



# SAS<sup>®</sup> Customer Experience Analytics

## \*\* 6.1 Hot Fix 1 \*\*

The primary focus of this hot fix release is to provide a solution for customers who are currently running SAS Customer Experience Analytics 6.1.

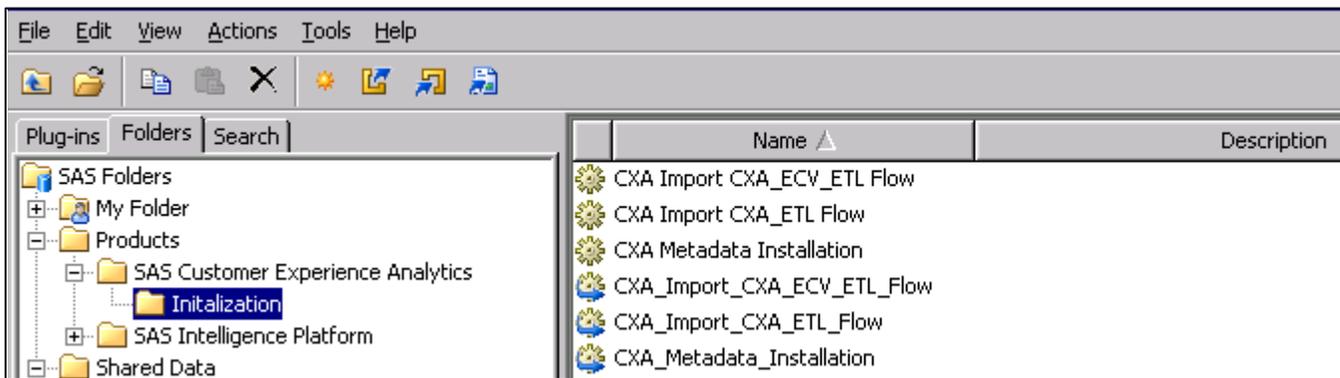
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## Prerequisites

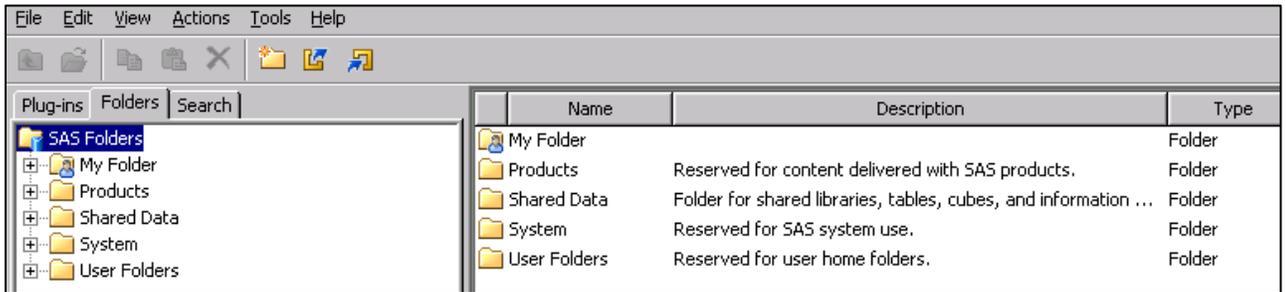
- Connect to SAS Server and launch SAS Management Console.
- Go to the products folder and verify the **SAS Customer Experience Analytics** folder.

If the folder exists and contains the jobs shown in the following image, then SAS Customer Experience Analytics is configured	Refer to <a href="#">CXA Server Update</a> (When CXA folder exists)
If the folder does not exist that means SAS Customer Experience Analytics is NOT configured	Refer to Chapter 3 - Configuring SAS Customer Experience Analytics in the CXA Administrator's Guide

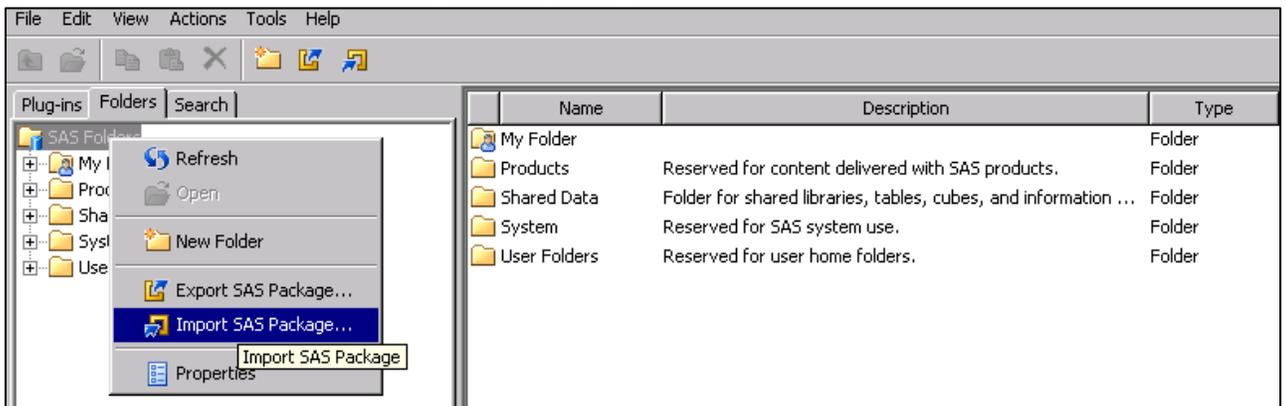


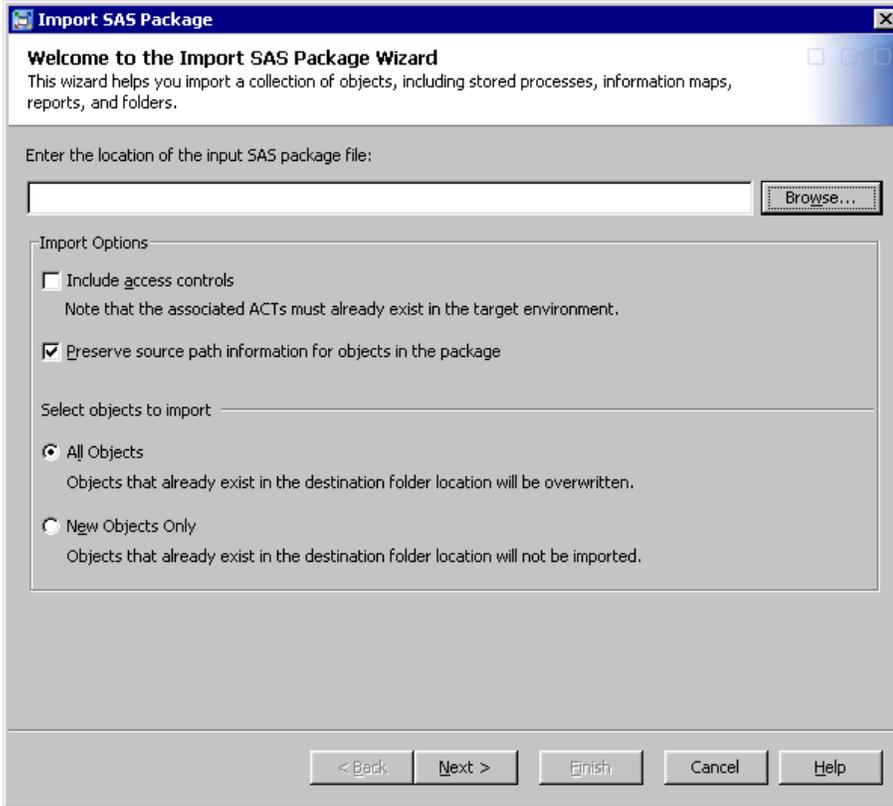
## CXA Server Update

1. Connect to SAS server and launch SAS Management Console.
2. Login to SAS Management Console using SAS Administrator and select **folders** tab.

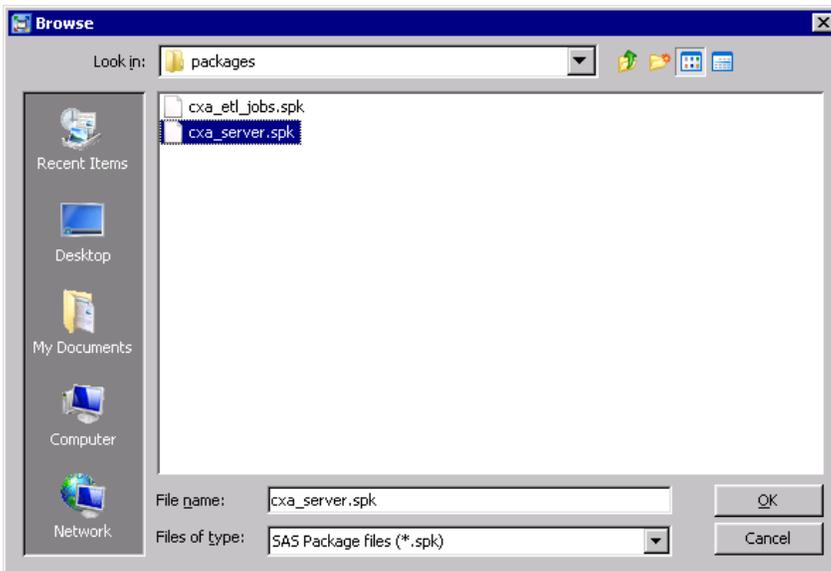


3. Right-click **SAS Folders** and select **Import SAS package**.

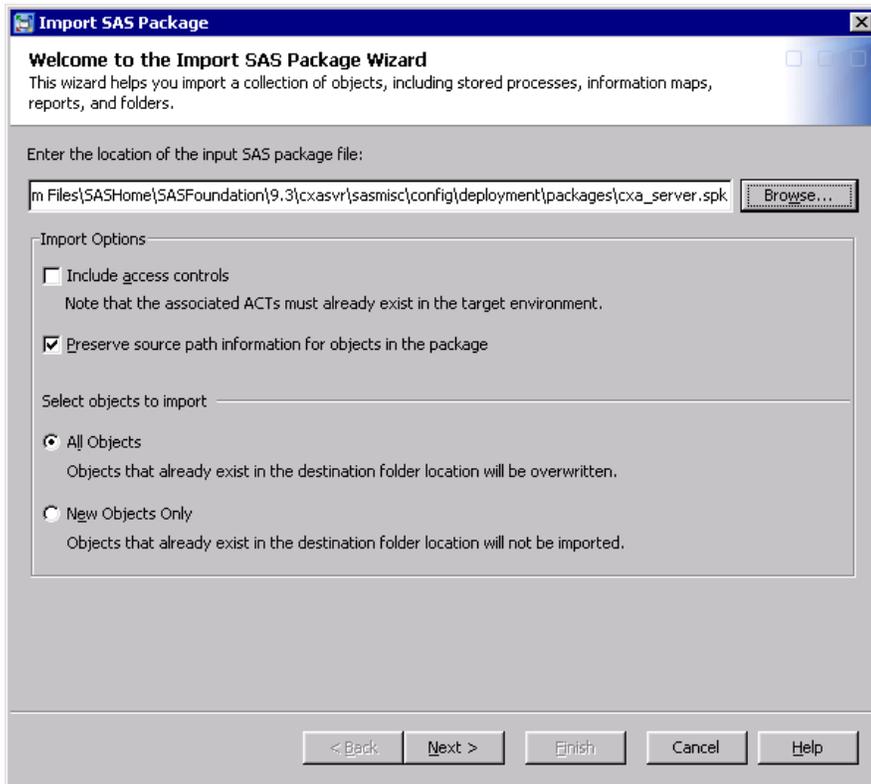




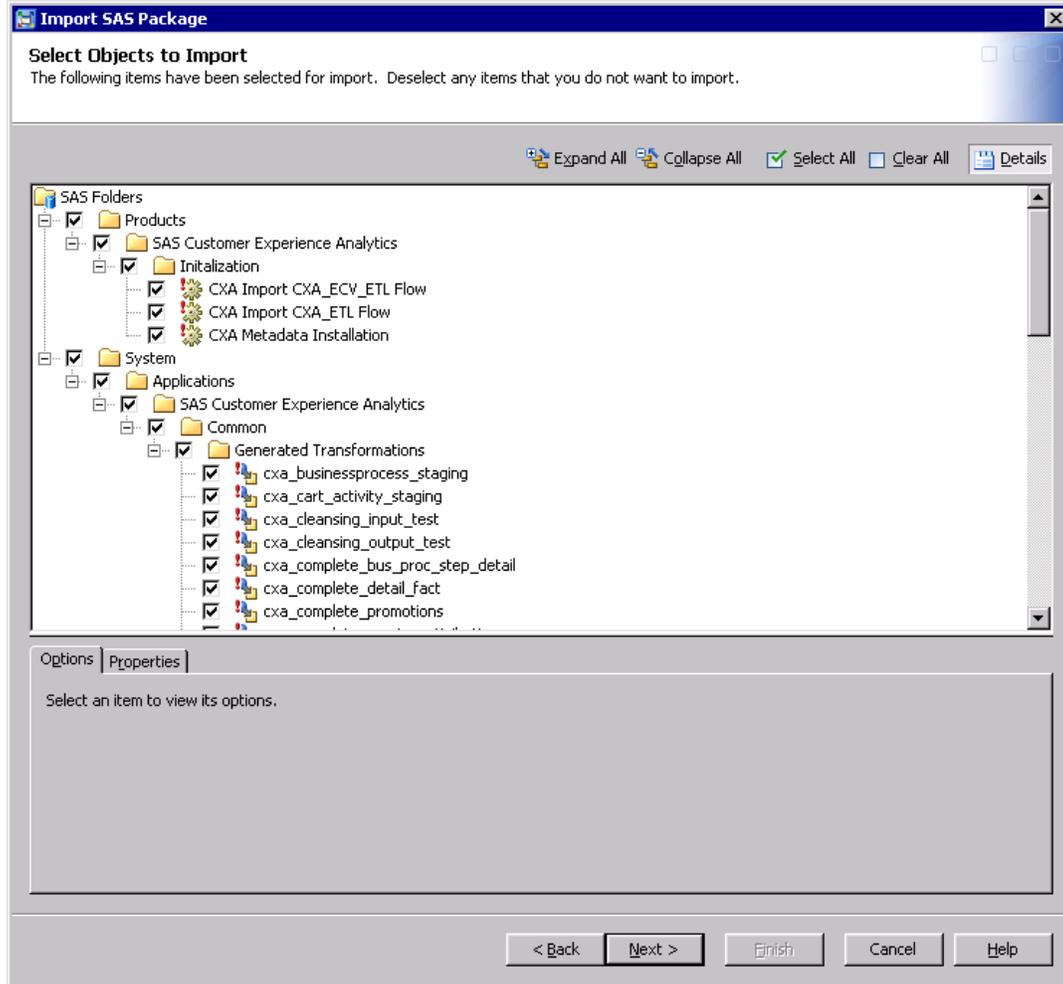
4. Select **Preserve source path information for objects in the package**.
5. Select **All Objects**.
6. Click **Browse** and select **cx\_a\_server.spk** sas package file from the following path:  
**Windows** - !SASROOT\cxasvr\sasmisc\config\deployment\packages  
**Unix** - !SASROOT/misc/cxasvr/config/deployment/packages



