

How to Delete and Add a Database in UCCE AW Server

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Introduction

This document describes required to delete and add a database in Administration & Data Server (AW) in Cisco Unified Contact Center Enterprise (UCCE).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Microsoft SQL

Components Used

The information used in the document is based on CCE solution 11.X version.

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, ensure that you understand the potential impact of any step.

Background Information

Hard disk drives on AW servers run out of space due to **<instance>_awdb_data0** database which grows exponentially large. This leads to potential process related crashes which disrupt the functionality of the underlying software.

Two ways to fix the issue is:

- Increase the size of the drive (or)

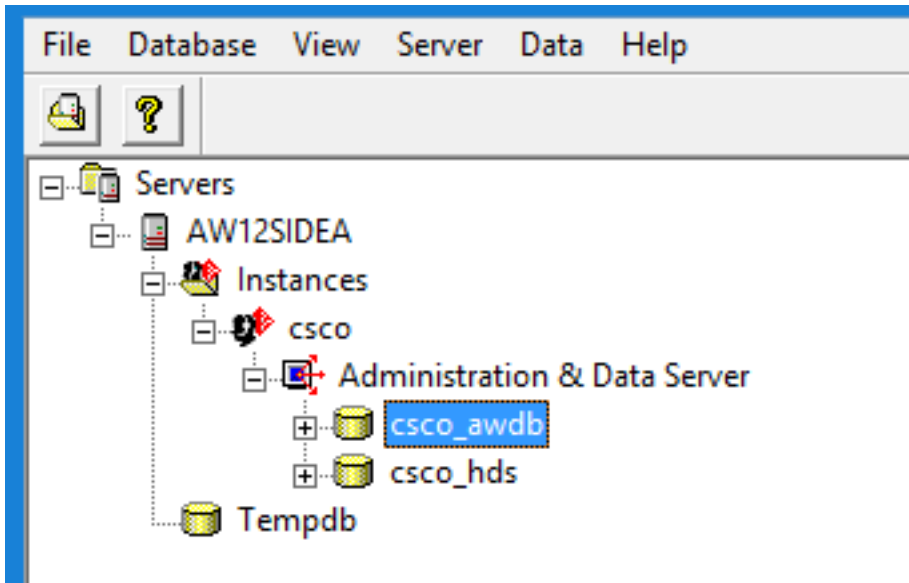
- Delete AW DB and re add it

This document aims to cover the steps required to delete AW DB and re add it.

