, see Deployment Procedure for this hot fix. (See also Recommendation per ER# 179616008.)

If you are using Genesys Info Mart, you must upgrade to Genesys Info Mart hot fix release 7.5.003.13 before starting data resynchronization.

Preparation

- If you are restoring data from a backup Configuration Database (after your primary Configuration Database is corrupted, for example), follow this order of actions:

1.
    1. Restore the Configuration Database from a backup. (See Recommendation per ER# 177170954.)
    2. Restart Interaction Concentrator.
    3. Perform resynchronization of configuration data in IDB as described below.

Consider changing the Configuration Server operation mode to Read-only for the time period during which data resynchronization is performed.

Steps to Implement

1. Verify that the ICON application with the configuration option role=cfg is started.
2. In Configuration Manager, set the start-cfg-sync option value from **-1** to **0** in the Application Properties window of this ICON application.
3. Click OK in the option properties window.
4. Click Apply in the ICON Application Properties window to enable this setting.
5. Change the option value to **1**.
6. Click OK in the option properties window.
7. Click Apply in the ICON Application Properties window to enable this new setting.

Verification of Results

When ICON retrieves from Configuration Server all the data necessary for resynchronization, ICON generates the following Standard-level log event:

```
09-25017 Configuration objects are reloaded in IDB
```

If you are using downstream reporting applications that use Interaction Concentrator as their data source, do the following to verify that the data in IDB is ready before you start your ETL engine for the first time after the resynchronization process:

1. Check ICON logs for log event 09-25017, Configuration objects are reloaded in IDB.
2. Execute the following SQL statement against IDB:

```
select eventid from G_SYNC_CONTROL where providertag = 5
```

If the above statement returns no records or $eventID = 0$, the resynchronization is still in progress.

If the above statement returns a non-zero value of $eventID$, the resynchronization is completed, and it is safe to run your ETL engine.

Rollback/Recovery Procedure

Environment

Supplemental Information

start-cfg-sync
Default Value: -1
Valid Values:

-1	No action is performed on ICON side.
0	- At startup, no action is performed on ICON side. - At runtime, ICON treats this value as a prerequisite for upcoming data resynchronization.
1	- At startup, no action is performed on ICON side. - When the value changes from 0 to 1 during ICON run time, ICON starts the data resynchronization between Configuration Database and IDB.

Changes Take Effect: Immediately

Knova Id: 21371

Related Articles Interaction Concentrator 7.5 Release Note

PureConnect Problem Category

PureConnect Patch Release

Attachment

Attachment

Attachment

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