

Contents

- 1 Requirements
- 2 Important Notes!
- 3 What makes up an Archive Job?
 - ◆ 3.1 Jobs
 - ◆ 3.2 Job Runs
 - ◆ 3.3 Batches
 - ◆ 3.4 Steps
 - ◆ 3.5 Relationship
- 4 Purging Archive Job Runs

Requirements

Per the 4.3 SRND, *Archive jobs for archiving activities older than a certain number of days must be configured via the Cisco Interaction Manager Administration Console, if the Active database size exceeds 30 GB. The maximum size of the Active database **must not exceed 40 GB**, in order to ensure optimal system performance.*

Important Notes!

- You can archive cases and activities. However, attachments of activities are not archived to a different server - they remain on the File Server.
- Once archived, a case or activity cannot be ?unarchived.? If a customer replies to an archived case, a new case gets created.
- Archiving must be properly combined with **regular reindexing** for maintaining a healthy and optimal EIM/WIM database.

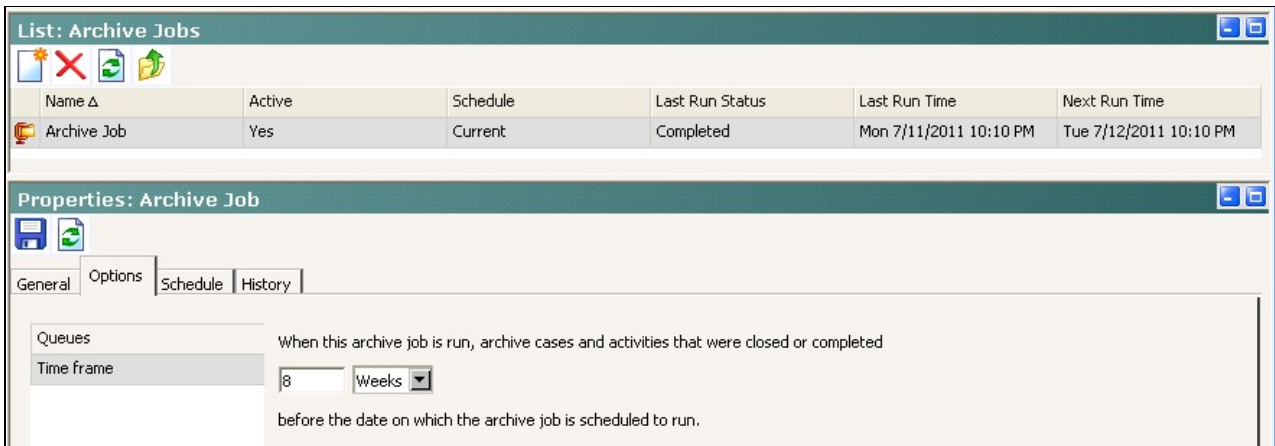
What makes up an Archive Job?

Jobs

Start at the highest level - the Archive Job. This is configured from the Administration Console > Departments > Service > Archive Jobs. From this UI, you can set:

- Job Name
- Queues to Archive
- Time Frame (How far back to archive)
- Scheduled days to run the job
- Job state (on/off)

Archiving_Basics



The Job can be validated from the eGActiveDB with the below query. Note the JOB_ID - this can be used to correlate Job Runs.

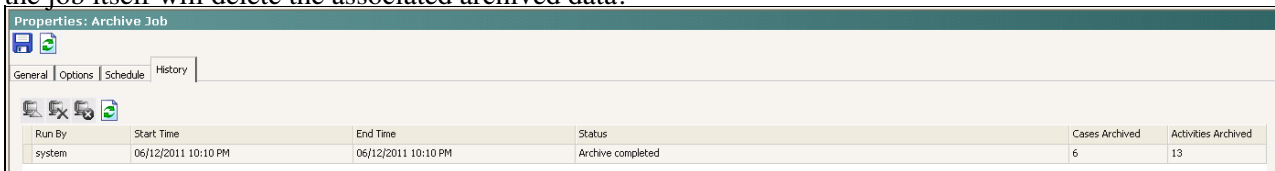
```
select * from egpl_arch_job
```

JOB_ID	JOB_NAME	DESCRIPTION	DEPARTMENT_ID	STAT	LAST_RUN_STATUS	LAST_RUN_TIME	NEXT_RUN_TIME	NEXT_RUN_END_TIME	WHO_CREATED	WHEN_CREATED	WHO_MODIFIED	WHEN_MODIFIED	SCHEDULE_START_DATE	SCHEDULE_END_DATE	DELETE_FLAG	GMTOFFSET
1	1000	Archive Job	999	1	0	NULL	2011-06-13 21:45:00.000	2011-06-14 04:00:00.000	1	2011-05-19 21:31:04.000	1	NULL	2011-05-19 04:00:00.000	2013-05-01 04:00:00.000	n	14400000

LAST_RUN_STATUS of 0 means that the last job run was successful. The same is true for RUN_STATUS in subsequent tables.

