



Informatica® Data Archive
6.4 HotFix 2

Amdocs Accelerator Reference

© Copyright Informatica LLC 2003, 2018

This software and documentation contain proprietary information of Informatica LLC and are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright law. Reverse engineering of the software is prohibited. No part of this document may be reproduced or transmitted in any form, by any means (electronic, photocopying, recording or otherwise) without prior consent of Informatica LLC. This Software may be protected by U.S. and/or international Patents and other Patents Pending.

Use, duplication, or disclosure of the Software by the U.S. Government is subject to the restrictions set forth in the applicable software license agreement and as provided in DFARS 227.7202-1(a) and 227.7702-3(a) (1995), DFARS 252.227-7013(1)(ii) (OCT 1988), FAR 12.212(a) (1995), FAR 52.227-19, or FAR 52.227-14 (ALT III), as applicable.

The information in this product or documentation is subject to change without notice. If you find any problems in this product or documentation, please report them to us in writing.

Informatica, Informatica Platform, Informatica Data Services, PowerCenter, PowerCenterRT, PowerCenter Connect, PowerCenter Data Analyzer, PowerExchange, PowerMart, Metadata Manager, Informatica Data Quality, Informatica Data Explorer, Informatica B2B Data Transformation, Informatica B2B Data Exchange Informatica On Demand, Informatica Identity Resolution, Informatica Application Information Lifecycle Management, Informatica Complex Event Processing, Ultra Messaging, Informatica Master Data Management, and Live Data Map are trademarks or registered trademarks of Informatica LLC in the United States and in jurisdictions throughout the world. All other company and product names may be trade names or trademarks of their respective owners.

Portions of this software and/or documentation are subject to copyright held by third parties, including without limitation: Copyright DataDirect Technologies. All rights reserved. Copyright © Sun Microsystems. All rights reserved. Copyright © RSA Security Inc. All Rights Reserved. Copyright © Ordinal Technology Corp. All rights reserved. Copyright © Aandacht c.v. All rights reserved. Copyright Genivia, Inc. All rights reserved. Copyright Isomorphic Software. All rights reserved. Copyright © Meta Integration Technology, Inc. All rights reserved. Copyright © Intalio. All rights reserved. Copyright © Oracle. All rights reserved. Copyright © Adobe Systems Incorporated. All rights reserved. Copyright © DataArt, Inc. All rights reserved. Copyright © ComponentSource. All rights reserved. Copyright © Microsoft Corporation. All rights reserved. Copyright © Rogue Wave Software, Inc. All rights reserved. Copyright © Teradata Corporation. All rights reserved. Copyright © Yahoo! Inc. All rights reserved. Copyright © Glyph & Cog, LLC. All rights reserved. Copyright © Thinkmap, Inc. All rights reserved. Copyright © Clearpace Software Limited. All rights reserved. Copyright © Information Builders, Inc. All rights reserved. Copyright © OSS Nokalva, Inc. All rights reserved. Copyright Edifecs, Inc. All rights reserved. Copyright Cleo Communications, Inc. All rights reserved. Copyright © International Organization for Standardization 1986. All rights reserved. Copyright © ej-technologies GmbH. All rights reserved. Copyright © Jaspersoft Corporation. All rights reserved. Copyright © International Business Machines Corporation. All rights reserved. Copyright © yWorks GmbH. All rights reserved. Copyright © Lucent Technologies. All rights reserved. Copyright (c) University of Toronto. All rights reserved. Copyright © Daniel Veillard. All rights reserved. Copyright © Unicode, Inc. Copyright IBM Corp. All rights reserved. Copyright © MicroQuill Software Publishing, Inc. All rights reserved. Copyright © PassMark Software Pty Ltd. All rights reserved. Copyright © LogiXML, Inc. All rights reserved. Copyright © 2003-2010 Lorenzi Davide, All rights reserved. Copyright © Red Hat, Inc. All rights reserved. Copyright © The Board of Trustees of the Leland Stanford Junior University. All rights reserved. Copyright © EMC Corporation. All rights reserved. Copyright © Flexera Software. All rights reserved. Copyright © Jinfonet Software. All rights reserved. Copyright © Apple Inc. All rights reserved. Copyright © Telerik Inc. All rights reserved. Copyright © BEA Systems. All rights reserved. Copyright © PDFlib GmbH. All rights reserved. Copyright © Orientation in Objects GmbH. All rights reserved. Copyright © Tanuki Software, Ltd. All rights reserved. Copyright © Ricebridge. All rights reserved. Copyright © Sencha, Inc. All rights reserved. Copyright © Scalable Systems, Inc. All rights reserved. Copyright © jqWidgets. All rights reserved. Copyright © Tableau Software, Inc. All rights reserved. Copyright © MaxMind, Inc. All Rights Reserved. Copyright © TMate Software s.r.o. All rights reserved. Copyright © MapR Technologies Inc. All rights reserved. Copyright © Amazon Corporate LLC. All rights reserved. Copyright © Highsoft. All rights reserved. Copyright © Python Software Foundation. All rights reserved. Copyright © BeOpen.com. All rights reserved. Copyright © CNRI. All rights reserved.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>), and/or other software which is licensed under various versions of the Apache License (the "License"). You may obtain a copy of these Licenses at <http://www.apache.org/licenses/>. Unless required by applicable law or agreed to in writing, software distributed under these Licenses is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the Licenses for the specific language governing permissions and limitations under the Licenses.

