Configure Purge Jobs Missed on CCE Database Servers

Contents

Introduction

This document describes how to configure Contact Center Enterprise (CCE) purge jobs missed or removed from the SQL Management Studio.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6.2
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6.2
- Structured Query Language (SQL)
- Administrative Workstation (AW)
- Rogger (CCE Router+ CCE Logger)

Components Used

The information in this document is based on these software versions:

- PCCE Release 12.6.X
- UCCE Release 12.6.X

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 command.

Background Information

Purge jobs play a key role in the purge process on AW/Rogger databases. In a case where Purge on the

Rogger or AW databases are stuck, multiple things needs to be checked.

This document covers the basic/initial steps that needs to be checked and workaround for specific issue scenarios.

Checklist

In case of an issue, these points need to be checked.

- Purge days configured via ICMDBA
- Replication (RPL) logs from Rogger/AW
- Update AW (UAW) logs.

Troubleshoot

From ICMDBA, use Space Used Summary to verify that the retention is set properly and that the value in the DiffDay does not exceed the value of the Retain column.

Table Name	Rows	Size	Retain	Min Date	Max DateTime	DiffDay
t_Dialer_Interval	7285	1.38	1095	2024-10-30	2025-06-24 15:30:....	237
t_Peripheral_Interval	10581	1.70	1095	2024-10-30	2025-05-14 10:30:....	196
t_Physical_Controller_Half_Hou	21331	1.57	1095	2024-10-30	2025-05-14 10:30:....	196
t_Route_Half_Hour	14818	2.95	1095	2024-11-01	2025-05-14 10:30:....	194
t_Routing_Client_Five_Minute	52960	38.82	1095	2024-10-30	2025-05-14 11:10:....	196
t_Skill_Group_Interval	23207	67.88	1095	2024-11-01	2025-05-14 10:30:....	194

ICMDBA Table

+++In the logs, if you encounter this message, it indicates that the Purge job/space needs to be checked.

12:00:16:665 Dis-rpl Trace: 80% of the available free space is used in ucce_hds database.

Scenario 1

In case the value of the DiffDay is less then the value in the Retain, and still the old data is being purged, it means that the amount of data being saved in the tables is more then the planned DB allocation. It is recommend to increase the space for the DB.

### Scenario 2

In case the value of the DiffDay is greater then the value in the Retain.

In this scenario, you can check these points.

- Open **SQL Managment Studio** and under **SQL Server Agent** run Job Activity Monitor.

Job Activity Monitor

- Verify that the jobs did not result in an error.
- Verify that all the jobs and their stored procedures are created.

The stored procedures can be found under Databases>DATABASE_NAME>Programmability>Stored Procedures.

Purge Tables

In case any job is missed, it would not be shown in the Job Activity Monitor.

This action plan can be used to create the jobs.

- Run the file **scheduledailypurge** from the **path C:\icm\instance name\aw\install**.
- In the SQL, select **HDS DB** and run the query (Logged in User to run the query must be the DB Owner).
- Refresh the **SQL Server Agent** tab on the **SQL Object Explorer**.
  - All the deleted Purge jobs must be visible now.