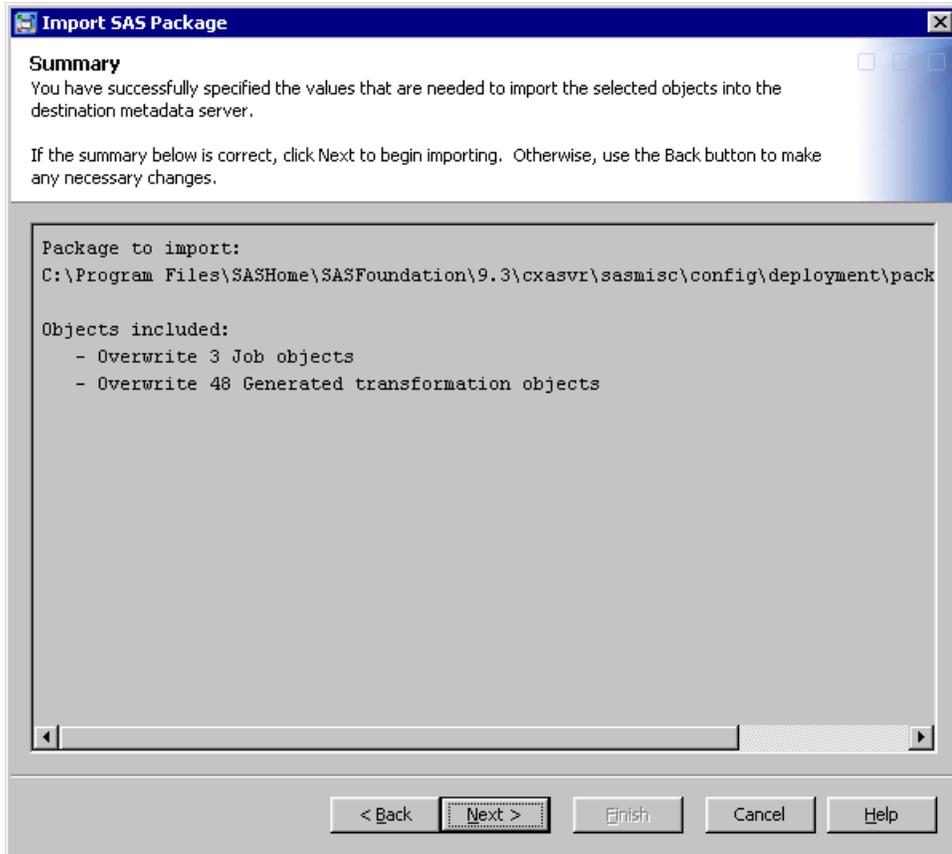
7. Click **OK**.



8. Click **Next**.



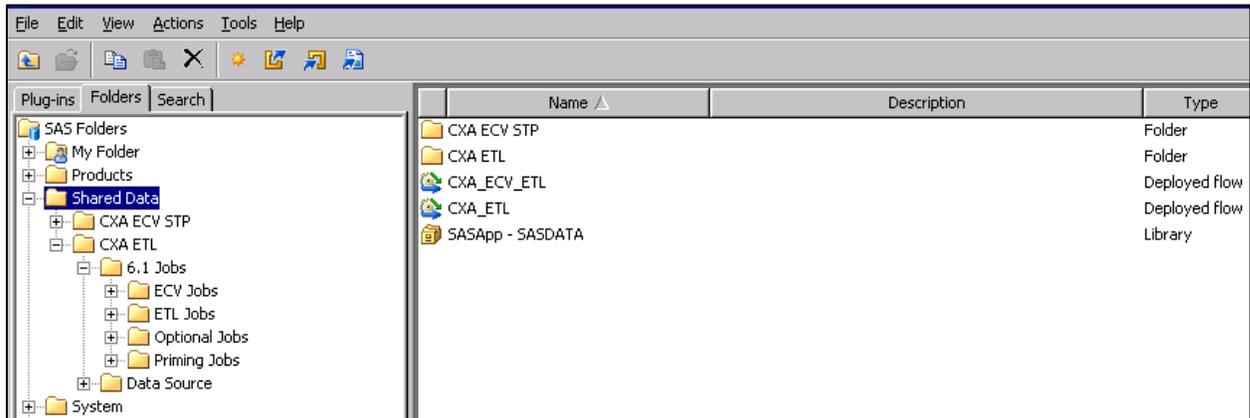
9. Click **Next**.



10. Click **Next** to import the objects.
11. Check the log and verify if import is successful.

## Verify CXA ETL Jobs Installation

1. In SAS Management Console go to Shared Data folder and check if CXA ETL folder exists as shown in the following image.



If the folder exists, then it shows that CXA ETL is installed with MY SQL as the source database.

If you want to continue using MY SQL as source database	Refer to <a href="#">CXA ETL Jobs Update</a>
If you want to use Oracle as source database instead of already configured MY SQL source	Refer to <a href="#">Remove Existing MY SQL Configuration</a>

## Remove Existing MY SQL Configuration

If you want to use Oracle as source database instead of already configured MY SQL source, then you have to remove MY SQL configuration by using the following steps:

1. Delete the following job flows (CXA\_ETL & CXA\_ECV\_ETL) from the Shared Data folder.
2. Delete the deployed jobs.
3. Delete CXA ETL folder from the Shared Data folder.

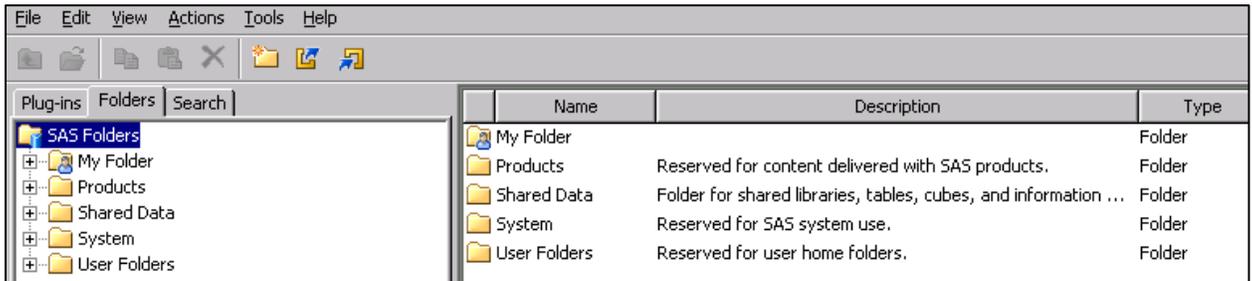
After you perform these steps, refer to the Chapter 3 - Configuring SAS Customer Experience Analytics in the CXA Administrator's Guide and skip the CXA 6.1 Hotfix 1 post-installation instructions.

**Note:** CXA Administrator's Guide does not have instructions to create Oracle source library. You can create the Oracle source library by following the Oracle target library creation instructions in the CXA Administrator's Guide.

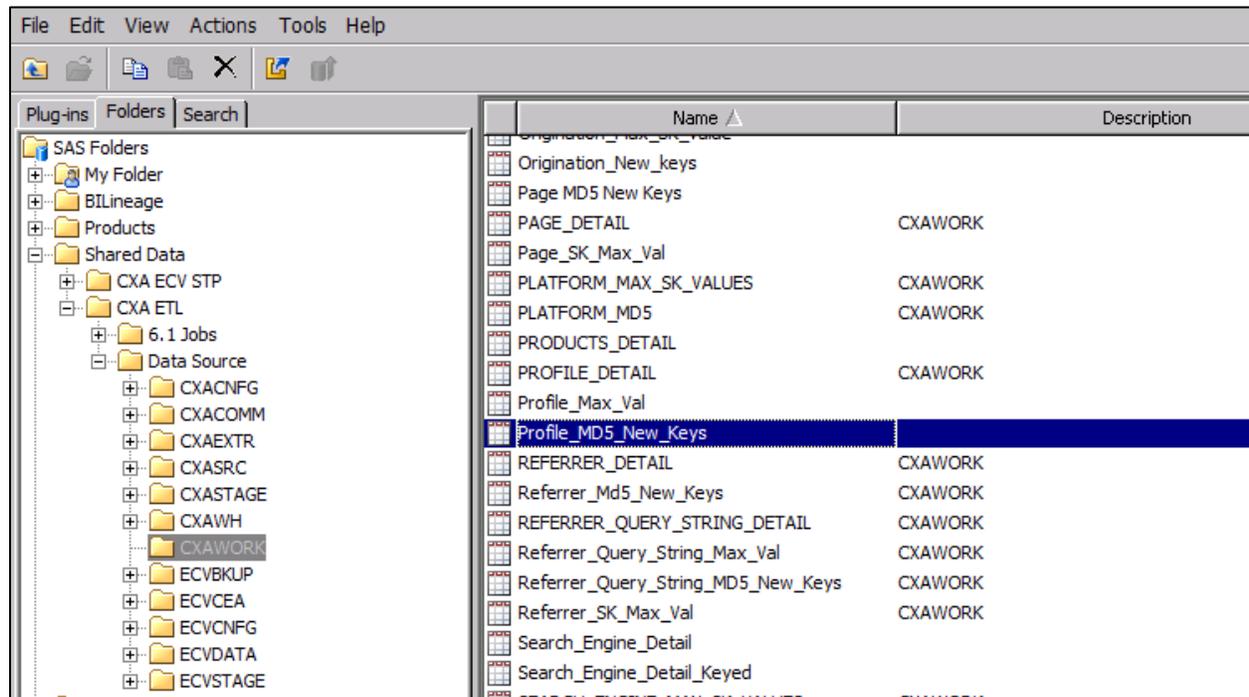
## CXA ETL Jobs Update

### Import ETL Jobs

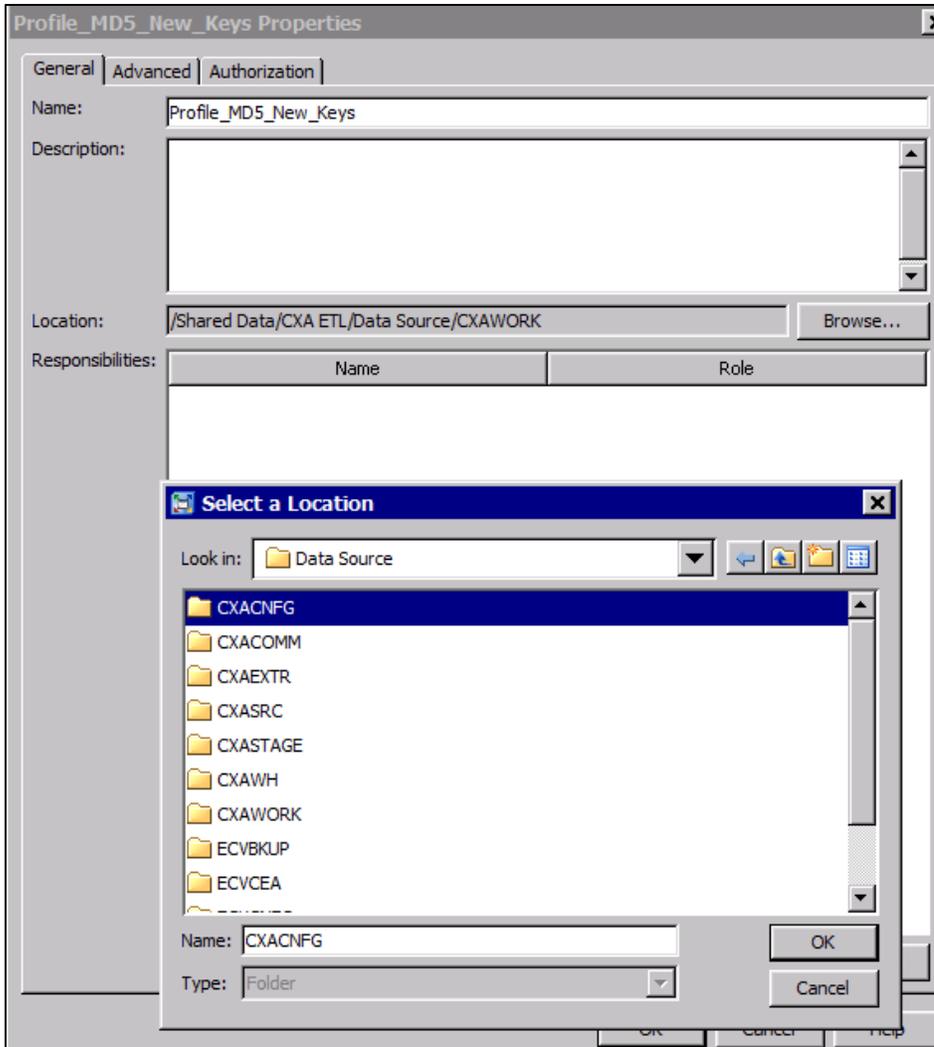
1. Connect to SAS server and launch SAS Management Console.
2. Login to SAS Management Console using SAS Administrator.
3. Select **Folders** tab.