This product includes software which was developed by Mozilla (<http://www.mozilla.org/>), software copyright The JBoss Group, LLC, all rights reserved; software copyright © 1999-2006 by Bruno Lowagie and Paulo Soares and other software which is licensed under various versions of the GNU Lesser General Public License Agreement, which may be found at <http://www.gnu.org/licenses/lgpl.html>. The materials are provided free of charge by Informatica, "as-is", without warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

The product includes ACE(TM) and TAO(TM) software copyrighted by Douglas C. Schmidt and his research group at Washington University, University of California, Irvine, and Vanderbilt University, Copyright (©) 1993-2006, all rights reserved.

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (copyright The OpenSSL Project. All Rights Reserved) and redistribution of this software is subject to terms available at <http://www.openssl.org> and <http://www.openssl.org/source/license.html>.

This product includes Curl software which is Copyright 1996-2013, Daniel Stenberg, <daniel@haxx.se>. All Rights Reserved. Permissions and limitations regarding this software are subject to terms available at <http://curl.haxx.se/docs/copyright.html>. Permission to use, copy, modify, and distribute this software for any purpose with or without fee is hereby granted, provided that the above copyright notice and this permission notice appear in all copies.

The product includes software copyright 2001-2005 (©) MetaStuff, Ltd. All Rights Reserved. Permissions and limitations regarding this software are subject to terms available at <http://www.dom4j.org/license.html>.

The product includes software copyright © 2004-2007, The Dojo Foundation. All Rights Reserved. Permissions and limitations regarding this software are subject to terms available at <http://dojotoolkit.org/license>.

This product includes ICU software which is copyright International Business Machines Corporation and others. All rights reserved. Permissions and limitations regarding this software are subject to terms available at <http://source.icu-project.org/repos/icu/icu/trunk/license.html>.

This product includes software copyright © 1996-2006 Per Bothner. All rights reserved. Your right to use such materials is set forth in the license which may be found at <http://www.gnu.org/software/kawa/Software-License.html>.

This product includes OSSP UUID software which is Copyright © 2002 Ralf S. Engelschall, Copyright © 2002 The OSSP Project Copyright © 2002 Cable & Wireless Deutschland. Permissions and limitations regarding this software are subject to terms available at <http://www.opensource.org/licenses/mit-license.php>.

This product includes software developed by Boost (<http://www.boost.org/>) or under the Boost software license. Permissions and limitations regarding this software are subject to terms available at http://www.boost.org/LICENSE_1_0.txt.

This product includes software copyright © 1997-2007 University of Cambridge. Permissions and limitations regarding this software are subject to terms available at <http://www.pcre.org/license.txt>.

This product includes software copyright © 2007 The Eclipse Foundation. All Rights Reserved. Permissions and limitations regarding this software are subject to terms available at <http://www.eclipse.org/org/documents/epl-v10.php> and at <http://www.eclipse.org/org/documents/edl-v10.php>.

