


## The Cisco Unified CCX server runs out of disk space

<p><b>Problem Summary</b></p>	<p>Possible symptoms are:</p> <ul style="list-style-type: none"> <li>• An out of memory error occurs on the Cisco Unified CCX server.</li> <li>• Accessing purging or synchronization pages on the Administration UI returns an error.</li> <li>• Running historical reports returns SQL error 5048.</li> </ul>
<p><b>Error Message</b></p>	<p>SQL error 5048.</p>
<p><b>Possible Cause</b></p>	<p>The Cisco Unified CCX database log files, the tempdb database, or the tempdb log files have grown large.</p>
<p><b>Recommended Action</b></p>	<p>There are two possible actions you can take:</p> <ul style="list-style-type: none"> <li>• To manually shrink a Cisco Unified CCX database log file, open a command window on the Cisco Unified CCX server and type the following commands:   <b>osql -Usa -Ppassword -ddb_cra</b>, where <i>password</i> is the password for the sa log in to the Cisco Unified CCX database.  <b>USE database_name</b>, where <i>database_name</i> is db_cra.  <b>GO</b>  <b>DBCC SHRINKFILE (database_name_log.mdf)</b>, where <i>database_name</i> is db_cra.  <b>GO</b> </li> <li>• Alternatively, you can shrink the log files by running the batch file runTruncateHistDBLogs.bat, installed under the wfavvid directory. Depending on the arguments, it shrinks the log files of db_cra or tempdb.</li> </ul> <p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Truncate the log files for db_cra to 10MB:  <b>runTruncatedHistDBLogs ?sa? ?sa_password? ?db_cra_all? 10</b></li> <li>• Truncate the tempdb transaction log: <b>runTruncateHistDBLogs ?sa? ?sa_password? ?tempdb?</b></li> </ul> <p>Additional information can be found about truncating logs in the Managing Historical Reporting Databases section of the <i>Cisco Unified CCX Administration Guide</i>.</p> <p> <b>Note:</b> This troubleshooting tip also applies to the Cisco Unified CCX Database Problems section and the Cisco Unified CCX Historical Reporting Problems section.</p>
<p><b>Release</b></p>	<p>Release 7.0(1)</p>
<p><b>Associated CDETS #</b></p>	<p>None.</p>