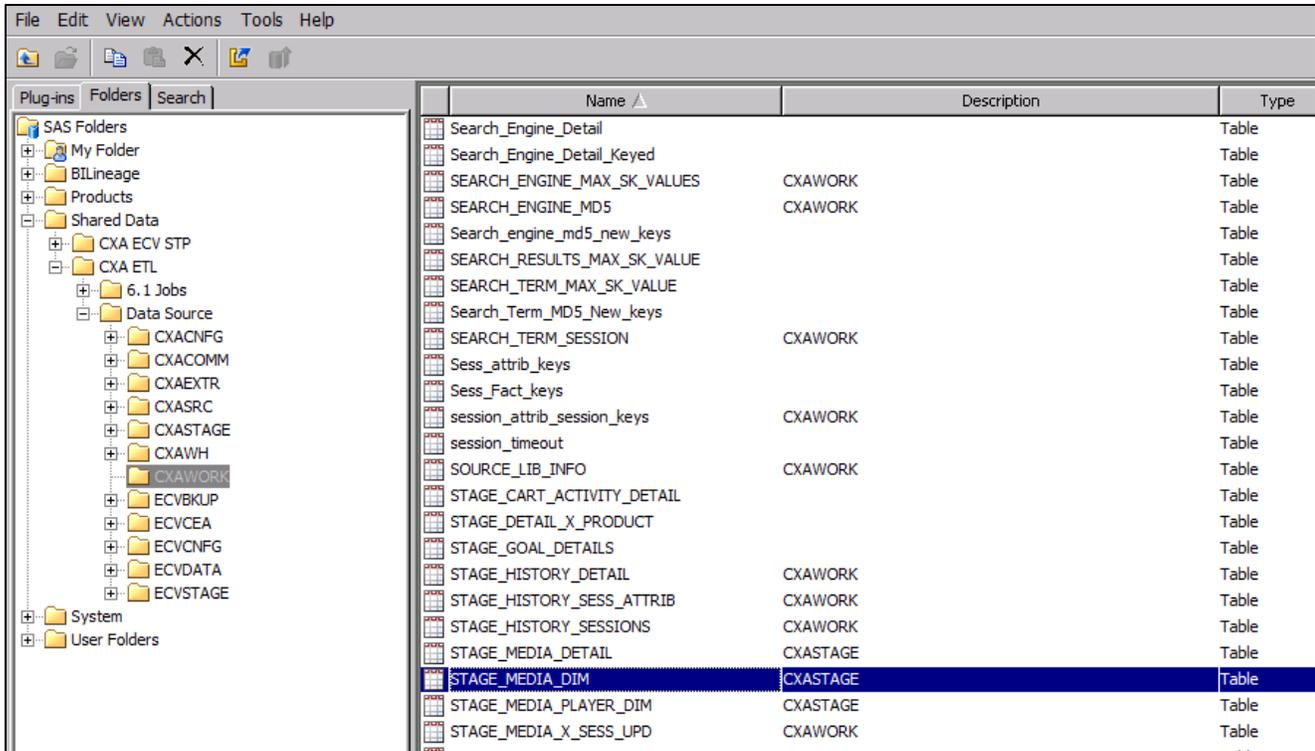
4. Browse to **Data Source** folder under **Shared Data\CXA ETL**.
5. Move **Profile\_MD5\_New\_Keys** table object from **CXAWORK** directory to **CXACNFG** directory.
  - a. Select the table as shown below.



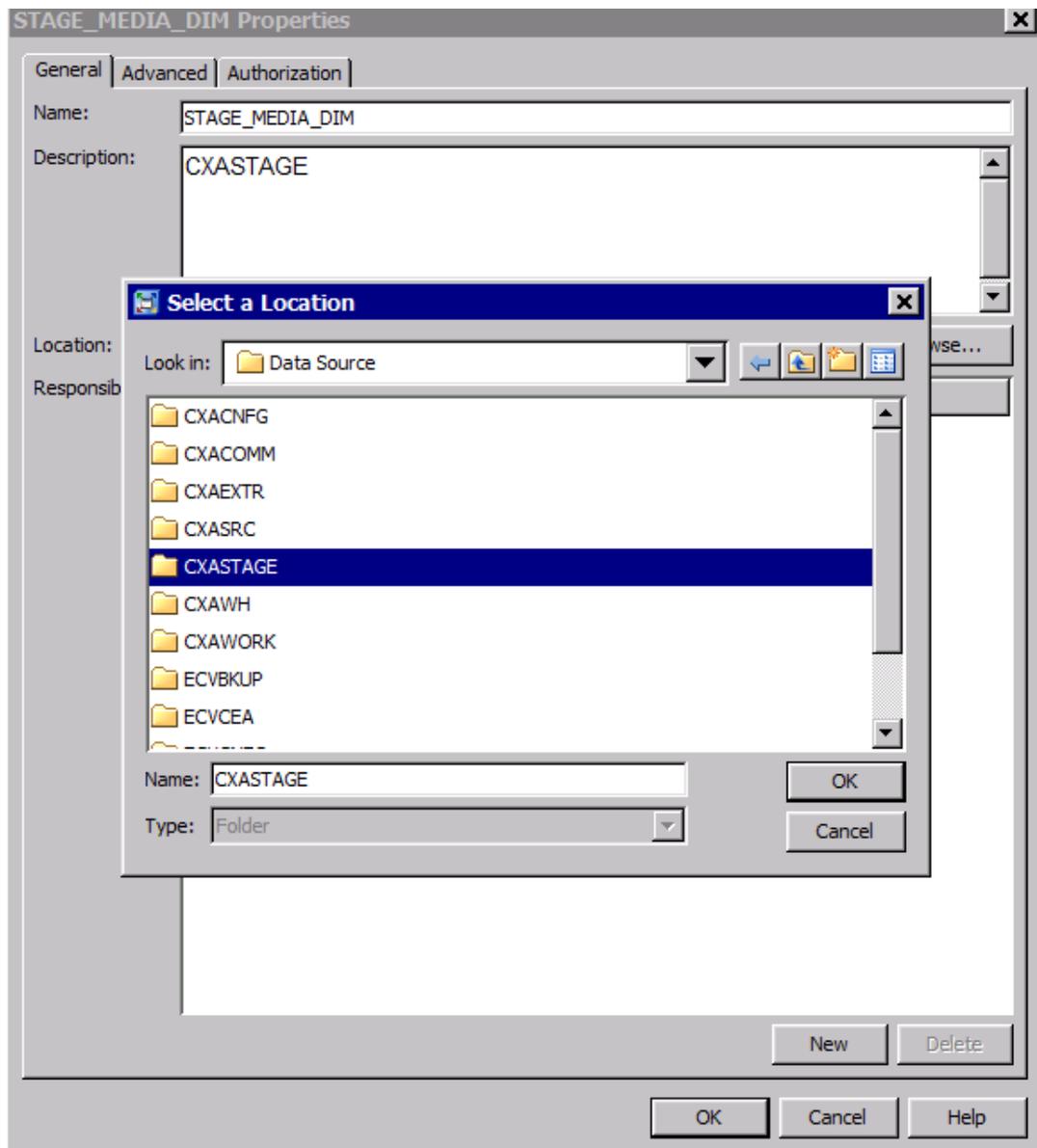
- b. Right-click the **Profile\_MD5\_New\_Keys** table and select **properties**, then click **Browse** on the properties dialog box and browse to **CXACNFG** directory.
- c. Click **OK**.



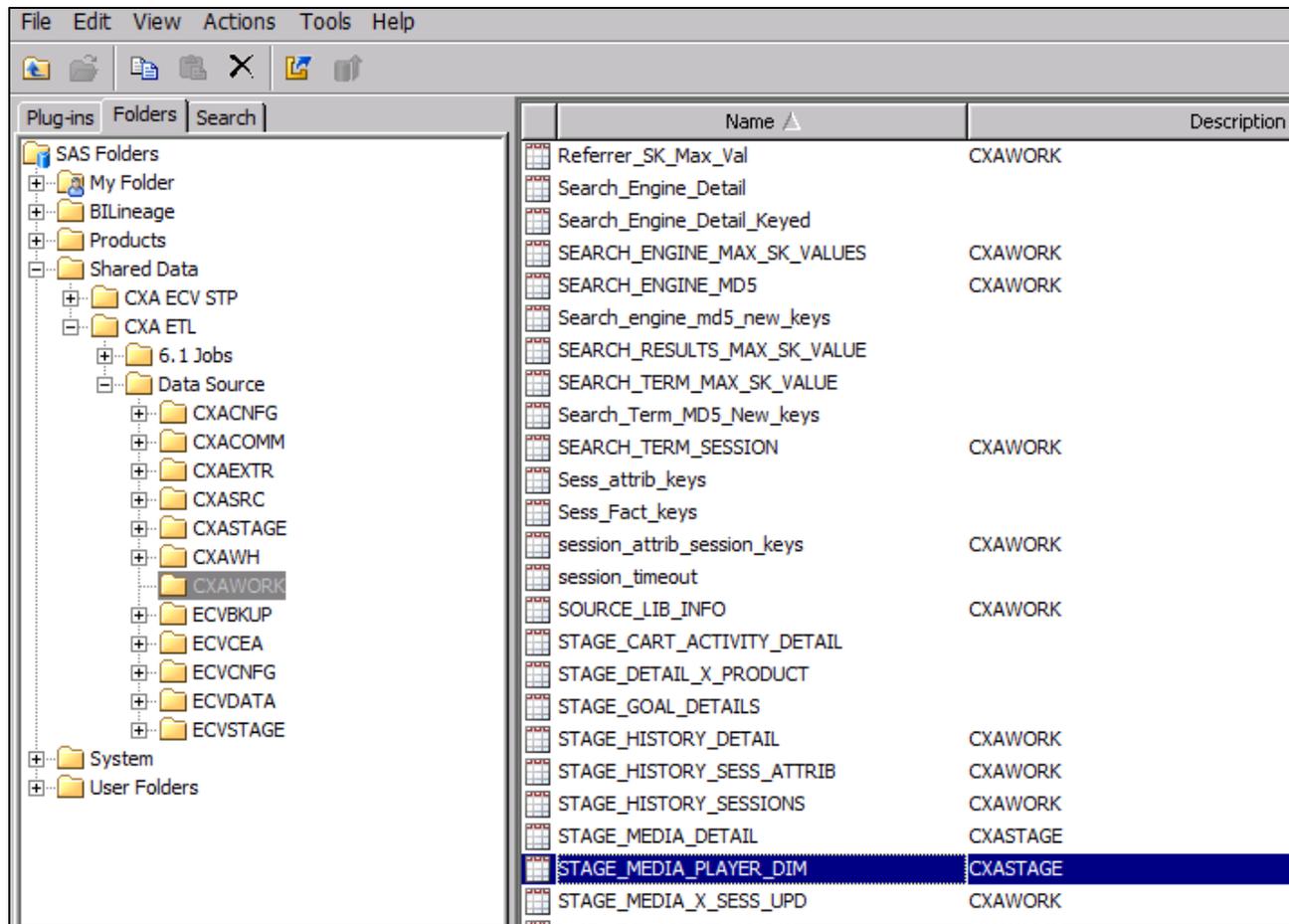
6. Move **STAGE\_MEDIA\_DIM** from **CXAWORK** to **CXASTAGE** directory
  - a. Select the table as shown below.