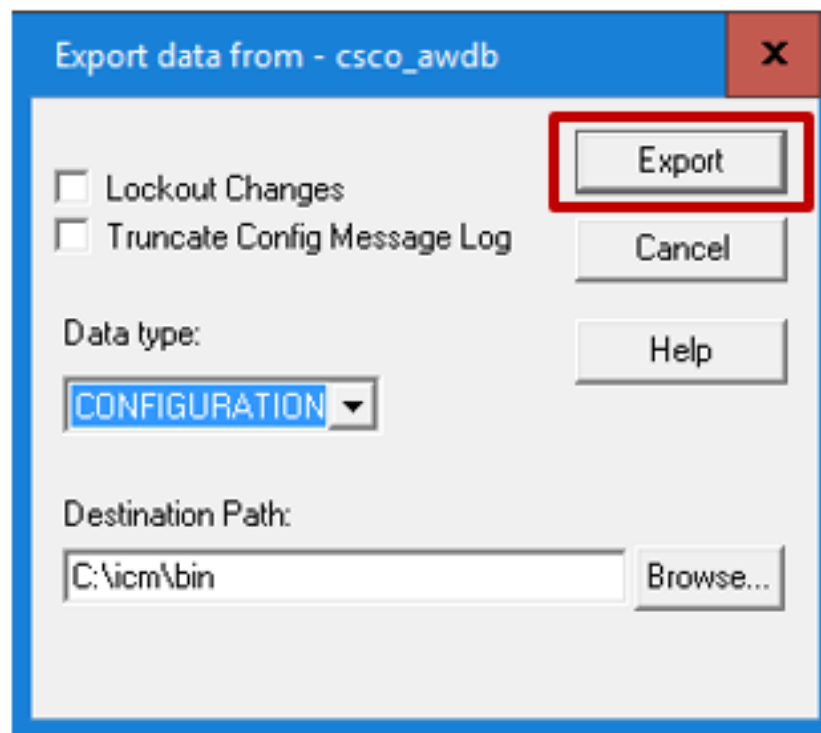
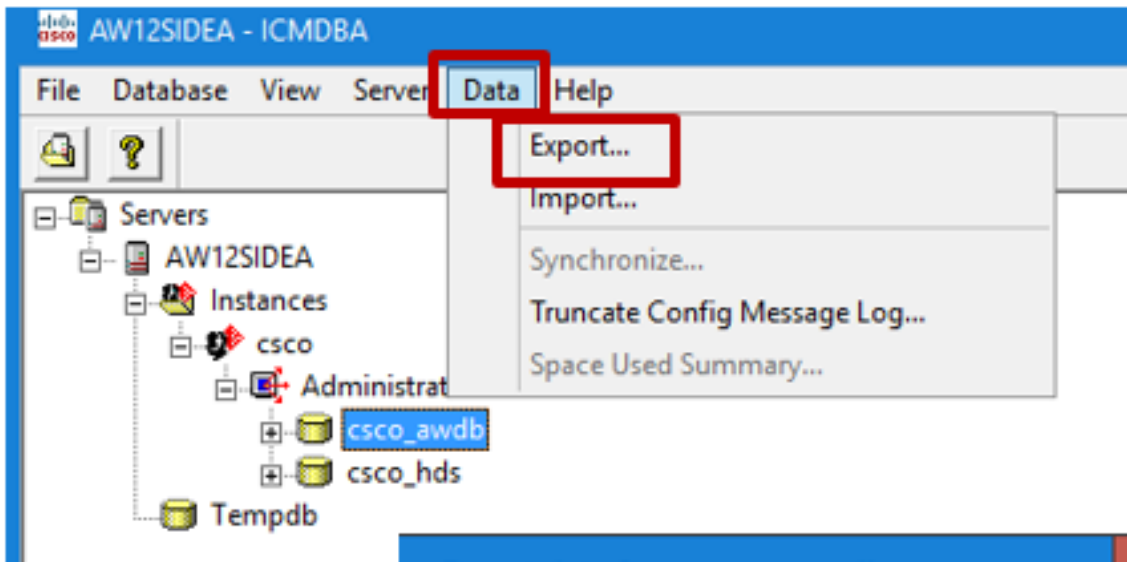
Steps

Note: Ensure to perform these steps in **Maintenance Window**

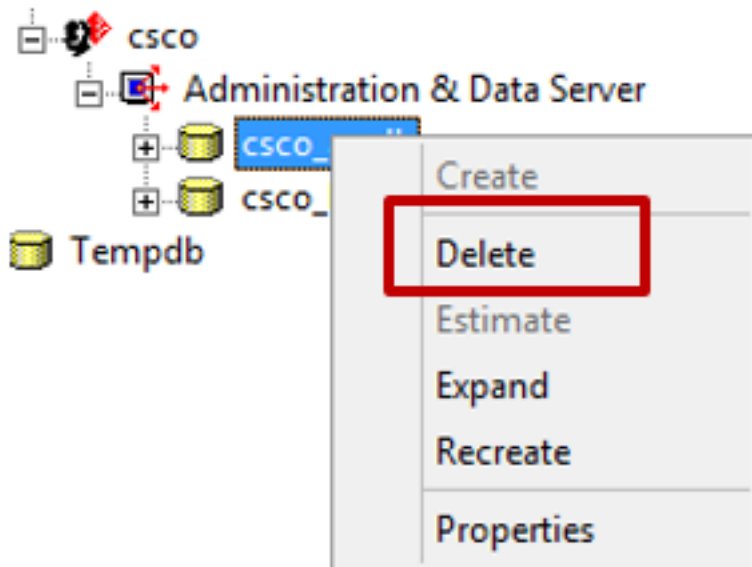
Step 1. In ICMDBA tool select **<instance>_awdb** under Administrator and Data Server, as shown in the image.



