Understand the Impact of "DELETEDB" Command on SMA or SEWM

Contents

Introduction

This document describes the impact of using deletedb command on Cisco Secure Email and Web Manager.

Prerequisites

Requirements

Cisco recommends that you have the knowledge of these topics.

- Cisco Secure Email (ESA)
- Cisco Secure Web Appliance (WSA)
- Cisco Secure Email and Web Manager (SMA)

Components Used

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

- Cisco Secure Email and Web Manager (SMA) 16.0.1

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

The deletedb CLI command on the SMA/SEWM is used to erase and reinitialize the message tracking and reporting database. Cisco TAC advises using this command with caution, typically when there is no need to retain data, during cleanup activities, or to troubleshoot database issues.

Behaviour

When the SMA is integrated with ESA and WSA with Centralized Reporting and Web Tracking services enabled, executing cli command **deletedb** by navigating to **diagnostic > reporting > deletedb** on the SMA removes both ESA reporting and WSA web tracking data.

Recomendation

1. Evaluate and identify the need to run **deletedb** for reporting services to free up disk space on the SMA.
2. Verify if the SMA has ESA and WSA integrated with Email Reporting and Web Tracking services enabled.
3. Do not execute **deletedb** in such scenarios. Contact Cisco TAC for assistance to remove ESA Reporting or WSA Web Tracking files individually.

Relation Information

Cisco Secure Email and Web Manager User Guide

Cisco Technical Support & Downloads