This product includes software licensed under the terms at <http://www.tcl.tk/software/tcltk/license.html>, <http://www.bosrup.com/web/overlib/?License>, <http://www.stlport.org/doc/license.html>, <http://asm.ow2.org/license.html>, <http://www.cryptix.org/LICENSE.TXT>, <http://hsqldb.org/web/hsqldbLicense.html>, <http://httpunit.sourceforge.net/doc/license.html>, <http://jung.sourceforge.net/license.txt>, http://www.gzip.org/zlib/zlib_license.html, <http://www.openldap.org/software/release/license.html>, <http://www.libssh2.org>, <http://slf4j.org/license.html>, <http://www.sente.ch/software/OpenSourceLicense.html>, <http://fusesource.com/downloads/license-agreements/fuse-message-broker-v-5-3-license-agreement>, <http://antlr.org/license.html>, <http://aopalliance.sourceforge.net/>, <http://www.bouncycastle.org/licence.html>, <http://www.jgraph.com/jgraphdownload.html>, <http://www.jcraft.com/jsch/LICENSE.txt>, http://jotm.objectweb.org/bsd_license.html, <http://www.w3.org/Consortium/Legal/2002/copyright-software-20021231>, <http://www.slf4j.org/license.html>, <http://nanoxml.sourceforge.net/orig/copyright.html>, <http://www.json.org/license.html>, <http://forge.ow2.org/projects/javaservice/>, <http://www.postgresql.org/about/licence.html>, <http://www.sqlite.org/copyright.html>, <http://www.tcl.tk/software/tcltk/license.html>, <http://www.jaxen.org/faq.html>, <http://www.jdom.org/docs/faq.html>, <http://www.slf4j.org/license.html>, <http://www.iodbc.org/dataspace/iodbc/wiki/IODBC/License>, <http://www.keplerproject.org/md5/license.html>, <http://www.toedter.com/en/jcalendar/license.html>, <http://www.edankert.com/bounce/index.html>, <http://www.net-snmp.org/about/license.html>, <http://www.openmdx.org/#FAQ>, http://www.php.net/license/3_01.txt, <http://srp.stanford.edu/license.txt>, <http://www.schneider.com/blowfish.html>, <http://www.jmock.org/license.html>, <http://xsom.java.net>, <http://benalman.com/about/license/>, <https://github.com/CreateJS/EaselJS/blob/master/src/easeljs/display/Bitmap.js>, <http://www.h2database.com/html/license.html#summary>, <http://jsoncpp.sourceforge.net/LICENSE>, <http://jdbc.postgresql.org/license.html>, <http://protobuf.googlecode.com/svn/trunk/src/google/protobuf/descriptor.proto>, <https://github.com/rantav/hector/blob/master/LICENSE>, <http://web.mit.edu/Kerberos/krb5-current/doc/mitK5license.html>, <http://jibx.sourceforge.net/jibx-license.html>, <https://github.com/lyokato/libgeohash/blob/master/LICENSE>, <https://github.com/hjiang/jsonxx/blob/master/LICENSE>, <https://code.google.com/p/lz4/>, <https://github.com/jedisct1/libsodium/blob/master/LICENSE>, <http://one-jar.sourceforge.net/index.php?page=documents&file=license>, <https://github.com/EsotericSoftware/kryo/blob/master/license.txt>, <http://www.scala-lang.org/license.html>, <https://github.com/tinkerpop/blueprints/blob/master/LICENSE.txt>, <http://gee.cs.oswego.edu/dl/classes/EDU/oswego/cs/dl/util/concurrent/intro.html>, <https://aws.amazon.com/ssl/>, <https://github.com/twbs/bootstrap/blob/master/LICENSE>, <https://sourceforge.net/p/xmlunit/code/HEAD/tree/trunk/LICENSE.txt>, <https://github.com/documentcloud/underscore-contrib/blob/master/LICENSE>, and <https://github.com/apache/hbase/blob/master/LICENSE.txt>.

This product includes software licensed under the Academic Free License (<http://www.opensource.org/licenses/afl-3.0.php>), the Common Development and Distribution License (<http://www.opensource.org/licenses/cddl1.php>), the Common Public License (<http://www.opensource.org/licenses/cpl1.0.php>), the Sun Binary Code License Agreement Supplemental License Terms, the BSD License (<http://www.opensource.org/licenses/bsd-license.php>), the new BSD License (<http://opensource.org/licenses/BSD-3-Clause>), the MIT License (<http://www.opensource.org/licenses/mit-license.php>), the Artistic License (<http://www.opensource.org/licenses/artistic-license-1.0>) and the Initial Developer's Public License Version 1.0 (<http://www.firebirdsql.org/en/initial-developer-s-public-license-version-1-0/>).

This product includes software copyright © 2003-2006 Joe Walnes, 2006-2007 XStream Committers. All rights reserved. Permissions and limitations regarding this software are subject to terms available at <http://xstream.codehaus.org/license.html>. This product includes software developed by the Indiana University Extreme! Lab. For further information please visit <http://www.extreme.indiana.edu/>.

