



Dynamic Routing 3.2 Import/Export Tool Guide

IMPORTANT

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This document contains information on how to use the Import/Export Tool

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Chapter 1: Introduction

The Dynamic Routing Import/Export Tool, also known as IET, is used to export configuration data from Dynamic Routing (typically from one server), and import data (to another server). IET facilitates the transfer of configuration data across different environments (e.g. lab to production).

IET uses the Dynamic Routing Admin REST API to transfer the data. The full implementation of this API, was delivered with Dynamic Routing 3.2.

All Dynamic Routing entities are supported, except Users, Roles, and System Properties.

Chapter 2: Installation

Dynamic Routing Import/Export Tool has the following prerequisites:

- Java 1.8
- Connection to Dynamic Routing System (s) 3.2 or higher

In order to install the Dynamic Routing Import/Export Tool proceed with the following actions, as root user:

Unpack the [import-export-tool-xxx.zip](#) file , where xxx – is the current product version.

1. `cd import-export-tool-xxx`
2. `chmod +x install.sh`
3. run `./install.sh` and agree with the installation
4. after the software is successfully installed, run `dr3impexp` with command
`service dr3impexp start`
4.1 (optional) `chkconfig dr3impexp on` in order to enable Import/Export Tool to run on system startup
5. proceed to <http://system-ip-address:8080/>

The following page means that Dynamic Routing Import/Export Tool is installed successfully and is ready to work:

The screenshot shows the web interface for the Dynamic Routing Import/Export Tool. At the top, there is a header with the AVAYA logo and the text 'Dynamic Routing Import/Export Tool'. Below the header, the interface is split into two panels. The left panel, titled 'Source Dynamic Routing System', contains three input fields: 'IP address' (with a placeholder 'xxx.xxx.xxx.xxx'), 'Login', and 'Password'. Below these fields is a 'Fetch' button. The right panel, titled 'Target Dynamic Routing System', also contains three input fields: 'IP address' (with a placeholder 'xxx.xxx.xxx.xxx'), 'Login', and 'Password'. Below these fields is an 'Import' button.

Chapter 3: Configuration Export

In order to export configuration from Dynamic Routing, the following actions are required:

1. Enter credentials on the Source Dynamic Routing System panel

The screenshot shows the 'Dynamic Routing Import/Export Tool' interface. It is divided into two main panels: 'Source Dynamic Routing System' and 'Target Dynamic Routing System'. The 'Source' panel has fields for 'IP address' (192.168.209.231), 'Login' (dradmin), and 'Password' (masked with dots), along with a 'Fetch' button. The 'Target' panel has fields for 'IP address' (XXX.XXX.XXX.XXX), 'Login', and 'Password', along with an 'Import' button.

2. Click the Fetch button and wait for Fetched Configuration Tree to appear
3. Select the needed entities and click the Export button

The screenshot shows the 'Fetched configuration' window. It features a search bar with 'Clear' and 'Search for...' buttons, and 'Select all' and 'Deselect all' buttons. Below is a tree view of configuration entities. The 'Lookup Tables' entity is selected and highlighted in blue. Other entities include Segmentation Tables (test2, test-without-lookup, Strategy Settings (testSST, test-wo-rule, new-sst), test, CableTV), Timetables, Decision Functions, Strategy Scripts, Strategy Settings, Agent Groups, Services, ACDS, Company, Location, Applications, and Global Properties. At the bottom, there are 'Export' and 'Transfer' buttons.

4. Save the exported configuration to a file

Note:

- All exported data is saved in JSON format (unique to the IET, not identical to the DR3 JSON format). ***Manual data modification of this file can lead to errors during import!***
- The entities referred to by the selected entities are also exported

Strategy Settings Export

Strategy Settings can be assigned directly to a Segmentation Table or can be created separately through the Strategy Settings menu in Routing Admin. All Strategy Settings assigned to a Segmentation Table are presented under the associated Segmentation Table entity in the Fetched Configuration Tree. Strategy Settings not assigned to a Segmentation Table are presented under the Strategy Settings section in the Fetched Configuration Tree.

Chapter 4: Configuration Import

In order to import configuration to Dynamic Routing the following actions are required:

1. Enter credentials on the Target Dynamic Routing System panel

The screenshot shows the 'Dynamic Routing Import/Export Tool' interface. It is divided into two main panels: 'Source Dynamic Routing System' and 'Target Dynamic Routing System'. The 'Source' panel has input fields for 'IP address' (placeholder: 'xxx.xxx.xxx.xxx'), 'Login', and 'Password', with a 'Fetch' button below. The 'Target' panel has input fields for 'IP address' (value: '192.168.114.195'), 'Login' (value: 'dradmin'), and 'Password' (masked with dots), with an 'Import' button below.