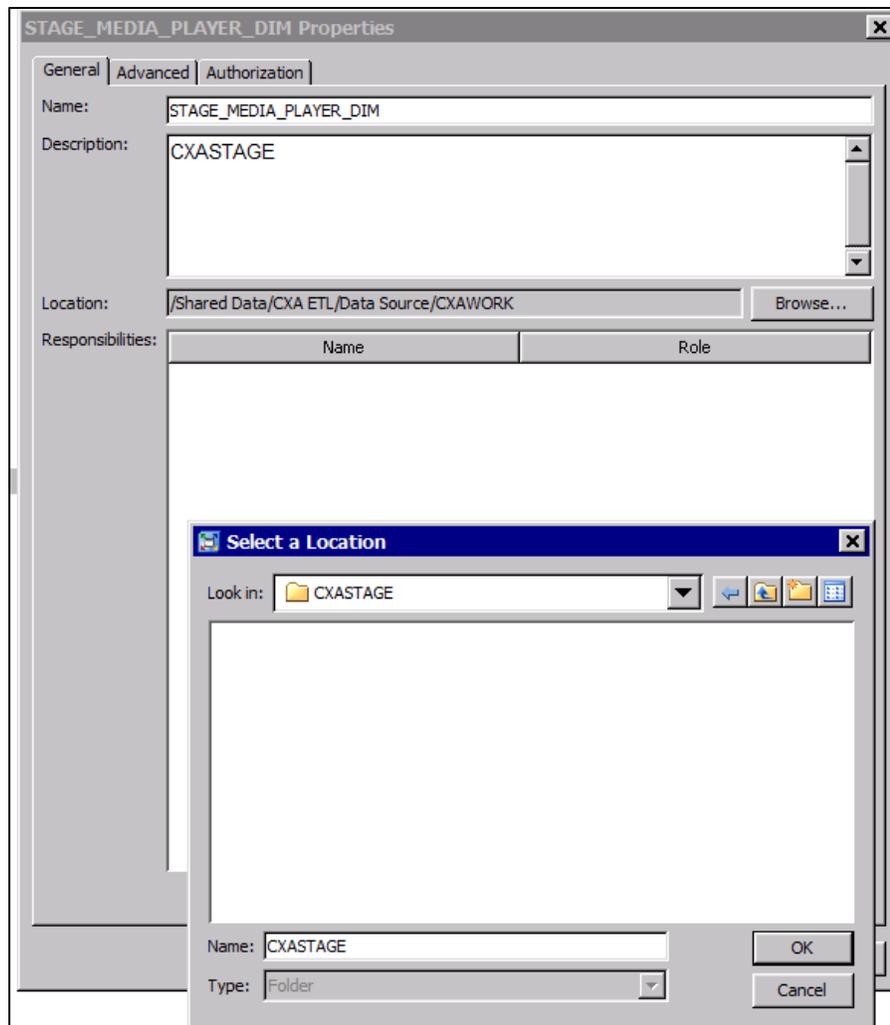
- a. Right-click the **STAGE\_MEDIA\_DIM** table and select properties, then click **Browse** on the properties dialog box and browse to **CXASTAGE** directory.
- b. Click OK.



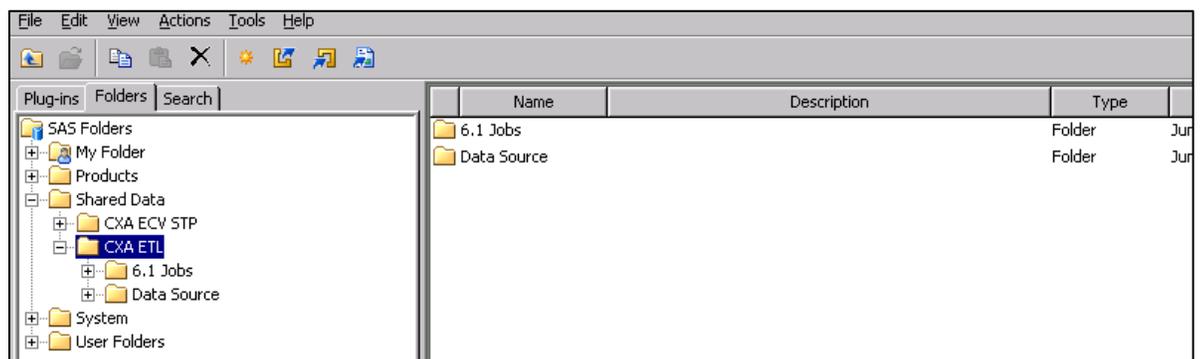
7. Move **STAGE\_MEDIA\_PLAYER\_DIM** from **CXAWORK** to **CXASTAGE** directory.
  - a. Select the table as shown below.



- b. Right-click the **STAGE\_MEDIA\_PLAYER\_DIM** table and select properties, then click **Browse** on the properties dialog box and browse to **CXASTAGE** directory.
- c. Click **OK**.

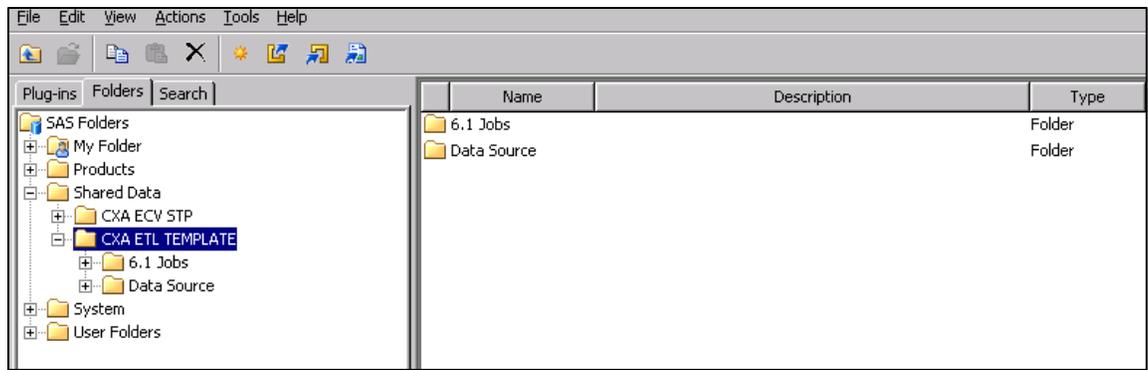


8. Select **CXA ETL** folder.

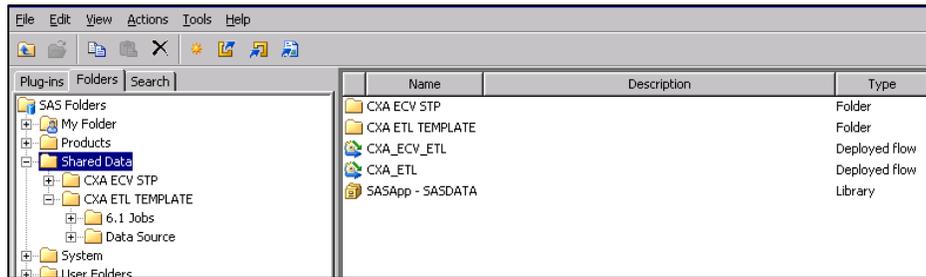


9. Right-click **CXA ETL** and select **Rename**.

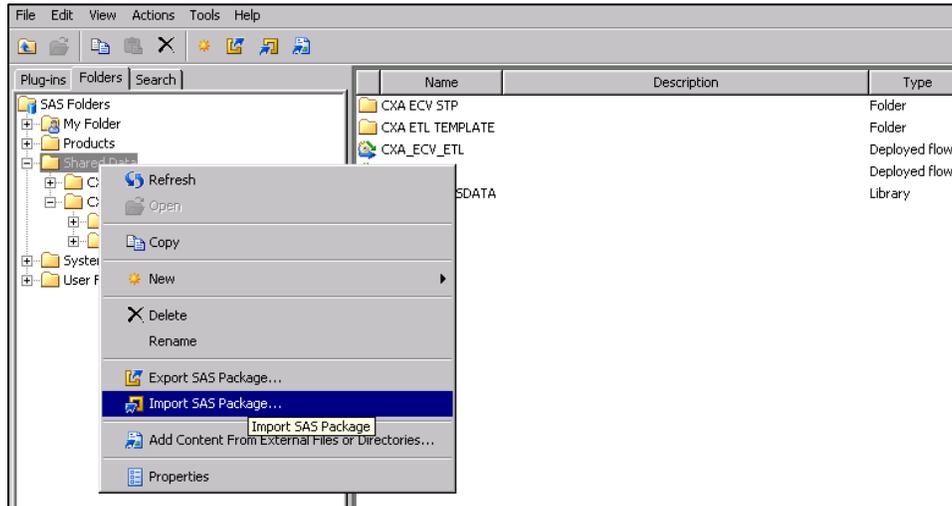
10. Rename it as **CXA ETL TEMPLATE**.



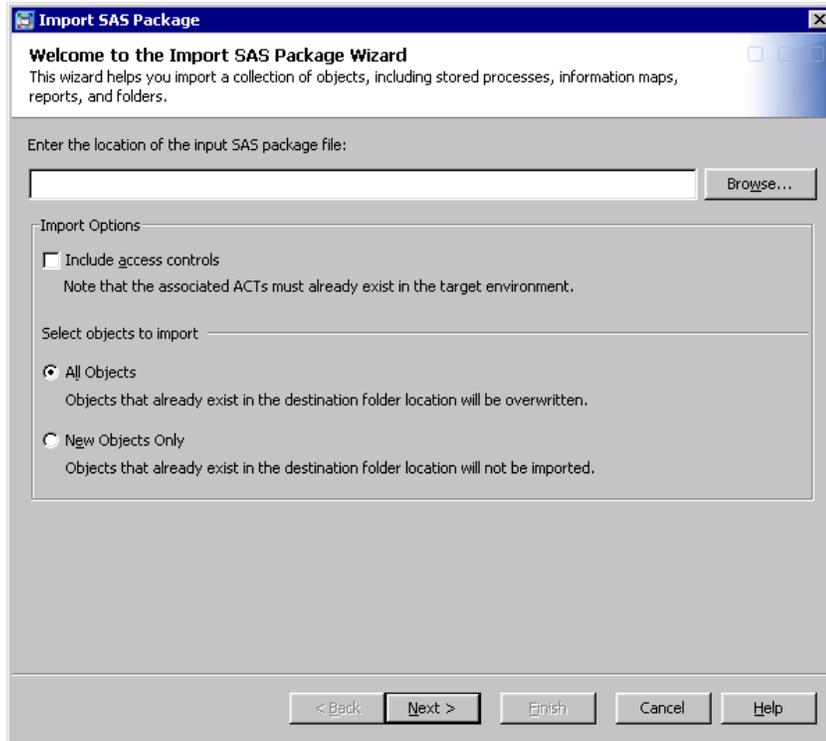
11. Select **Shared Data** folder.



12. Right-click **Shared Data** folder and select **Import SAS package**.



Import SAS Package wizard appears.

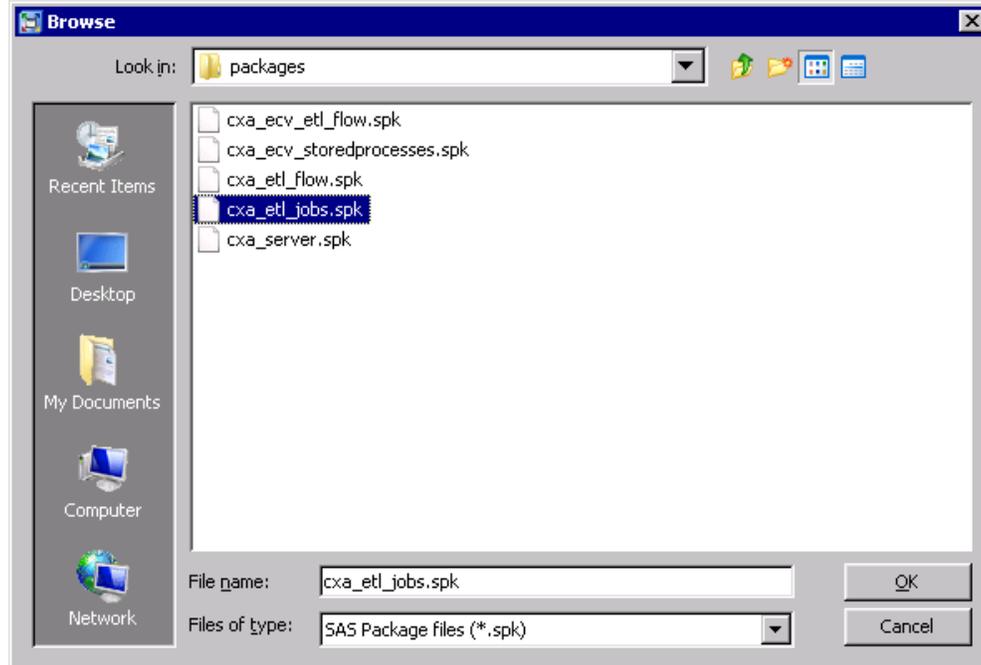


13. Select **All Objects** and click **Browse**.

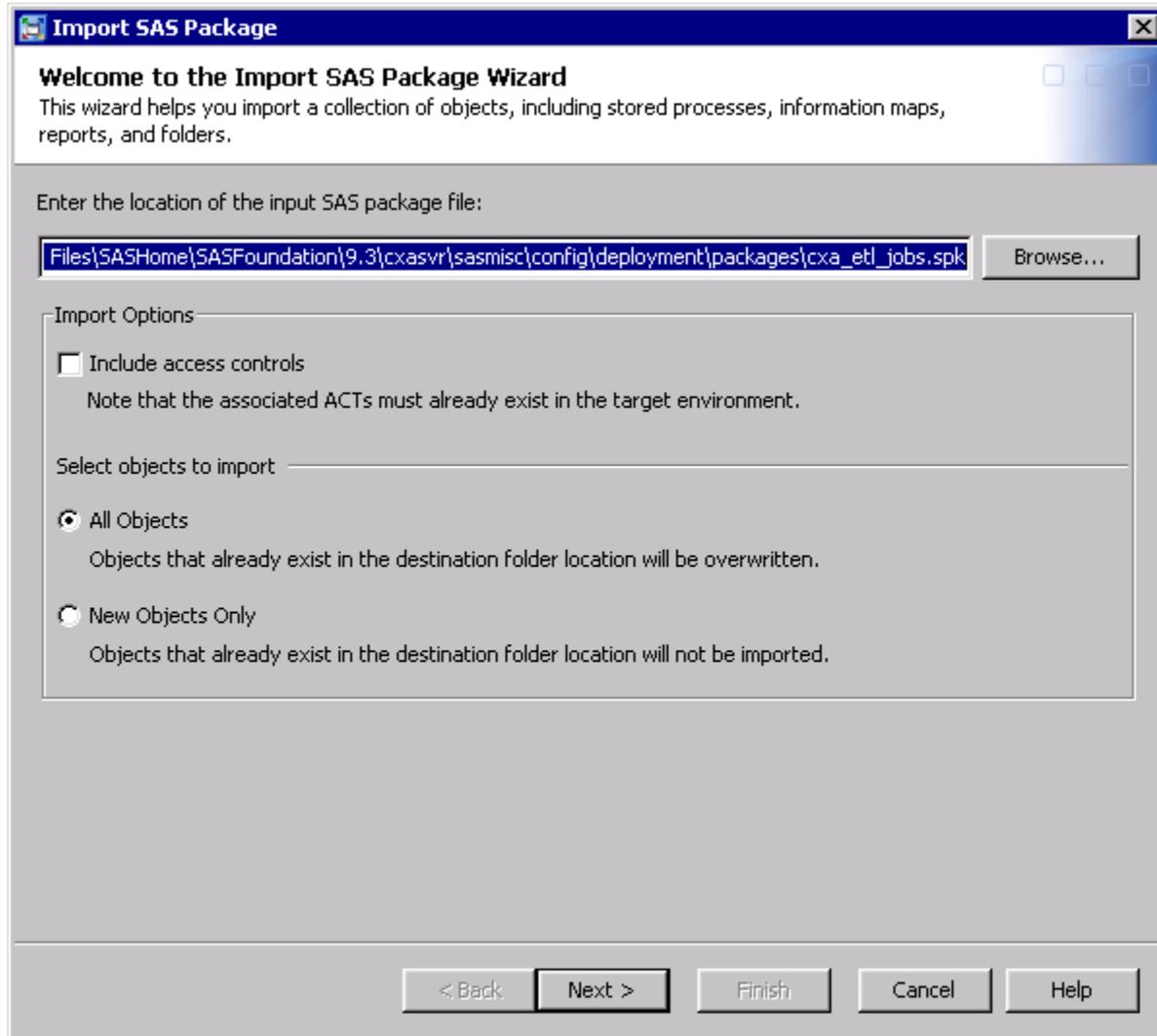
Select cxa\_etl\_jobs.spk sas package file from the following path:

**Windows** - !SASROOT\cxasvr\sasmisc\config\deployment\packages

**Unix** - !SASROOT/misc/cxasvr/config/deployment/packages

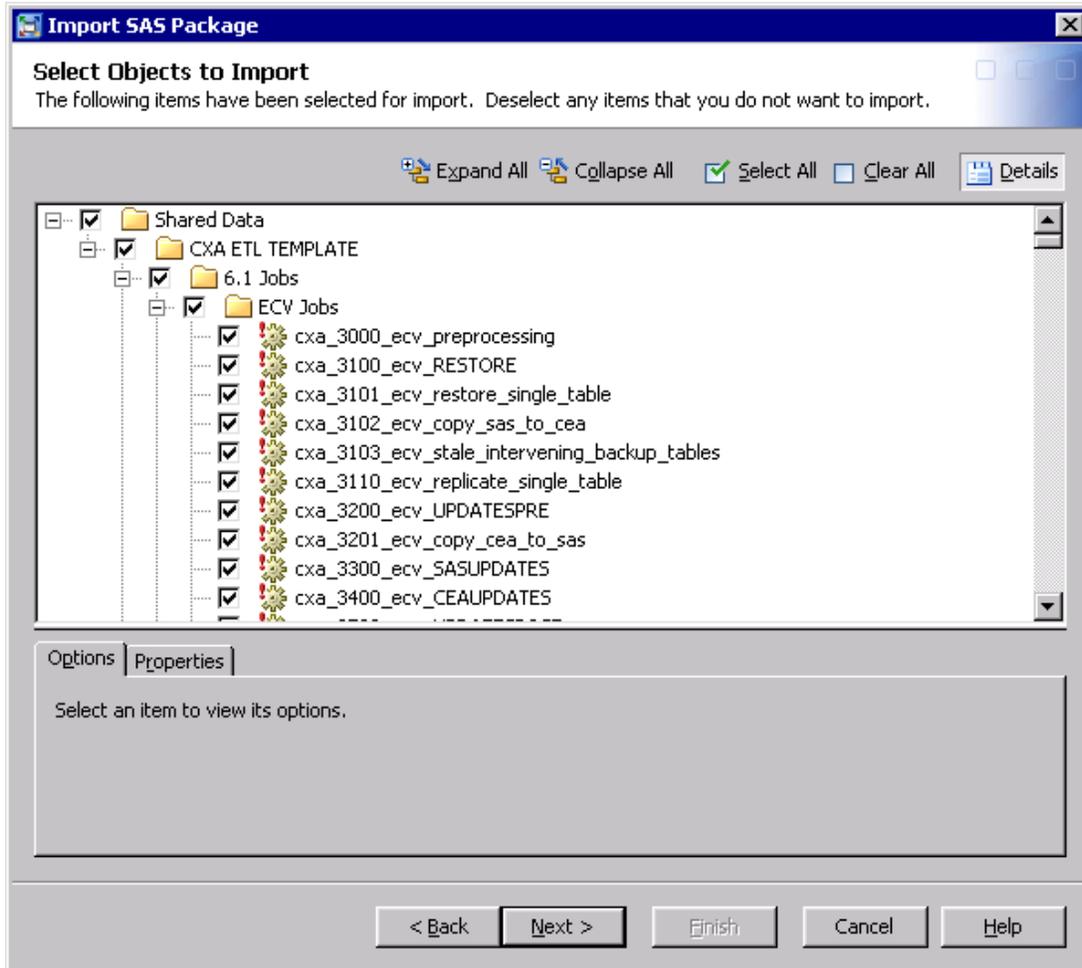


14. Click **OK**.

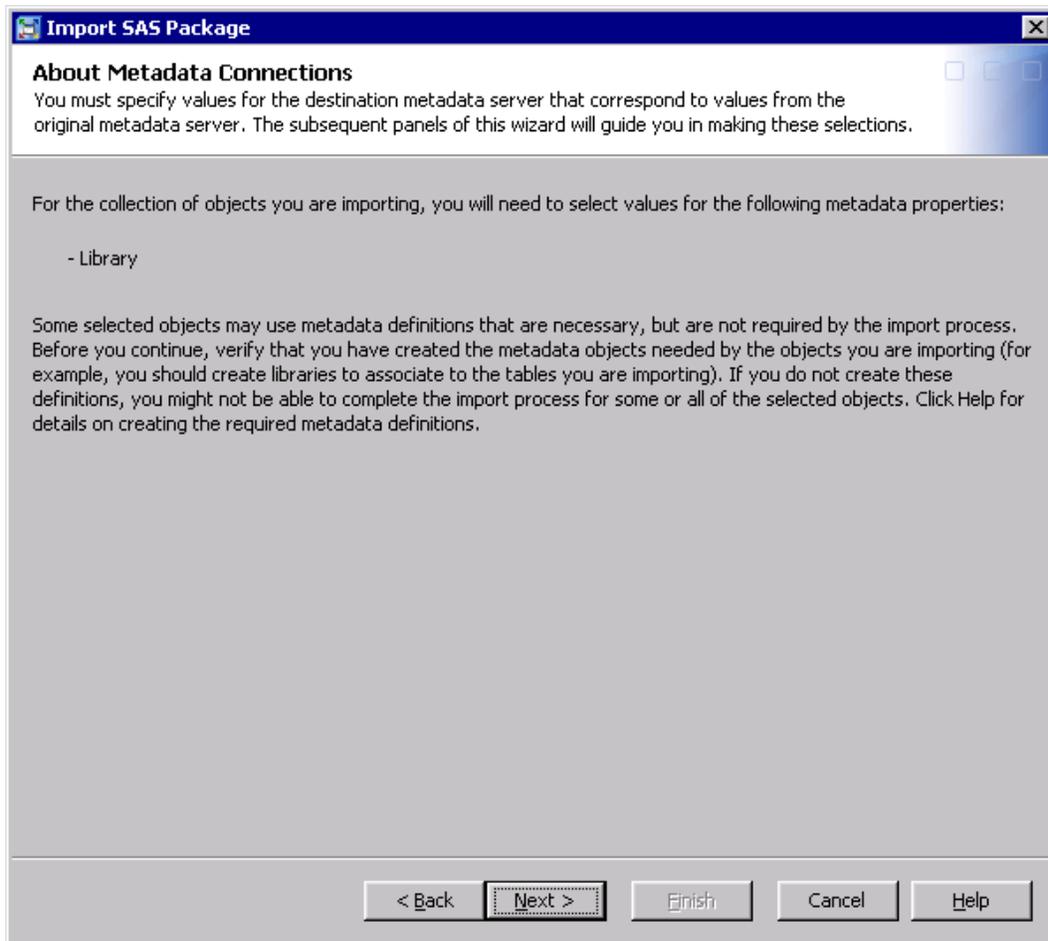


15. Click **Next**.

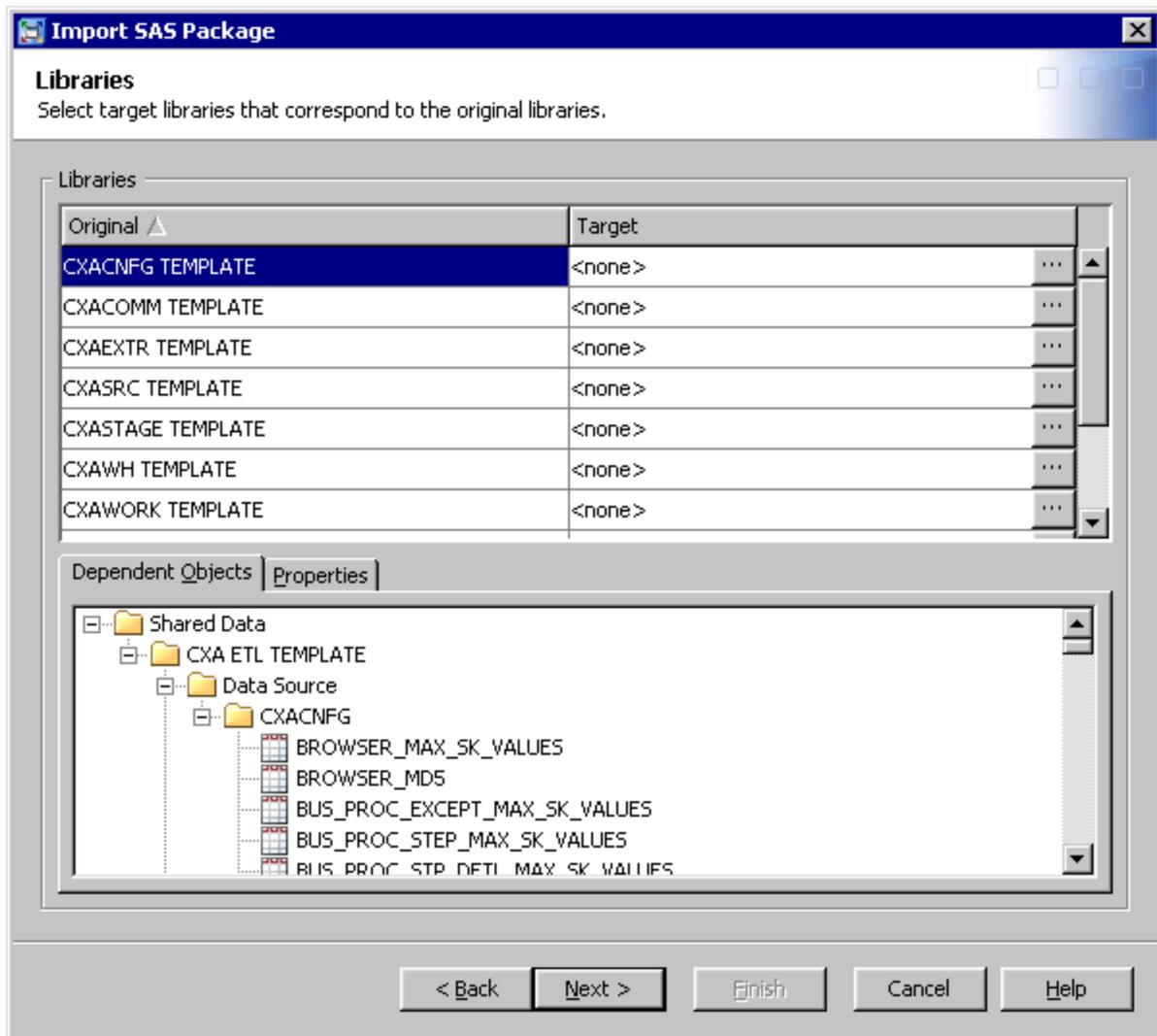
16. Make sure **Red exclamation** is shown next to job names. If not, make sure you have followed the above steps correctly.



17. Click **Next**.



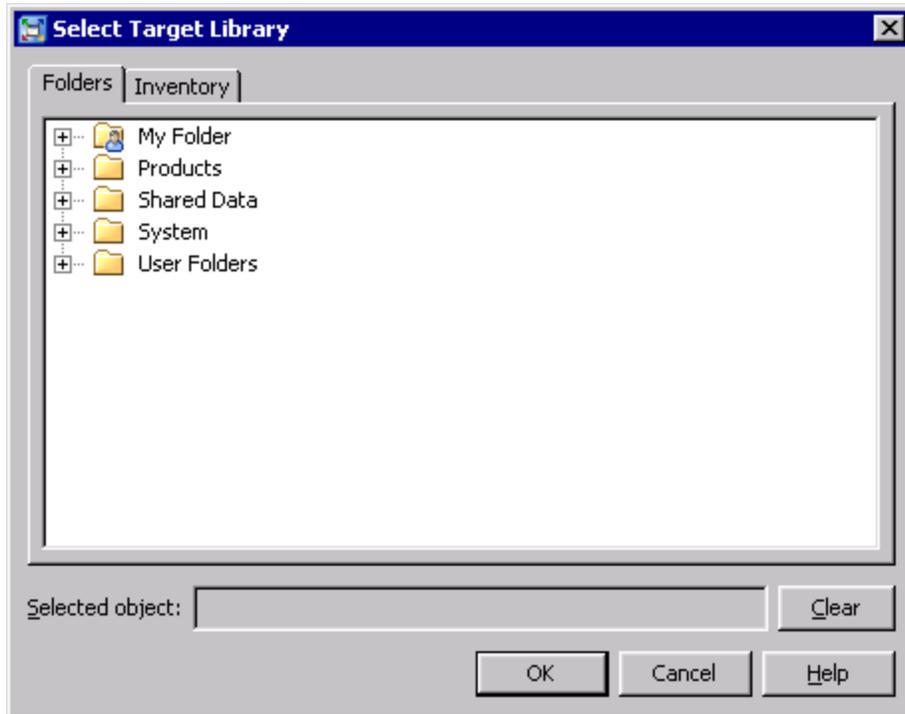
18. Click **Next**.