This product includes software Copyright (c) 2013 Frank Balluffi and Markus Moeller. All rights reserved. Permissions and limitations regarding this software are subject to terms of the MIT license.

See patents at <https://www.informatica.com/legal/patents.html>.

DISCLAIMER: Informatica LLC provides this documentation "as is" without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of noninfringement, merchantability, or use for a particular purpose. Informatica LLC does not warrant that this software or documentation is error free. The information provided in this software or documentation may include technical inaccuracies or typographical errors. The information in this software and documentation is subject to change at any time without notice.

NOTICES

This Informatica product (the "Software") includes certain drivers (the "DataDirect Drivers") from DataDirect Technologies, an operating company of Progress Software Corporation ("DataDirect") which are subject to the following terms and conditions:

1. THE DATADIRECT DRIVERS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.
2. IN NO EVENT WILL DATADIRECT OR ITS THIRD PARTY SUPPLIERS BE LIABLE TO THE END-USER CUSTOMER FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR OTHER DAMAGES ARISING OUT OF THE USE OF THE ODBC DRIVERS, WHETHER OR NOT INFORMED OF THE POSSIBILITIES OF DAMAGES IN ADVANCE. THESE LIMITATIONS APPLY TO ALL CAUSES OF ACTION, INCLUDING, WITHOUT LIMITATION, BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATION AND OTHER TORTS.

Publication Date: 2018-06-26

Table of Contents

Preface	5
Informatica Resources.	5
Informatica Network.	5
Informatica Knowledge Base.	5
Informatica Documentation.	5
Informatica Product Availability Matrixes.	6
Informatica Velocity.	6
Informatica Marketplace.	6
Informatica Global Customer Support.	6
 Chapter 1: Introduction to Data Archive Accelerators for Amdocs.....	 7
Data Archive Accelerators for Amdocs Overview.	7
 Chapter 2: Customer Care.....	 8
Part Requests.	8
Part Request Parameters.	8
Part Request Business Rules.	8
Contracts.	9
Contracts Parameters.	9
Contracts Business Rules.	9
Cases.	9
Cases Parameters.	10
Cases Business Rules.	10

Preface

The *Informatica Data Archive Amdocs Accelerator Reference* is written for database administrators who use Informatica Data Archive to perform administrative tasks such as data backup, restoration, and retrieval. This guide assumes you have knowledge of your operating systems, relational database concepts, and the database engines, flat files, mainframe systems in your environment, and Data Archive.

Informatica Resources

Informatica Network

Informatica Network hosts Informatica Global Customer Support, the Informatica Knowledge Base, and other product resources. To access Informatica Network, visit <https://network.informatica.com>.

As a member, you can:

- Access all of your Informatica resources in one place.
- Search the Knowledge Base for product resources, including documentation, FAQs, and best practices.
- View product availability information.
- Review your support cases.
- Find your local Informatica User Group Network and collaborate with your peers.

Informatica Knowledge Base

Use the Informatica Knowledge Base to search Informatica Network for product resources such as documentation, how-to articles, best practices, and PAMs.

To access the Knowledge Base, visit <https://kb.informatica.com>. If you have questions, comments, or ideas about the Knowledge Base, contact the Informatica Knowledge Base team at KB_Feedback@informatica.com.

Informatica Documentation

To get the latest documentation for your product, browse the Informatica Knowledge Base at https://kb.informatica.com/_layouts/ProductDocumentation/Page/ProductDocumentSearch.aspx.

If you have questions, comments, or ideas about this documentation, contact the Informatica Documentation team through email at infa_documentation@informatica.com.

Informatica Product Availability Matrixes

Product Availability Matrixes (PAMs) indicate the versions of operating systems, databases, and other types of data sources and targets that a product release supports. If you are an Informatica Network member, you can access PAMs at

<https://network.informatica.com/community/informatica-network/product-availability-matrices>.

Informatica Velocity

Informatica Velocity is a collection of tips and best practices developed by Informatica Professional Services. Developed from the real-world experience of hundreds of data management projects, Informatica Velocity represents the collective knowledge of our consultants who have worked with organizations from around the world to plan, develop, deploy, and maintain successful data management solutions.

If you are an Informatica Network member, you can access Informatica Velocity resources at <http://velocity.informatica.com>.

If you have questions, comments, or ideas about Informatica Velocity, contact Informatica Professional Services at ips@informatica.com.

