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Introduction

This document describes the common issues seen with NightlyPurge process in Customer Voice Portal (CVP) Reporting server.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics

- CVP
- Windows 2008 Server

Components Used

The information in this document is based on the CVP reporting server 8.0 and above.

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.

Problem: CVP Reporting Server Database NightlyPurge Failure

In CVP reporting server, intermittently the NightlyPurge process can fail with this error, "Failed running the stored procedure sp_frag_mgt - 310"

```
10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG:
ackPurgeRunning() sending message: start_ack[id:4013]
10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Received
acknowledgement from Reporting subsystem. Message: start_ack [id:4013]
10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-1-REPORTING_DB_STARTING_PURGE: Starting
Reporting (Database: cvp_data)
database purge. Any existing reporting connections will be disconnected. [id:4017]
10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-3-REPORTING_DB_ERROR_MSG: (Database:
cvp_data) runDBPurge -- Failed running the stored procedure sp_frag_mgt: -310
10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-1-REPORTING_DB_PURGE_FAILED:The
Reporting (Database: cvp_data) database purge operation failed [Duration: 0.52
```

seconds].

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Sending purge completed message for Reporting database. Message: 'stop' [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: acceptClient() received msg: stop [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-1-REPORTING_STATE_CHANGE: REPORTING Subsystem state changed to RPT SS RPT1 changes its state to In Service cause Purge ended [id:4001]

Solution

The error code "-310" indicates that a table (or fragment rather) already exists. When the purge is run, fragments are detached to a table named "junk" and then the table is dropped. Since the purge isn't running successfully the "Informix.junk" table is not getting deleted at the end of the purge process. To resolve you need to delete the table manually by using these steps . Once the table is deleted, the purge runs successfully.

Step 1. Navigate to **Start > All Programs > Informix Dynamic Server > cvp_db_<dbname>**.

Step 2. Enter **dbaccess**.

Step 3. From the meny, select **Connection**

Step **cvp_data** is the database.

Step **USER NAME >>** prompt type the login name for the user to login.

Step **PASSWORD >>** prompt type the user's password.

Step **cvp_data**".

Step **Exit** to return to the main menu.

Step **Query-Language** to execute a query.

Step **drop table junk**

You may encounter this error(s) within the **dbaccess** tool

10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: ackPurgeRunning() sending message: start_ack[id:4013]

10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Received acknowledgement from Reporting subsystem. Message: start_ack [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-1-REPORTING_DB_STARTING_PURGE: Starting Reporting (Database: cvp_data)

database purge. Any existing reporting connections will be disconnected. [id:4017]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-3-REPORTING_DB_ERROR_MSG: (Database: cvp_data) runDBPurge -- Failed running the stored procedure sp_frag_mgt: -310

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-1-REPORTING_DB_PURGE_FAILED:The Reporting (Database: cvp_data) database purge operation failed [Duration: 0.52

seconds].

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Sending purge completed message for Reporting database. Message: 'stop' [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: acceptClient() received msg: stop [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-1-REPORTING_STATE_CHANGE: REPORTING Subsystem state changed to RPT SS RPT1 changes its state to In Service cause Purge ended [id:4001]

To rectify this issue,

- Ensure the user account logged in is a Local Admin.
- Ensure the reporting server is in a workgroup and not part of any domain.