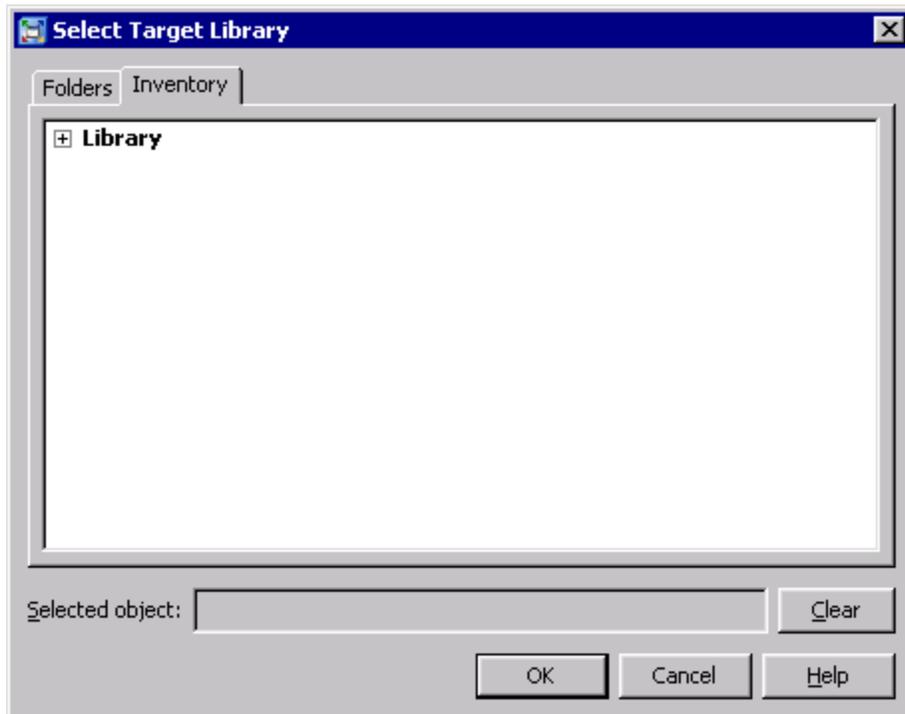
19. Map all the libraries shown above.

a. To do library mapping, click 

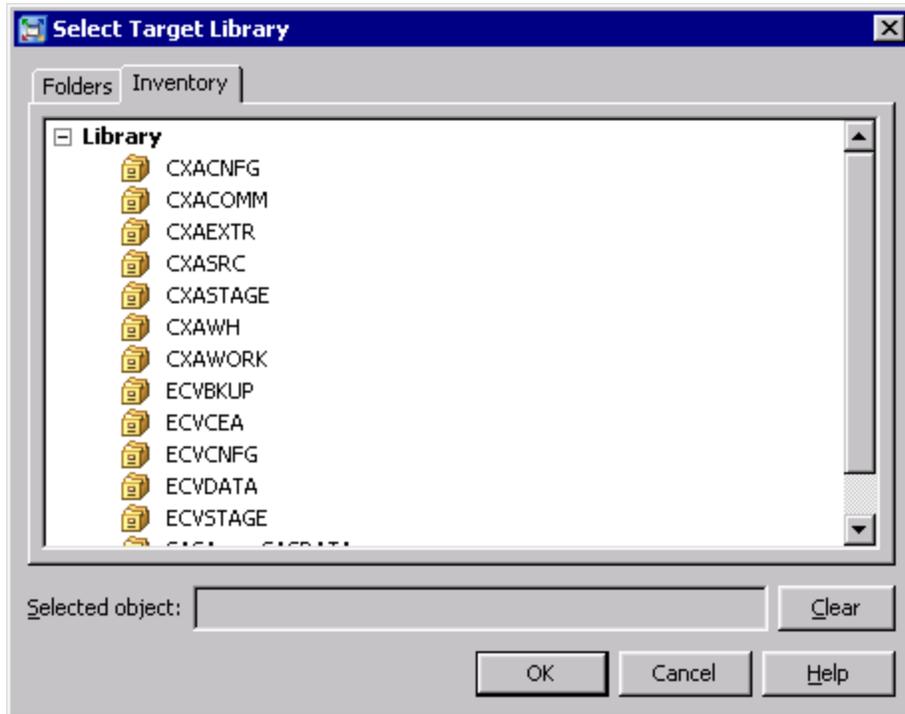
The Select Target Library window appears.



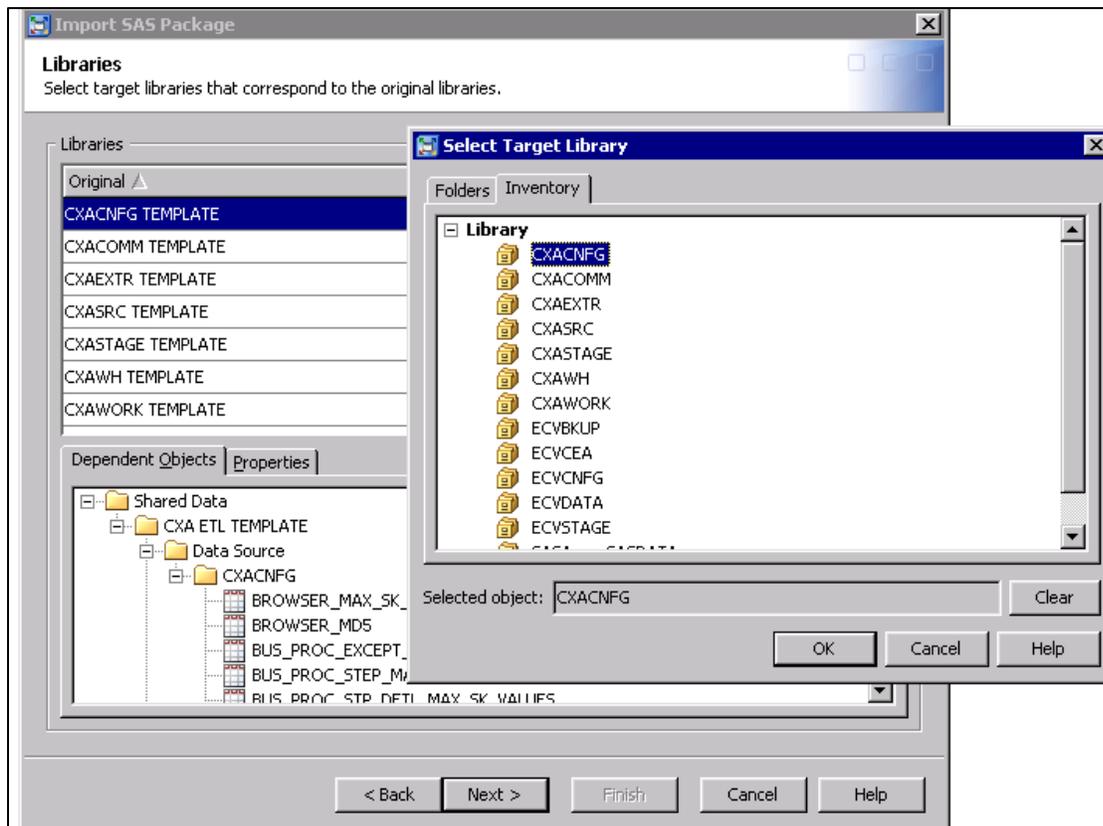
b. Select **Inventory** tab.



c. Expand **libraries**.

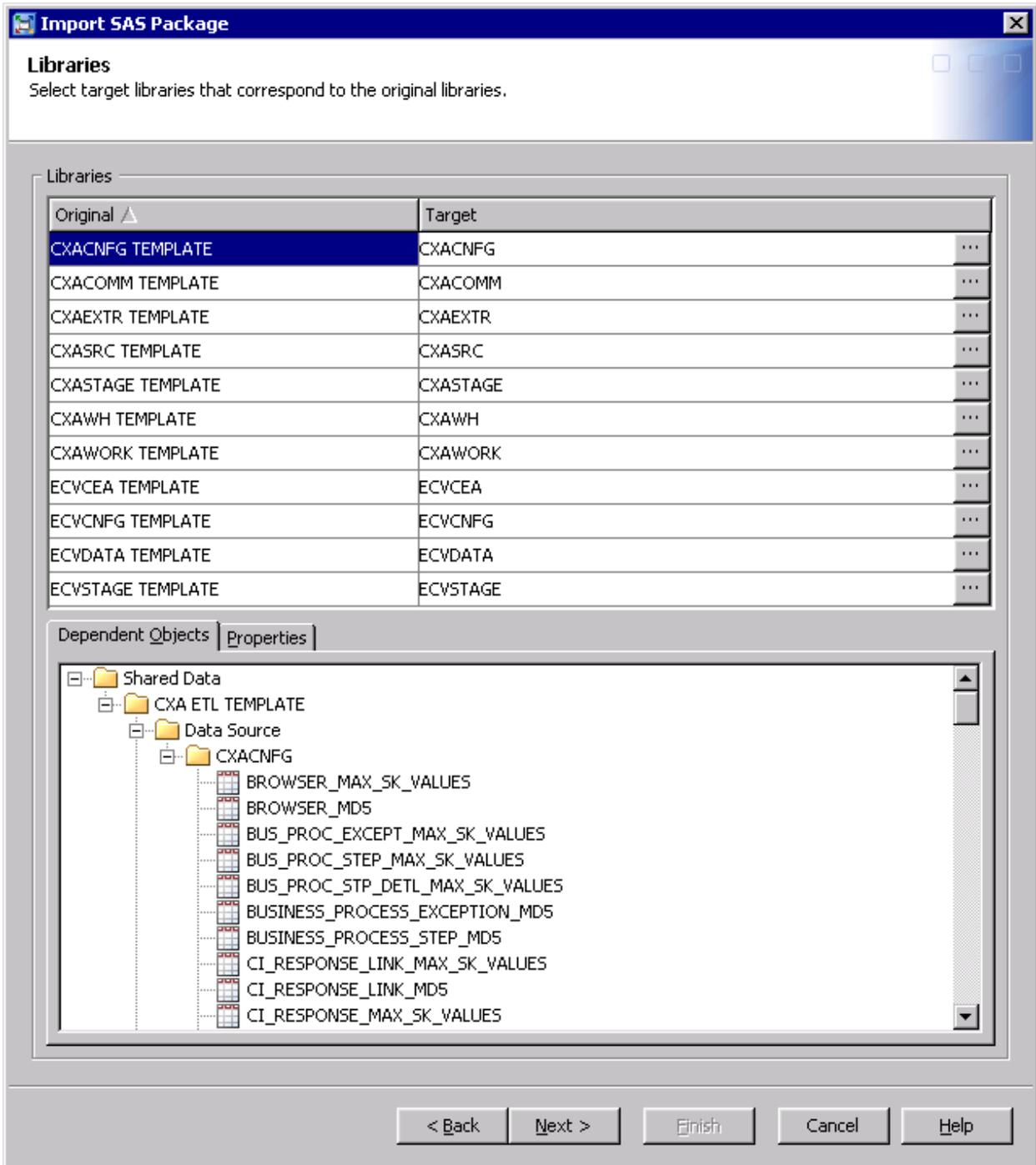


d. Select appropriate **Target** library.