Informatica Marketplace

The Informatica Marketplace is a forum where you can find solutions that augment, extend, or enhance your Informatica implementations. By leveraging any of the hundreds of solutions from Informatica developers and partners, you can improve your productivity and speed up time to implementation on your projects. You can access Informatica Marketplace at <https://marketplace.informatica.com>.

Informatica Global Customer Support

You can contact a Global Support Center by telephone or through Online Support on Informatica Network.

To find your local Informatica Global Customer Support telephone number, visit the Informatica website at the following link:

<http://www.informatica.com/us/services-and-training/support-services/global-support-centers>.

If you are an Informatica Network member, you can use Online Support at <http://network.informatica.com>.

CHAPTER 1

Introduction to Data Archive Accelerators for Amdocs

This chapter includes the following topic:

- [Data Archive Accelerators for Amdocs Overview, 7](#)

Data Archive Accelerators for Amdocs Overview

Data Archive Accelerators for Amdocs is a collection of related tables within the Amdocs module. Business rules within Data Archive check if data within the tables is eligible to archive.

Each accelerator contains one or more entities. Each entity may encompass business rules and parameters that enable Data Archive to validate requests to archive or purge data.

This document lists the parameters and business rules for the most frequently used accelerators within each application area. Refer to this document to understand how you can use the Data Archive suite of accelerators to meet your archive and purge business needs.

CHAPTER 2

Customer Care

This chapter includes the following topics:

- [Part Requests, 8](#)
- [Contracts, 9](#)
- [Cases, 9](#)

Part Requests

Data Archive handles part request information in the Part Request entity. Data Archive removes the part-request header and detail transaction records that are created from service requests. The entity allows detail records to be purged separately from the header record, but it does not allow header records to be purged until all of its details records have been purged. For example, a header record has 2 detail records, Line 1 and Line 2. Only Line 1 can be purged. The header record and Line 2 will not be purged. If Line 2 becomes purgeable at a later date, then the header record will be purged at the time Line 2 is purged.

Part Request Parameters

The following table lists the parameters for the Part Request entity.

Parameter	Description
Period To	Required. Qualifying part requests must not have any activity or updates after this date.

Part Request Business Rules

The Part Requests entity processes demand detail and header information from Customer Care. The following section describes the business rules for Part Request.

Part Request Status is Not Closed

This rule does not allow part request records to be purged if the Part Request status is not set to Closed.

Part Request Close Date is After the Archive Date

This rule validates that the part request record was not closed after the archive date.

Part Request Header Has Non-Purgeable Part Request Details

This rule does not allow part-request header records to be purged if the header record has part-request detail records that are not being purged. A part-request header record can be purged when all of its detail records have been purged as well.

Child Part Request is Not Purgeable

A part-request detail record can be related to other part-request detail records. This rule does not allow part-request detail records to be purged if all related part-request detail records are not purged at the same time.

Contracts

Data Archive handles customer contract information in the Contracts entity. Contracts consist of a header, schedule and items. Contract Item records for a Contract can be archived/purged independent of other Contract Item records for the same Contract. The Contract header record is archived and purged when all contract items records for the contract have been archived and purged.

Contracts Parameters

The following table lists the parameters for the Contracts entity.

Parameter	Description
Period To	Required. Qualifying contracts must not have any activity or updates after this date.

Contracts Business Rules

The Contracts entity processes contract header and item information from Customer Care. The following section describes the business rules for Contracts.

Contract Item End Date is After the Archive Date

This rule does not allow Contract Items to be purged if the end date is after the archive date.

Schedule has Contract Items that are not Purgeable

This rule does not allow contract-schedule records to be purged if the schedule record has contract-item records that are not being purged. A contract-schedule record can only be purged when all of its contract item records have been purged as well.

Cases

Data Archive handles customer case information in the Cases entity. Cases occur when a customer contacts a CRM Agent. Cases can spawn sub-cases or have child cases. A case can be both a parent and a child, but a case can only have one parent. This entity processes cases, sub cases, and child cases.

Cases Parameters

The following table lists the parameters for the Cases entity.

Parameter	Description
Period To	Required. Qualifying cases must not have any activity or updates after this date.

Cases Business Rules

The Cases entity processes demand detail and header information from Customer Care. The following section describes the business rules for Cases.

Case Status is not Closed

This rule does not allow cases to be purged if the case status is not Closed.

Case Close Date After Archive Date

This rule does not allow cases to be purged if the case close date is after the archive date.