

Shrink the Cisco Unity Database Configuration Example

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Introduction

The Cisco Unity data store includes several databases and their corresponding transaction log files. The Cisco Unity and Reports databases, and their log files are the fastest-growing data store files in Cisco Unity.

This document provides information that you can use to shrink the Cisco Unity databases (UnityDB/ReportDB) in situations where transaction log files for these databases grow over 1 GB in size and have filled the drive space.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity version 4.0.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Unity users cannot retrieve voice mail when using Cisco Unity version 4.0, and the error message `The log file for database UnityDB/ReportDB is full` is received. This issue happens when the Cisco Unity database has filled the drive space and Cisco Unity does not start because the log file `UnityDB_log` cannot be truncated. Refer to Cisco bug IDs `CSCeh01218` (registered customers only) and `CSCdv11908` (registered customers only) for more information on this issue.

Note: Physical drives other than internal SCSI, Fibre Channel, or IDE drives are not supported. The use of external USB drives or other similar devices is not supported for use with Cisco Unity.

Note: You can configure circular logging in Exchange to avoid the log files growing bigger. When circular logging is enabled, the old transactions which are committed to the database are overwritten with new transactions. This prevents the total size of the log files from growing beyond 25 to 30 MB in size. Refer to Circular Logging in Exchange for more information and to determine if this setting is appropriate for your network.

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Note: Before shrinking the database, go to Unity System Administrator and under the **System > Configuration > Settings** page, check to what value **Cleanup Interval for Logger Data Files in Days** is set. The default is 7 days. If this is a really busy server, you need to lower this value.

When the Cisco Unity database grows and fills the drive space, you can shrink the database in order to resolve the issue. Microsoft Knowledge Base Article 873235 documents this procedure.

This section outlines how to shrink the Cisco Unity database.

In order to shrink the UnityDB transaction log, enter these commands at the command prompt:

```
C:\>osql -E
1>use unitydb
1>go
1>backup log unitydb with no_log
2>go
1>dbcc shrinkdatabase(unitydb)
2>go
1>exit
```

In order to shrink the ReportDB transaction log, enter these commands at the command prompt:

```
C:\>osql -E
1>use ReportDB
1>go
1>backup log ReportDB with no_log
2>go
1>dbcc shrinkdatabase(ReportDB)
2>go
1>exit
```

Note: If the Cisco Unity SQL database increases in size and space on the hard-drive is too limited, you can also move the SQL database to another drive with more space. Refer to Moving the Data Store Databases and Transaction Log Files for information on how to move the databases and transaction log files to another location.

Note: If the voicemail messages from external callers are not being delivered to the Outlook/IP Phone even after you shrink the UnityDB, restart the **AvUMRSyncSvr** service to resolve the issue.

Related Information

- [Moving Exchange Message Stores and Transaction Logs to an Alternate Drive](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)

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