


The Cisco Unified CCX server runs out of disk space

Problem Summary	<p>Possible symptoms are:</p> <ul style="list-style-type: none"> • An out of memory error occurs on the Cisco Unified CCX server. • Accessing purging or synchronization pages on the Administration UI returns an error. • Running historical reports returns SQL error 5048.
Error Message	SQL error 5048.
Possible Cause	The Cisco Unified CCX database log files, the tempdb database, or the tempdb log files have grown large.
Recommended Action	<p>There are two possible actions you can take:</p> <ul style="list-style-type: none"> • 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: osql -Usa -Ppassword -ddb_cra, where <i>password</i> is the password for the sa log in to the Cisco Unified CCX database. USE database_name, where <i>database_name</i> is db_cra. GO DBCC SHRINKFILE (database_name_log.mdf), where <i>database_name</i> is db_cra. GO • 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. <p>Examples</p> <ul style="list-style-type: none"> • Truncate the log files for db_cra to 10MB: runTruncatedHistDBLogs ?sa? ?sa_password? ?db_cra_all? 10 • Truncate the tempdb transaction log: runTruncateHistDBLogs ?sa? ?sa_password? ?tempdb? <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> Note: This troubleshooting tip also applies to the Cisco Unified CCX Database Problems section and the Cisco Unified CCX Historical Reporting Problems section.</p>
Release	Release 7.0(1)
Associated CDETS #	None.