Job Runs

Previous runs can be viewed and managed from the Administration console. *Note:* Deleting a job run or the job itself will delete the associated archived data!



Whenever a Job is run, a new entry is made in the egpl_arch_job_run table. Note the value of JOB_RUN_ID - this represents one single run of the job (i.e., Tuesday night).

```
select * from egpl_arch_job_run
```

JOB_RUN_ID	JOB_ID	DEPARTMENT_ID	RUN_STAT...	WHEN_STARTED	WHEN_COMPLETED	JOB_RUN_COMMENT	PURGED_FLAG	WHEN_PURGED	WHO_PURGED	RUN_BY	
1	1000	1000	999	0	2011-06-13 02:10:16.000	2011-06-13 02:10:20.000	Job run completed successfully.	n	NULL	-1	12

Batches

Within each Job Run is a series of batches, each designated by BATCH_ID and run sequentially by the system.

- Each batch can archive a maximum of 5000 records. This is defined in egpl_archiverconfig.properties (<>:\cisco\eService\config) batch.size.1=5000
- Every batch completes archiving in two steps:
 - ◆ First, it inserts data from the active database to the archive database.
 - ◆ After successfully inserting the data in the archive database, it deletes the data from the active database.

Archiving_Basics

- All Batches must complete successfully for a Job Run to be marked complete.

```
select * from egpl_arch_job_run_batch
```

	BATCH_ID	JOB_RUN_ID	RUN_STAT...	WHEN_STARTED	WHEN_COMPLETED
1	1000	1000	0	2011-06-13 02:10:16.000	2011-06-13 02:10:17.000
2	1001	1000	0	2011-06-13 02:10:17.000	2011-06-13 02:10:20.000

Steps

Within each Batch are multiple steps, each designated by STEP_ID. All Steps must complete successfully for a Batch to be marked complete.

```
select * from egpl_arch_batch_step
```