2. Click the Import button.
3. Click Select file to select the Dynamic Routing Import/Export Tool export file
4. Click the Import button to proceed
5. Import operation progress will be shown. If any of data in the export file matches data in the Target Dynamic Routing System, the conflict resolution window will be shown:

Conflict Resolution

Conflict entities were found during import operation.

Following entities already exist on Target Dynamic Routing System.

Please resolve conflicts choosing appropriate action and press "Resolve" button to continue.

The 'Conflicts' window displays a list of entities with their resolution status and actions. At the top right, there are 'Skip all' and 'Override all' buttons. The list contains two entries: 'Company' with a status of 'Resolution action required' and 'Location' with a status of 'Conflicts will be overridden'. Each entry has 'Skip' and 'Override' buttons.

Entity	Status	Resolution Options
Company	Resolution action required	Skip, Override
Location	Conflicts will be overridden	Skip, Override

Buttons:

If no conflicts were found – the configuration will be imported to the Target Dynamic Routing system.

Conflict Resolution

If any of the entities in the export file already exists in the Target System – the conflict resolution window will appear. The Conflict can be resolved by selecting:

- **Override**

The Entity on the Target System will be overridden by the one in the export configuration file

- **Skip**

The Entity will not be overridden

Entity Range Selection

In order to resolve a range of entities of one type at once, do the following actions:

1. Expand the Entity Type Panel
2. Set checkboxes for entities you would like to resolve
3. Click the Skip selected/Override selected button to resolve the selected range of entities

Conflict Resolution

Conflict entities were found during import operation.

Following entities already exist on Target Dynamic Routing System.

Please resolve conflicts choosing appropriate action and press "Resolve" button to continue.

Conflicts Skip all Override all

Company Resolution action required Skip Override

<input checked="" type="checkbox"/> Accenture	Override
<input checked="" type="checkbox"/> Alive	Override
<input checked="" type="checkbox"/> Blue	Skip
<input type="checkbox"/> Teleperformance	None

Skip selected Override selected

Location Conflicts will be overridden Skip Override

Abort Resolve

Global Properties Import

Overriding an existing Global Property is allowed, but please note that this action can possibly lead to major issues on the Dynamic Routing system and result in inconsistent data for the entities, that are using non-default values for the Global Property, especially in cases where the following fields were modified :

- Variable Type
- Validators (Min/Max Length, Option list etc.)

Please do this operation **prudently**.

Decision Function and Strategy Script Import

Decision Functions and Strategy Scripts in LIVE status cannot be overridden directly; a new version for this entity should be provided instead. If a new version is provided, the new version of the entity will be put in LIVE status and the previous version will become DEPRECATED automatically.

Conflict Resolution

Entity conflicts were found during import operation.

Following entities already exist on Target Dynamic Routing System.

Please resolve conflicts choosing appropriate action and press "Resolve" button to continue.

Conflicts Skip all Override all

Decision Functions Resolution action required Skip Override

Some of the following entities are in "LIVE" status and cannot be overridden without updating the version. Please fill "new version" field accordingly in order to override the entity.

CS_Post

<input type="checkbox"/> v4	<input type="text" value="v5"/>	Override ▾
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DataQuery

<input type="checkbox"/> v5	<input type="text" value="v5"/>	Override ▾
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Skip selected Override selected

Abort Resolve

In order to override a Decision Function or Strategy Script in LIVE status, select the Override action and fill in the new version field. The field becomes red-framed if the version provided already exists.

Rollback

If an error happens during import – the operation will be rolled back.

Note:

- Rollback is not guaranteed in cases of network outage or sudden Dynamic Routing Import/Export Tool or Dynamic Routing server shutdown.
- Global Properties cannot be rolled back.

Import Backup

In order to save data consistency in emergency cases (power outage, network connection loss, etc.) the target data is backed up to a file created during the process of import/transfer. These files can be found in the Import/Export Tool home directory under the [/backup](#) path.

The Backup folder contains a folder for each Dynamic Routing system an import was made to. That folder is named with the Dynamic Routing system IP Address and includes the Target system file backups and import file backups, for the last 60 days.

The Target backup file and import file are created with the same date and time, as when the import was performed

Note: even if the import file had a different name during import – it will be backed up with the name “import” and the current date and time.

All files older than 60 days will be cleared out of the backup automatically.

Error Logs

A log is kept in a file, with date and time, so it is clear when the import was attempted. Log contains information about operation progress, imported entities and errors stack trace.

The log file can be found in the Import/Export Tool home directory under the [/logs](#) path.

Chapter 5: Configuration Transfer

In order to transfer configuration from the Source Dynamic Routing System to the Target Dynamic Routing System the following actions are required:

1. Enter the Source Dynamic Routing System credentials and click the «Fetch» button. The Configuration Tree panel will appear.
2. Enter the Target Dynamic Routing System credentials.
3. Select the entities for export and click the Transfer button.
4. Refer to the Configuration Import section for next actions.