

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.

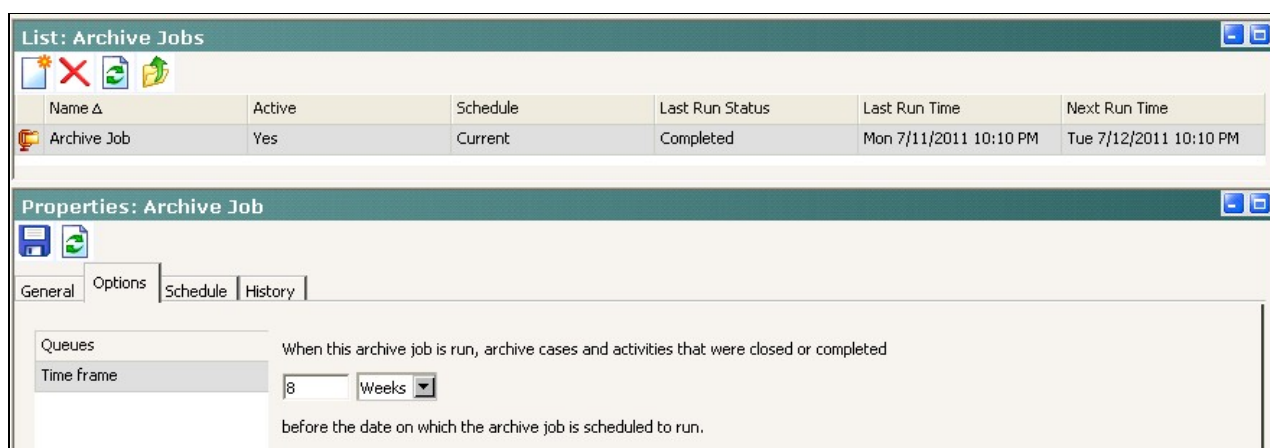
What makes up an Archive Job?

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.

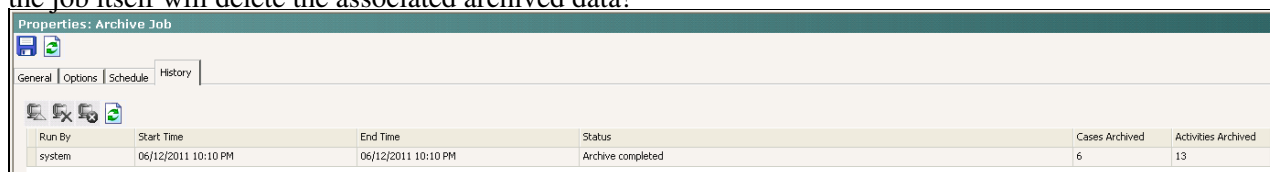
```
select * from egpl_arch_job
```

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 table is a "Cisco Interaction Manager Message" dialog box. The message text reads: "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?". At the bottom of the dialog box are three buttons: "Yes", "No", and "Help".

Below the dialog box, another table is visible, showing a list of job runs with columns: Run By, Start Time, End Time, Status, Cases Ar..., and Activities... The data in this table is 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