Archiving_Basics

	BATCH_ID	STEP_ID	RUN_STAT...	WHEN_STARTED	WHEN_COMPLETED
1	1000	5010010	0	2011-06-13 02:10:17.260	2011-06-13 02:10:17.263
2	1001	7010010	0	2011-06-13 02:10:17.457	2011-06-13 02:10:17.610
3	1001	10010010	0	2011-06-13 02:10:17.710	2011-06-13 02:10:17.737
4	1001	10010020	0	2011-06-13 02:10:17.770	2011-06-13 02:10:17.770
5	1001	10010030	0	2011-06-13 02:10:17.813	2011-06-13 02:10:17.820
6	1001	10010040	0	2011-06-13 02:10:17.867	2011-06-13 02:10:17.890
7	1001	10020010	0	2011-06-13 02:10:17.923	2011-06-13 02:10:17.933
8	1001	10020020	0	2011-06-13 02:10:18.050	2011-06-13 02:10:18.050
9	1001	10020030	0	2011-06-13 02:10:18.070	2011-06-13 02:10:18.073
10	1001	10020040	0	2011-06-13 02:10:18.093	2011-06-13 02:10:18.093
11	1001	10020050	0	2011-06-13 02:10:18.140	2011-06-13 02:10:18.157
12	1001	10030010	0	2011-06-13 02:10:18.220	2011-06-13 02:10:18.220
13	1001	10030020	0	2011-06-13 02:10:18.400	2011-06-13 02:10:18.537
14	1001	10030030	0	2011-06-13 02:10:18.567	2011-06-13 02:10:18.590
15	1001	10030040	0	2011-06-13 02:10:18.643	2011-06-13 02:10:18.643
16	1001	10030050	0	2011-06-13 02:10:18.667	2011-06-13 02:10:18.670
17	1001	10030060	0	2011-06-13 02:10:18.693	2011-06-13 02:10:18.693
18	1001	10040010	0	2011-06-13 02:10:18.717	2011-06-13 02:10:18.717
19	1001	10040020	0	2011-06-13 02:10:18.733	2011-06-13 02:10:18.737
20	1001	10050010	0	2011-06-13 02:10:18.780	2011-06-13 02:10:18.780
21	1001	10050020	0	2011-06-13 02:10:18.807	2011-06-13 02:10:18.807
22	1001	10050030	0	2011-06-13 02:10:18.853	2011-06-13 02:10:18.853
23	1001	10060010	0	2011-06-13 02:10:18.880	2011-06-13 02:10:18.880
24	1001	10060020	0	2011-06-13 02:10:18.923	2011-06-13 02:10:18.927
25	1001	10060030	0	2011-06-13 02:10:18.967	2011-06-13 02:10:18.967
26	1001	10060040	0	2011-06-13 02:10:18.987	2011-06-13 02:10:18.987
27	1001	29941010	0	2011-06-13 02:10:19.010	2011-06-13 02:10:19.010
28	1001	29941020	0	2011-06-13 02:10:19.033	2011-06-13 02:10:19.033
29	1001	29941030	0	2011-06-13 02:10:19.100	2011-06-13 02:10:19.100
30	1001	29941040	0	2011-06-13 02:10:19.143	2011-06-13 02:10:19.143
31	1001	29951010	0	2011-06-13 02:10:19.183	2011-06-13 02:10:19.183
32	1001	29951020	0	2011-06-13 02:10:19.623	2011-06-13 02:10:19.623
33	1001	29951030	0	2011-06-13 02:10:19.760	2011-06-13 02:10:19.760
34	1001	29961010	0	2011-06-13 02:10:19.783	2011-06-13 02:10:19.783
35	1001	29961020	0	2011-06-13 02:10:19.810	2011-06-13 02:10:19.810
36	1001	29971010	0	2011-06-13 02:10:19.843	2011-06-13 02:10:19.843
37	1001	29971020	0	2011-06-13 02:10:19.873	2011-06-13 02:10:19.873
38	1001	29971030	0	2011-06-13 02:10:19.900	2011-06-13 02:10:19.913
39	1001	29971040	0	2011-06-13 02:10:19.947	2011-06-13 02:10:19.950
40	1001	29971050	0	2011-06-13 02:10:19.977	2011-06-13 02:10:19.980
41	1001	29971060	0	2011-06-13 02:10:20.007	2011-06-13 02:10:20.007
42	1001	29981010	0	2011-06-13 02:10:20.063	2011-06-13 02:10:20.063
43	1001	29981020	0	2011-06-13 02:10:20.103	2011-06-13 02:10:20.103
44	1001	29981030	0	2011-06-13 02:10:20.127	2011-06-13 02:10:20.130
45	1001	29981040	0	2011-06-13 02:10:20.153	2011-06-13 02:10:20.157
46	1001	29981050	0	2011-06-13 02:10:20.187	2011-06-13 02:10:20.210
47	1001	29981060	0	2011-06-13 02:10:20.230	2011-06-13 02:10:20.230
48	1001	29991010	0	2011-06-13 02:10:20.253	2011-06-13 02:10:20.253
49	1001	29991020	0	2011-06-13 02:10:20.277	2011-06-13 02:10:20.300
50	1001	29991030	0	2011-06-13 02:10:20.337	2011-06-13 02:10:20.343
51	1001	29991040	0	2011-06-13 02:10:20.367	2011-06-13 02:10:20.367

Relationship

- Job
 - ◆ Job Run
 - ◇ Batches
 - Steps

Purging Archive Job Runs

Purge jobs can systematically manage the size of the eGArchiveDB. Note that deleting a Job Run (either manually or via a purge schedule) will delete all cases, activities, attachments, etc. associated with that Job Run.

The screenshot shows a web application interface with a table titled "List: Archive Jobs". The table has columns: Name, Active, Schedule, Last Run Status, Last Run Time, and Next Run Time. A single row is visible with the following data:

Name	Active	Schedule	Last Run Status	Last Run Time	Next Run Time
Archive Job	Yes	Current	Completed	Mon 7/11/2011 10:10 PM	Tue 7/12/2011 10:10 PM

Overlaid on this is a "Cisco Interaction Manager Message" dialog box with the following text:

The selected data will be permanently deleted from the system by the purge operation. This data cannot be recovered later.
Do you want to continue?

Buttons: Yes, No, Help

Below the dialog box, another table is visible with columns: Run By, Start Time, End Time, Status, Cases Ar..., and Activities... The data rows are as follows:

Run By	Start Time	End Time	Status	Cases Ar...	Activities...
system	06/12/2011 10:10 PM	06/12/2011 10:10 PM	Archive completed	6	13
system	06/23/2011 10:10 PM	06/23/2011 10:10 PM	Archive completed	0	0
system	06/24/2011 10:10 PM	06/24/2011 10:10 PM	Archive completed	0	0
system	06/25/2011 10:10 PM	06/25/2011 10:10 PM	Archive completed	0	0
system	06/27/2011 10:10 PM	06/27/2011 10:10 PM	Archive completed	0	0