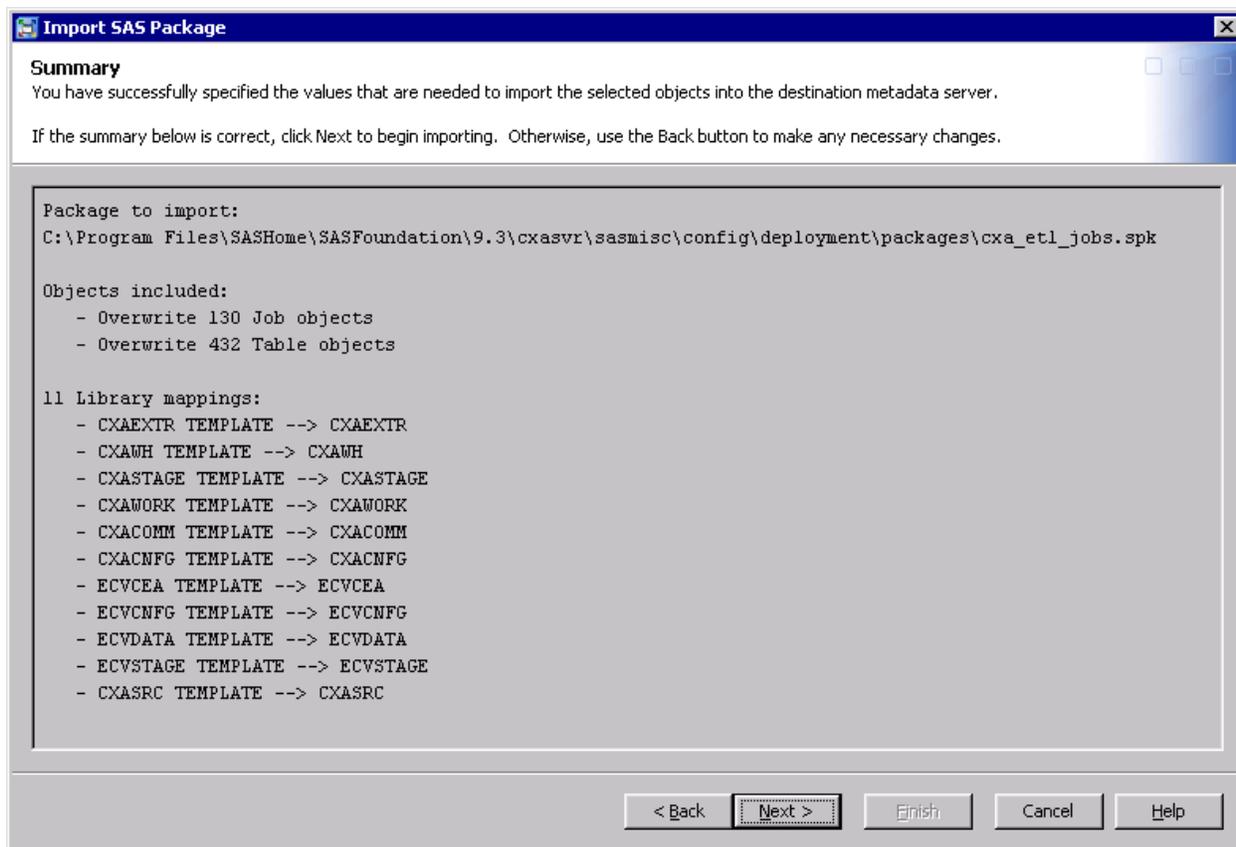


Choosing incorrect target library can result in incorrect results. Please select the correct mapping for each source to target library.

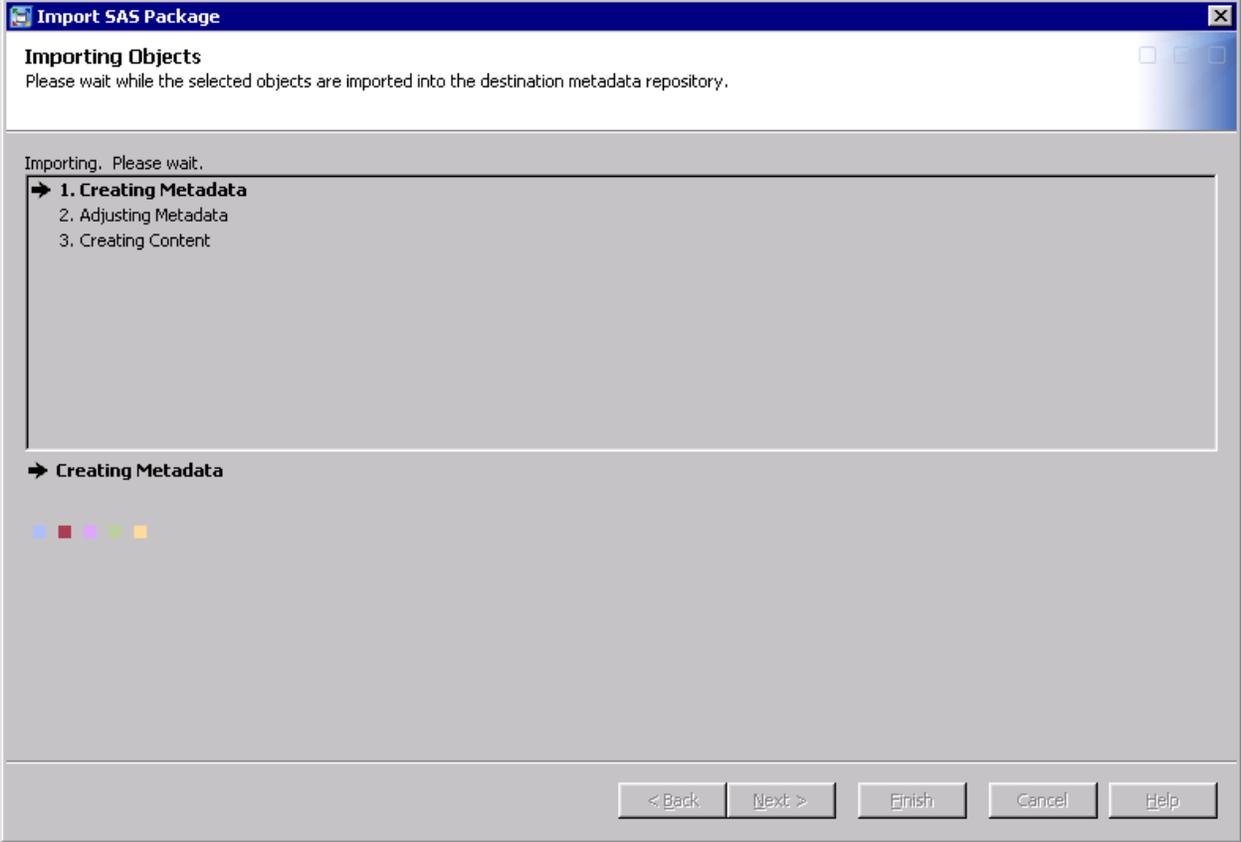
20. Repeat the mapping steps for each library.

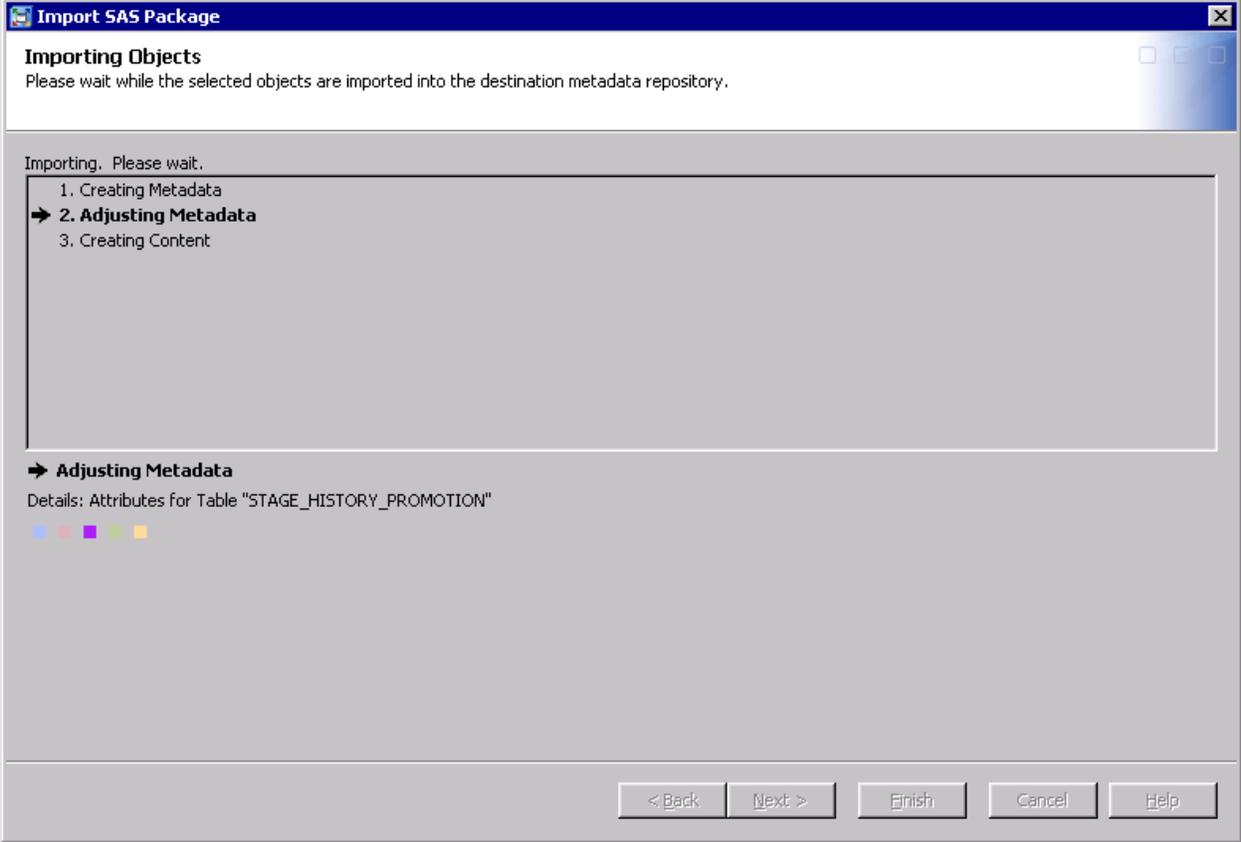


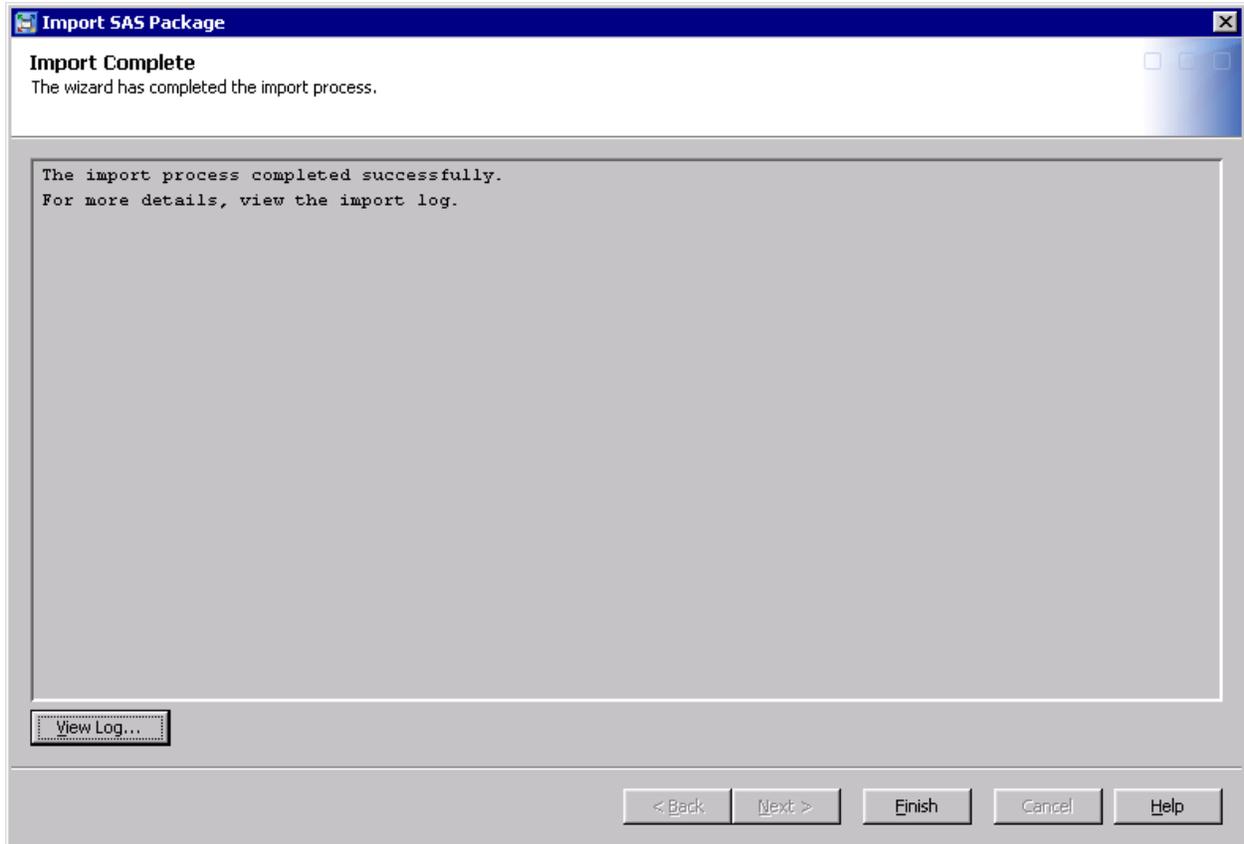
21. Click **Next**.



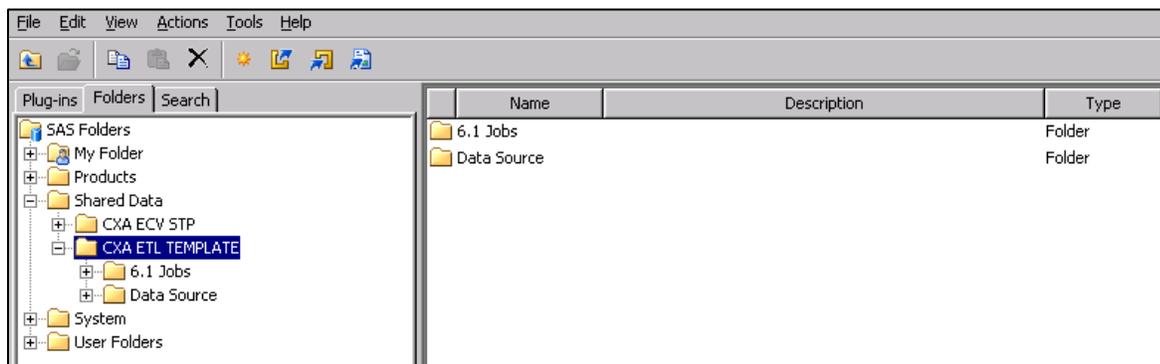
22. Click **Next** to start the import process.