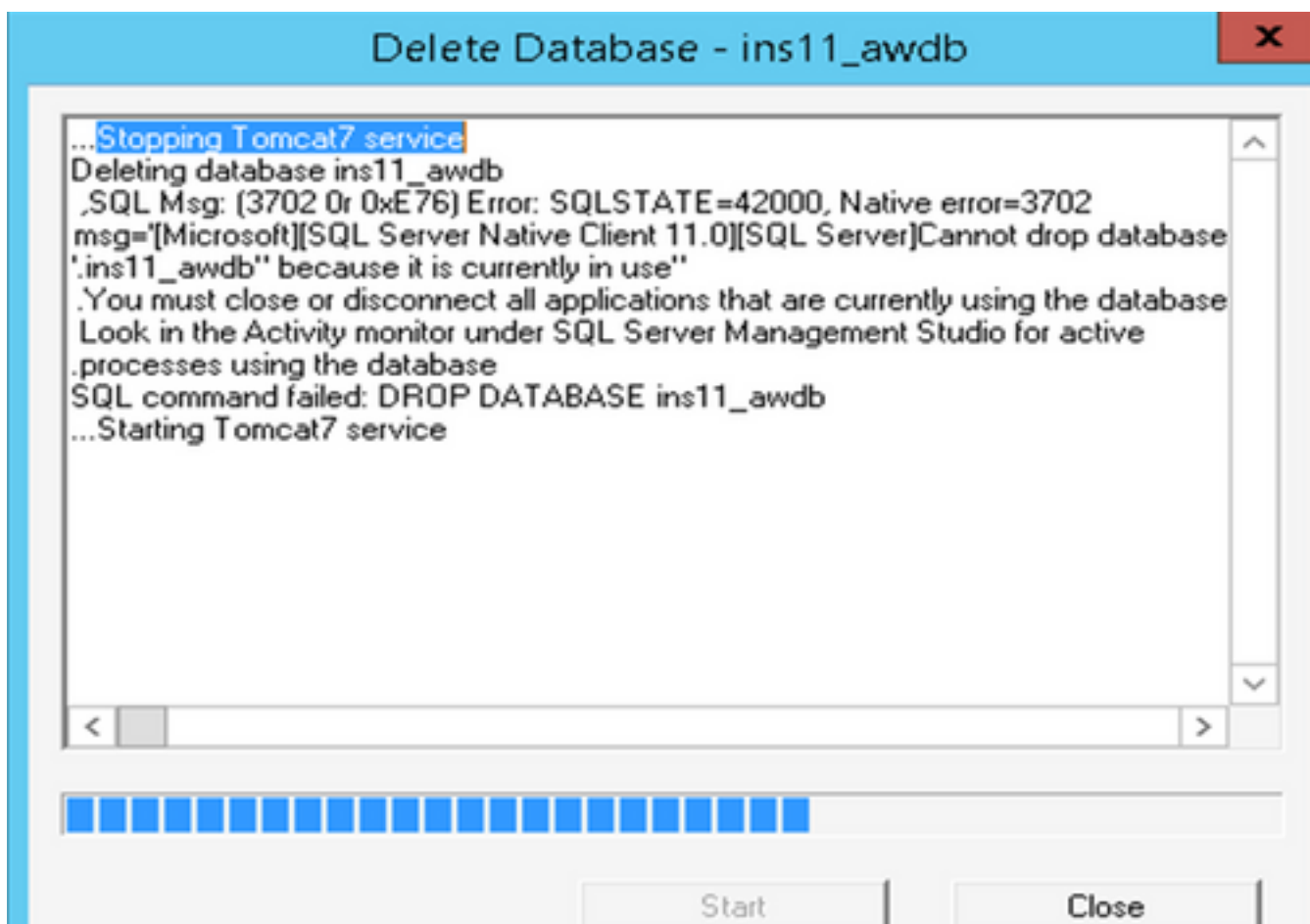
Step 2. Navigate to Data - Export and select export option to transfer the data, as shown in the image.



