

## Cisco Unified CCX Databases are not purged as expected

<b>Problem Summary</b>	The Cisco Unified CCX databases are not automatically purged as expected.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>The cause of this problem could be one of the following:</p> <ul style="list-style-type: none"> <li>• Automatic purging is not configured properly.</li> <li>• You have changed the system clock on the Cisco Unified CCX server. You have altered the size of the Cisco Unified CCX databases.</li> </ul>
<b>Recommended Action</b>	<p>Depending upon the cause of the problem, do one of the following:</p> <ul style="list-style-type: none"> <li>• From the Cisco Unified CCX Administration web page, choose Tools &gt; Historical Reporting and configure automatic purging.</li> <li>• If you change the size of the CRS databases, make sure that the CRS database size is equal to the maxsize present in purge configuration page.</li> </ul>
<b>Release</b>	Release 7.0, Release 5.0
<b>Associated CDETS #</b>	None.