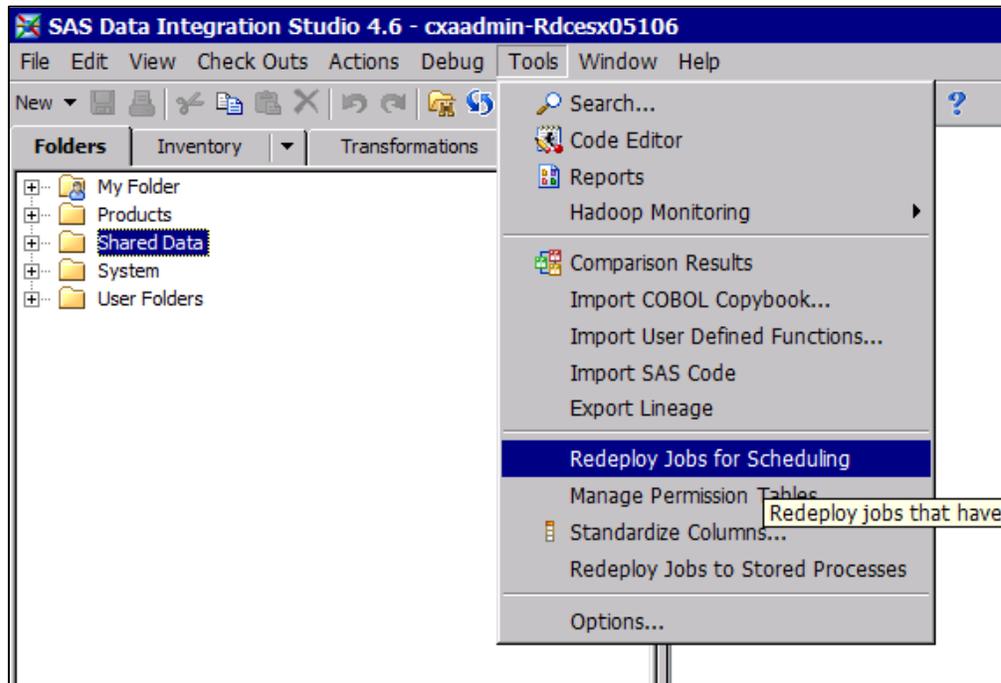
23. Verify that import process completed successfully.
24. Click **Finish**.
25. Select **CXA ETL TEMPATE** folder.



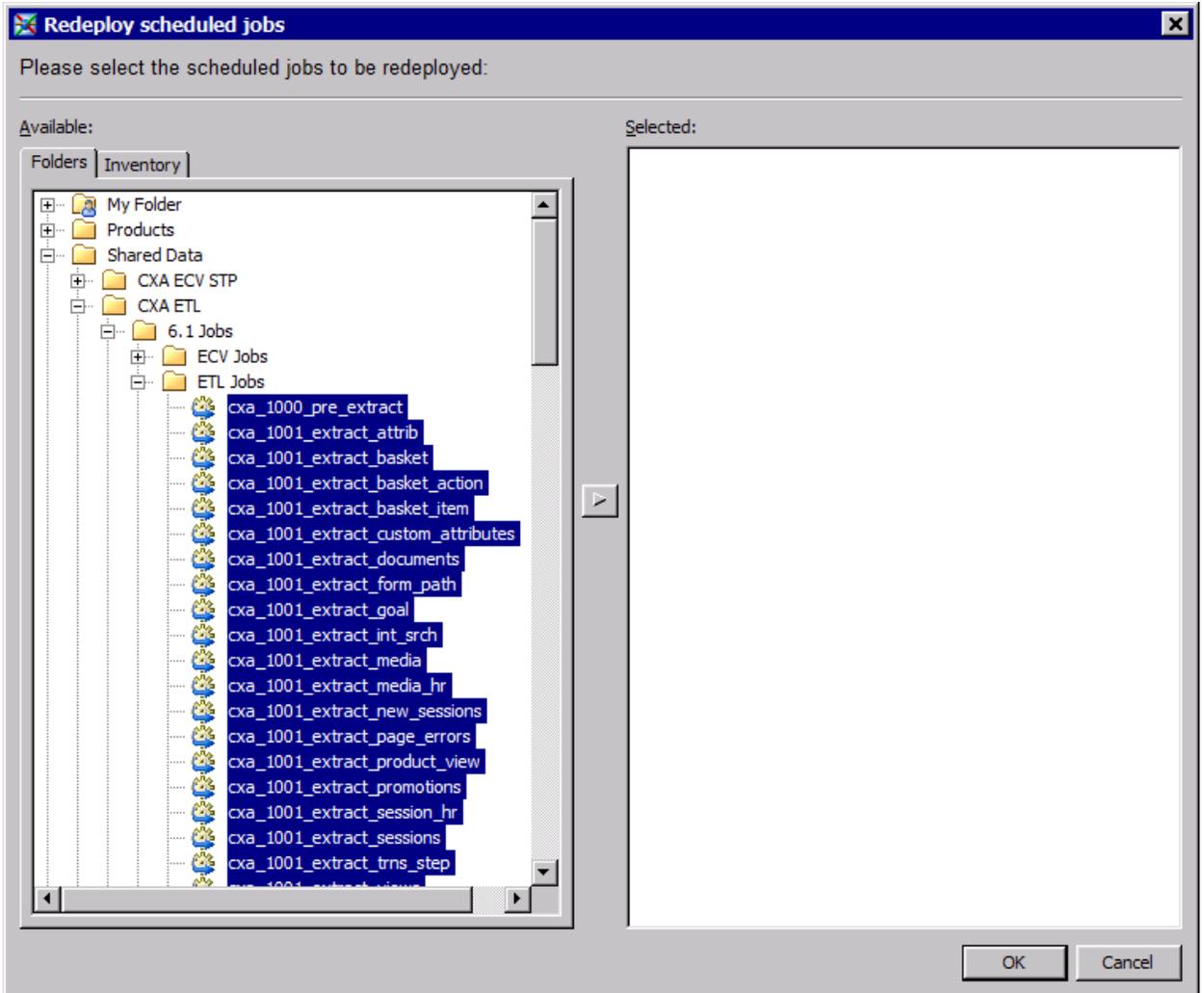
26. Rename **CXA ETL TEMPLATE** folder to **CXA ETL** (its original name).

## Redeploy CXA\_ETL Jobs

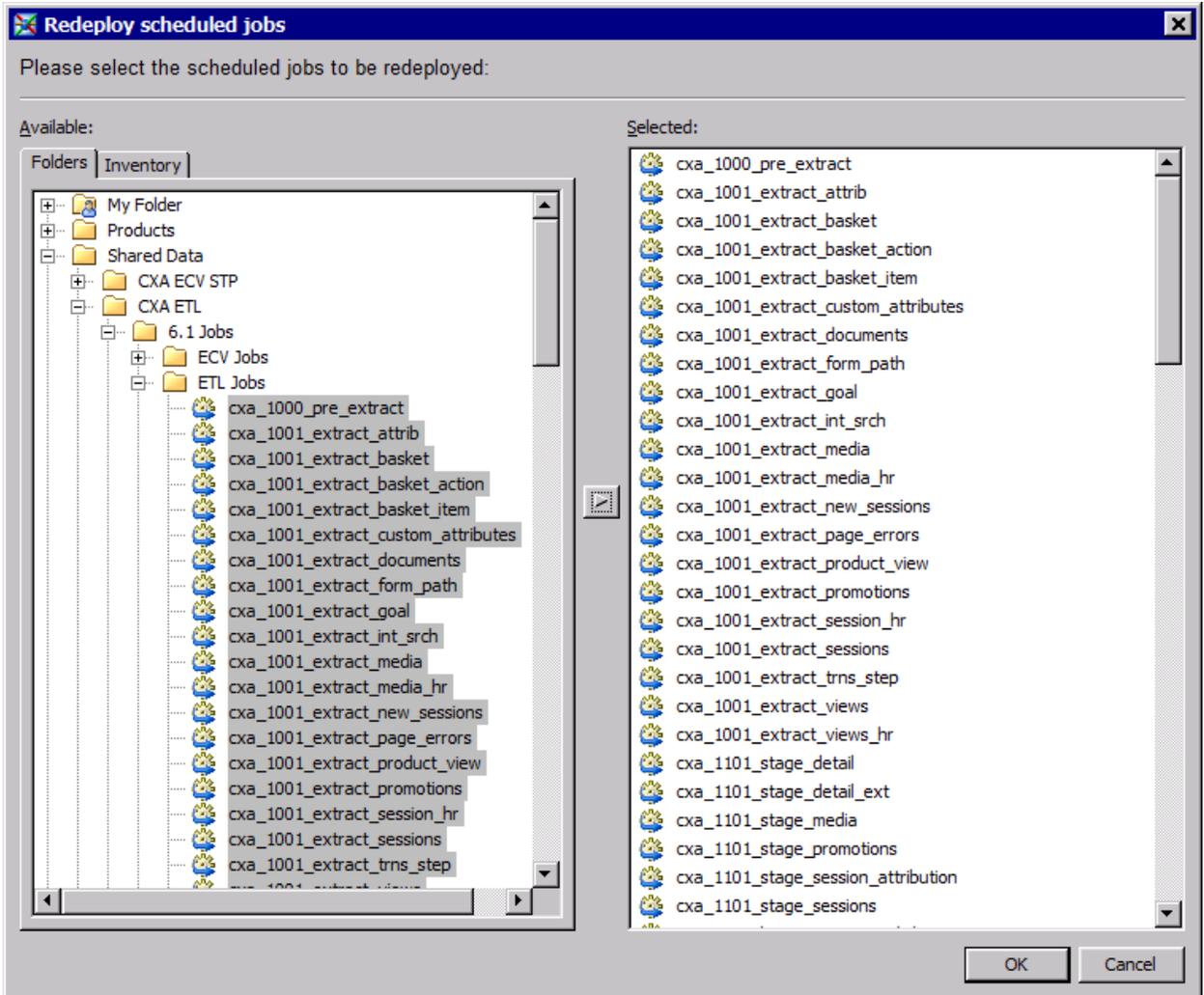
1. Connect to SAS Server and open Data Integration Studio.
2. Login as **CXA Administrator**.
3. Select **Tools -> Redeploy Jobs for Scheduling**.



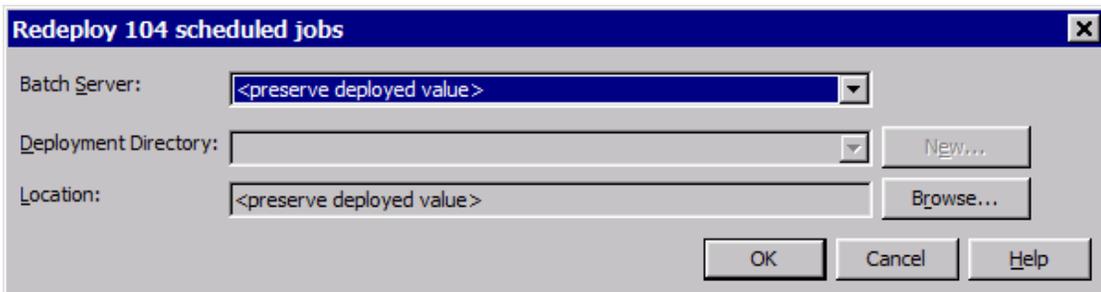
4. Redeploy scheduled jobs window appears. Browse to **ETL Jobs** folder and select all jobs.



5. Click the **right arrow** icon.



6. Click **OK**.



7. Keep the option <preserve deployed value> as is and click **OK**.

8. Select **Overwrite** if prompted to overwrite the existing files.

## Create Tables

1. Connect to SAS Server.
2. Start SAS Session via SAS Application Server for example:

Windows: `c:\SAS\config\Lev1\SASApp\sas.bat`

UNIX: `/SAS/config/LEV1/SASApp/sas.sh`

3. Execute following sas code in the base sas session started above.

```
/*
Assign the values to CXA Warehouse database connection parameters
before executing the code
For example:
%let path = CXAPATH ;
%let user = ORAUSER ;
%let pass = ORAPWD ;
*/
%let path = <Oracle DB Path> ;
%let user = <Oracle DB User Name> ;
%let pass = <Oracle DB Password> ;

PROC SQL;
CONNECT TO ORACLE (USER=&USER PASS=&PASS PATH=&PATH);

EXECUTE(CREATE TABLE ETL_JOB_STATUS
(
EVENT_NO NUMERIC(8)
,LOAD_NO NUMERIC(8)
, JOB_NAME VARCHAR2(250)
, JOB_START_DATETIME TIMESTAMP
, JOB_END_DATETIME TIMESTAMP
, ETL_START_DATETIME TIMESTAMP
, ETL_END_DATETIME TIMESTAMP
, STATUS VARCHAR2(4000)
, RECORDS_LOADED NUMERIC(8)
, ERROR_MSG VARCHAR2(4000)
)
)BY ORACLE;

EXECUTE(CREATE TABLE ETL_JOB_STATUS_HISTORY
(
EVENT_NO NUMERIC(8)
,LOAD_NO NUMERIC(8)
, JOB_NAME VARCHAR2(250)
, JOB_START_DATETIME TIMESTAMP
, JOB_END_DATETIME TIMESTAMP
, ETL_START_DATETIME TIMESTAMP
, ETL_END_DATETIME TIMESTAMP
, STATUS VARCHAR2(4000)
, RECORDS_LOADED NUMERIC(8)
, ERROR_MSG VARCHAR2(4000)
)
)BY ORACLE;

DISCONNECT FROM ORACLE;
QUIT;
```