

UCCX Informix database users and...



[ioverton](#) 6 posts since Nov 4, 2009

UCCX Informix database users and permissions Mar 19, 2014 12:35 PM

All,

My customer has the following question:

Do you know which account will allow access tables: RtICDStatistics, RtCSQsSummary, and TextContactDetail

Also what is the difference in permissions for the predefined accounts; Wallboard, Recording SFTP, Workforce, Historical Reporting, and System Call Tracking Tool. What are each accounts' permission, limitation and usage?

Thanks,

Irwin Overton

NCE, Cisco Systems, Inc.



Employee [kevmoore](#) 62 posts since Nov 11, 2009

Re: UCCX Informix database users and permissions Mar 19, 2014 1:48 PM

Irwin,

The 'uccxwallboard' user has SELECT privileges for both RT tables, the 'uccxhruser' has SELECT privileges to the same as well as the TextContactDetail table.

The primary difference between each DB user is scope of SELECT privileges to the tables within the database and EXECUTE privileges to the Stored Procedures (Functions) used by the Historical Reports. Historical Reporting user's privileges are the broadest, and the Wallboard and Workforce users are limited to the data these types of applications would typically require; the RT tables with the former and the Resource, Team, and Supervisor tables for the latter. The other 2 users you note are not DB users. One is used for exporting CAD-based recordings, the other for RTMT.

Hope this helps.

Kevin



[ioverton](#) 6 posts since Nov 4, 2009

Re: UCCX Informix database users and permissions Mar 19, 2014 3:39 PM

in response to [kevmoore](#)

One follow up question:

UCCX Informix database users and...

Is there any way to set up a custom Informix database user for UCCx and specify exactly what tables the user has access to?



Employee [kevmoore](#) 62 posts since Nov 11, 2009

Re: UCCX Informix database users and permissions Mar 20, 2014 5:55 AM

 in response to [ioverton](#)

Not that I am aware of. Can you expand on the use case?

There could be other options.


Thanks.

Kevin



[ioverton](#) 6 posts since Nov 4, 2009

Re: UCCX Informix database users and permissions Mar 20, 2014 12:52 PM

 in response to [kevmoore](#)

Use case is as follows:

My customer has a third-party developing an application that extracts information from the UCCx database. My customer wants to restrict what tables the developers have access to. We initially gave them access to the RT tables by setting up the ODBC connection with the wallboard user name. They have come back to us and said the RT tables are not enough. So now we are trying to find out if we can create a custom user with specific table rights or are we limited to using the pre-configured users and rights that came with UCCX (like hrcuser).