Step 3. After the the data is transfered, right-click on **<instance>_awdb** and select **Delete**, as shown in the image.



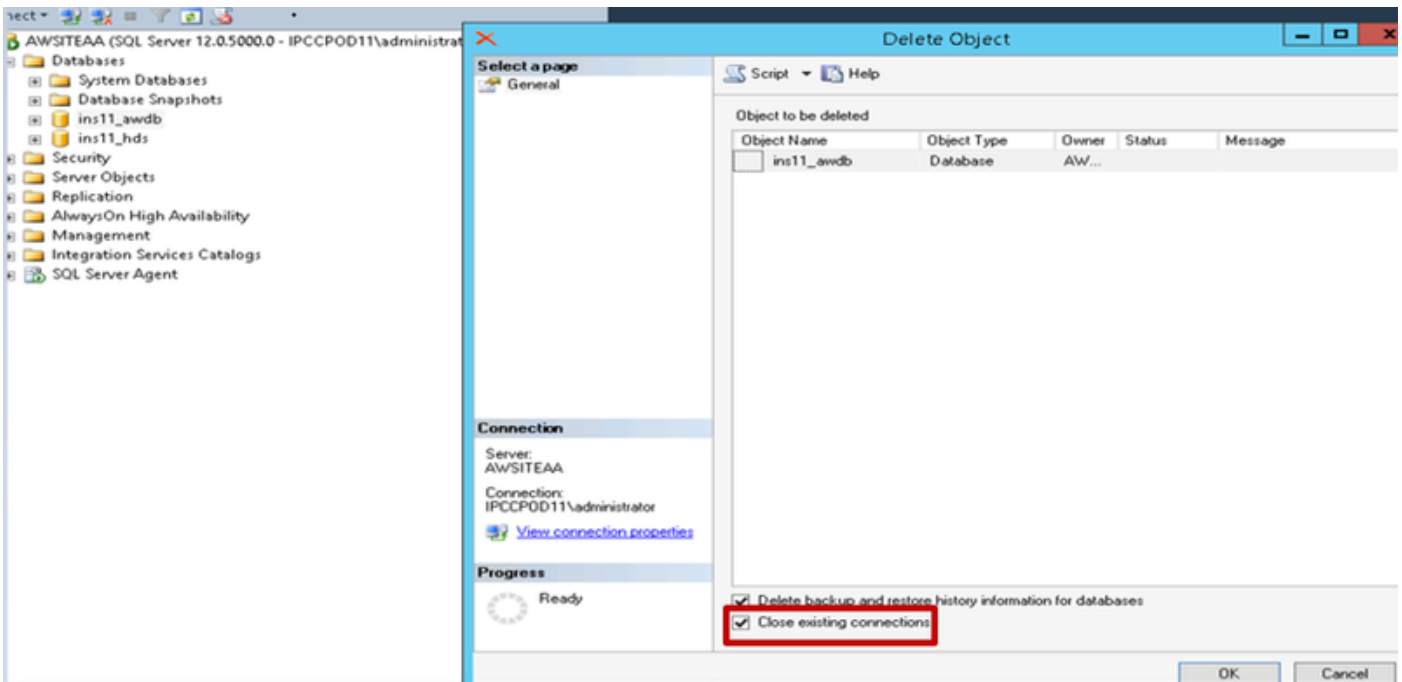
Step 4. Distributer service stops and the message is highlighted, as shown in the image.



Step 5. Close the window.

