


The Cisco Unified CCX server runs out of disk space

<p>Problem Summary</p>	<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.
<p>Error Message</p>	<p>SQL error 5048.</p>
<p>Possible Cause</p>	<p>The Cisco Unified CCX database log files, the tempdb database, or the tempdb log files have grown large.</p>
<p>Recommended Action</p>	<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>
<p>Release</p>	<p>Release 7.0(1)</p>
<p>Associated CDETS #</p>	<p>None.</p>