

**E-mail notification of database purging activities is not sent**

<b>Problem Summary</b>	The Cisco Unified CCX system does not send e-mail notification of database purging activities.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Email subsystem is not configured or e-mail notification is not set up properly in Cisco Unified CCX Administration.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. From the Cisco Unified CCX Administration web page, choose Subsystems &gt; eMail and make sure that correct information is entered in the Mail Server and eMail Address fields.</li> <li>2. From the Cisco Unified CCX Administration web page, choose Tools &gt; Historical Reporting and click the Purge Schedule Configuration hyperlink.</li> <li>3. If multiple e-mail addresses are specified in the Send Email Notifications To field, make sure that each address is separated with a semicolon (;), comma (,), or space.</li> <li>4. Make sure that the Send Email Notifications To field contains no more than 255 characters.</li> </ol>
<b>Release</b>	Release 7.0, Release 5.0
<b>Associated CDETS #</b>	None.