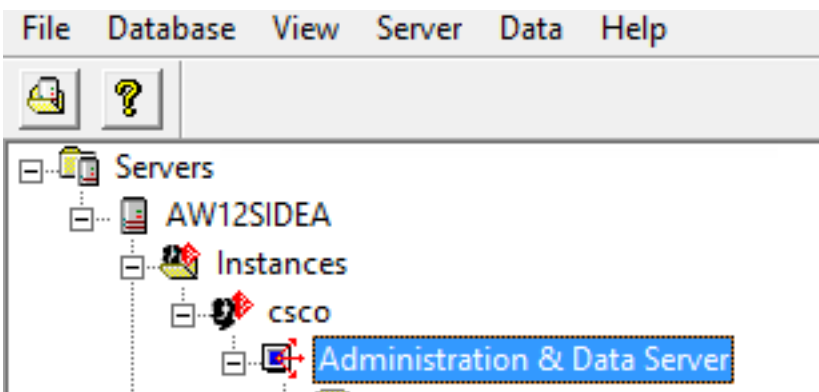
Step 6. Navigate to SQL management console, right click on **<instance>_awdb** and select option **delete** the database, as shown in the image.

Note: Enable the check box **Close existing connection**. By default it is not checked.

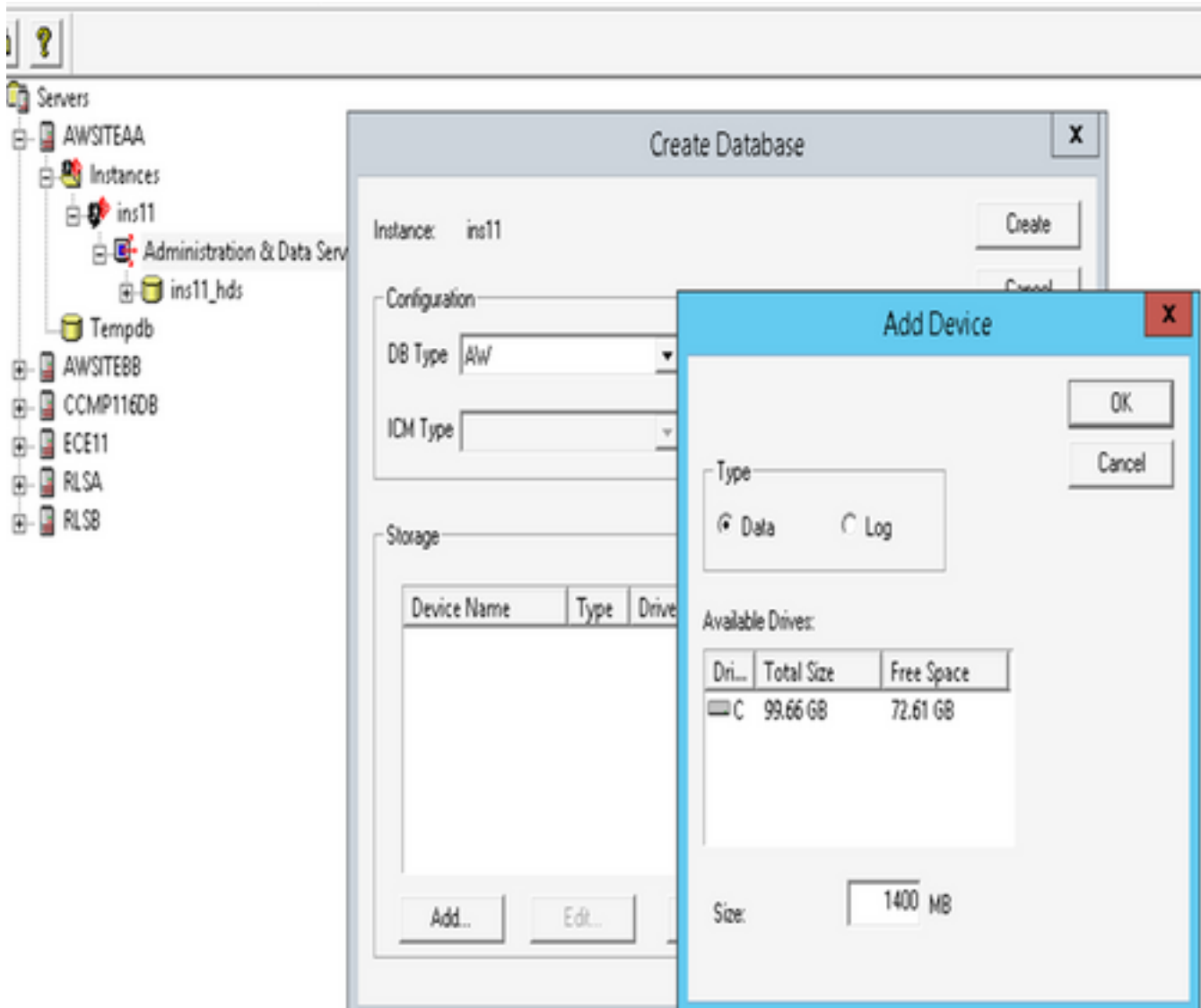


Step 7. Select **OK** to start delete execution.

Step 8. In order to recreate the database in ICMDBA tool **Select** Administrator and Data Server, as shown in the image.

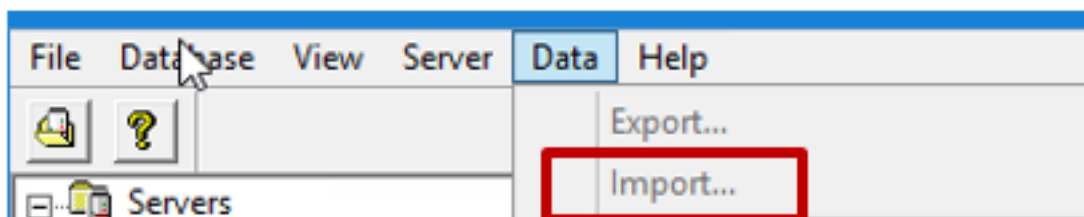


