

Second Foundation, Inc.

XmigrateTM Kana Response Content Migration Solution



Second Foundation Xmigrate:

An XML-based Content Migration Solution; migrates Kana Response content from multiple sources to multiple targets

Powered by Xintegrator, Second Foundation's Data Integration solution, Xmigrate allows users to migrate Kana content from multiple sources to multiple targets - all at the touch of a button.

At the same time, it enjoys all the advantages of an Xintegrator powered solution, i.e. full support of industry standard XML, superior transformation capabilities independent of the underlying applications, and data quality controls.

Xmigrate migrates the following Kana content out of the box:

- **Message Attributes:** including categories, sub-categories and information associated with it like templates and attachments
- **Administration:** including folders, user, department data (both departments and sub departments) etc. and information associated with them.
- **External entities:** data associated with message attributes and

administration.

- **Kana Rules:** including all content data related to rules.

Xmigrate, via Xintegrator's existing adapters, can also be configured to interface to third-party applications during the migration.

Second Foundation Xmigrate includes:

- **GUI** – Intuitive GUI for customizing data migration scenarios, identifying content to be migrated, and controlling / monitoring the content migration
- **Engine** - Java/XML based high-speed, multi-threaded transformation engine, powered by Xintegrator
- **Adapters** – JCA (J2EE Connector Architecture) and CCI (Common Client Interface) compliant Highly Pluggable and Configurable adapters to interface to multiple versions of Kana Response, and to other applications
- **XML Data Model** - All data is translated from data sources into universal data definitions (XML) to enable easy data manipulation

- **Monitoring, Logging and Error Reporting** – Complete information about the entire migration is provided in real-time. The user is also provided with context-sensitive viewers for viewing error and transaction logs

Key Features:

- Powered by transformation engine with an object-oriented architecture, based on an XML data model with JCA/CCI compliant adapters
- Kana Response content migration between many sources and many targets
- Supports a very high level of transactional integrity. The entire migration can be treated as a single transaction, and is not committed until it is complete
- The underlying Xintegrator framework supports a very high level of record-level transactional integrity including two-phase commits without the need of an additional underlying transport layer
- Provides sophisticated monitoring, logging, and error reporting facilities, and automatic change propagation
- Allows users to choose single, packet or bulk data insertion, providing greater control over data quality while populating a target
- Provides a well-documented set of Application Programming Interfaces (API), for easy customization and extension of the Xmigrate facilities

System Specifications

Xmigrate and Xintegrator Engine

- Windows NT Server 4.0 or Win2000
- Sun Solaris7, 2.6
- IBM AIX 4.3
- HP-UX 11.00

Xmigrate Adapters:

- Kana Response Adapters

Xintegrator JCA / CCI Compliant Adapters:

- Kana Response Queue Adapters
- Kana Response Consumer Adapter
- MQ Series Adapter (Native and JMS)
- Oracle RDBMS Adapter
- JDBC Database Adapter
- JMS Adapter
- WebLogic Adapter
- Raw Socket Adapter
- SMTP Adapter
- *Siebel**
- *Oracle CRM**
- *Remedy**

* under development

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