Step 9. Right-click and select the option to Create . In Create Database window Set the DB type **AW** and select **Add** and In Add Device set the size for Data and Log and select **OK**, as shown in the image.

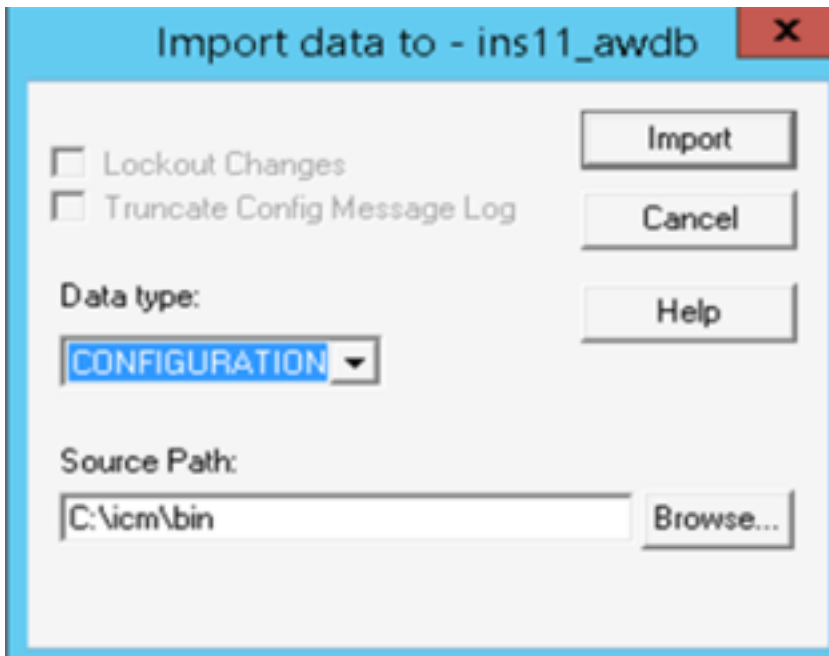


Step 10. **Select** the create option in create database section.

Step 11. Once the DB is created, import the data and **select** the option Data – **Import**, as shown in the image.



Step 12. Ensure the Data type and Source Path are correct and select the option import, as shown in the image.



Step 13. After successful import check the size of drive and ensure the distributor service runs.