Database Cleaning

It is important, that the database is cleaned regularly, to remove old data, particularly statistics.

The database cleaner script - see Role DATA - Cleaner (on the MASTER server that creates the backup) - should be installed for this purpose.

Note

There is no recommendation as to how to set these parameters, as this will be dependent on the space available on the system.

Particularly, the following tables can "explode" depending on the number of agents configured on the system:

- JTELStats.AcdStatisticsLogin
- JTELStats.AcdStatisticsLogin2
- JTELStats2.CompressedU15

It is recommended to install monitoring on the database server, and check the table usage regularly.

Also, when implementing shorter deletion periods for tables which are large, do not reduce the deletion period in one large step. The danger is that the daemon may not be able to complete the work in one night. Rather, reduce the time period by small increments until the desired time period is reached.

The behaviour of the cleaner, is controlled by the following parameters:

Parameter	Affects Data in Table(s) - Records are DELETED	Standard Value jtel Installations*	Comments / Affects
Acd.AcdEvents.MaxAgeDays	JTELWeb.AcdEvents JTELWeb.AcdEventsHistory	214	ACD events such as callbacks, voice mails or chat sessions, and their associated history.
ACD.Whatsapp.Resources.MaxAgeDays		5	Attachments to whatsapp messages. After this period of time, the attachment will be deleted from the system. Note: this does not affect the availability of the rest of the chat session.
ConfServer.Conference.RecordingPINs. MaxAgeDays	JTELWeb. ConferenceRecordingPINs	7	Conference recording PINs used to listen to the recording of a conference will become invalid after this period of time.
ConfServer.Statistics.ConfStatsPartA. MaxAgeDays	JTELWeb.ConfStatsPartA JTELWeb.ConfStatsPartB	762	Uncompressed historical data on conferences and their participants, and affects the availability of historical reports based on this data.
ConfServer.Statistics.ConfStatsPartI. MaxAgeDays	JTELWeb.ConfStatsPartI	762	Uncompressed historical data on conference invitations, and affects the availability of historical reports based on this data.
Portal.8Server.Logfiles.MaxAgeDays		7	Detail log files for calls made to the system. Only files are deleted after this grace period.
Portal.ACD.Statistics.JTELStats2. CompressedA15.MaxAgeDays	JTELStats.CompressedA15 JTELStats. custom_CompressedA15	214	Compressed historical data in 15 minute time intervals regarding service numbers and calls processed, and affects the availability of historical reports based on this data.
Portal.ACD.Statistics.JTELStats2. CompressedADay.MaxAgeDays	JTELStats.CompressedADay JTELStats. custom_CompressedADay	762	Compressed historical data in day intervals regarding service numbers and calls processed, and affects the availability of historical reports based on this data.
Portal.ACD.Statistics.JTELStats2. CompressedU15.MaxAgeDays	JTELStats.CompressedU15 JTELStats. custom_CompressedU15	14	Compressed historical data in 15 minute time intervals regarding user login / logout activity, and affects the availability of historical reports based on this data.

Portal.ACD.Statistics.JTELStats2.CompressedUA15.MaxAgeDays	JTELStats.CompressedUDay JTELStats.custom_CompressedUDay	214	Compressed historical data in day intervals regarding user login / logout activity, and affects the availability of historical reports based on this data.
Portal.ACD.Statistics.JTELStats2.CompressedUADay.MaxAgeDays	JTELStats.CompressedUA15 JTELStats.custom_CompressedUA15	762	Compressed historical data in 15 minute time intervals regarding user call performance data, and affects the availability of historical reports based on this data.
Portal.ACD.Statistics.JTELStats2.CompressedUDay.MaxAgeDays	JTELStats.CompressedUADay JTELStats.custom_CompressedUADay	762	Compressed historical data in day intervals regarding user call performance data, and affects the availability of historical reports based on this data.
Portal.Alerts.MaxAge Portal.Alerts.MaxAgeDays	JTELWeb.Alerts	31	Alerts produced by the system.
Portal.BadLogins.MaxAgeDays	JTELWeb.BadLogins	31	Bad login attempts.
Portal.ContactsHistory.MaxAgeDays	JTELWeb.ContactsHistory	762	History for contacts in the JTELWeb.Contacts table.
Portal.Daemon.SMTP.Archive.MaxAge		7	History files for SMTP processes. Only files are affected here.
Portal.EventSpool.MaxAgeDays	JTELWeb.EventSpool	214	Maximum age of Event Spool records.
Portal.FTPLogs.MaxAgeDays	JTELWeb.FTPLogs	7	Maximum age of FTP logs.
Portal.Logging.DataManipulationLog.MaxAgeDays	JTELWeb.DataManipulationLog	214	Maximum age of data manipulation logs.
Portal.Recordings.MaxAge	JTELWeb.Recordings	7	Maximum age of recording data and files (affects also recordings made in the IVR).
Portal.Routing.CounterDetailStatistics.MaxAgeDays	JTELWeb.CounterDetailStatistics	214	Detail counter statistics for IVR applications, and affects the availability of the counters shown when a routing application's counters are accessed via the web application.
Portal.Sessions.MaxAgeDays	JTELWeb.Sessions JTELWeb.SubSessions	214	Logged web sessions and subsessions (impersonations).
Portal.Statistics.AcdStatisticsEventTransactionCodes.MaxAgeDays	JTELWeb.AcdStatisticsEventTransactionCodes	762	The age of event transaction codes (non call transaction codes for chats, voice mails, callbacks etc.).
Portal.Statistics.AcdStatisticsLogin.MaxAgeDays	JTELStats.AcdStatisticsLogin JTELStats.AcdStatisticsLogin2	214	Uncompressed historical data on agent login / logout activity, and affects the availability of historical reports based on this data.
Portal.Statistics.AcdStatisticsPartC.MaxAgeDays	JTELStats.AcdStatisticsPartC	762	Uncompressed historical data on chat sessions, and affects the availability of historical reports based on this data.
Portal.Statistics.AcdStatisticsPartD.MaxAgeDays	JTELStats.AcdStatisticsPartD	762	Uncompressed historical data on dynamic priority group handling, and affects the availability of historical reports based on this data.
Portal.Statistics.AcdStatisticsTransactionCodes.MaxAgeDays	JTELStats.AcdStatisticsTransactionCodes	762	Uncompressed historical data on transaction codes for calls, and affects the availability of historical reports based on this data.
Portal.Statistics.CallHistoryPartA.MaxAgeDays	JTELLog.CallHistoryPartA	31	Calls in the **Call Log** or **Call Analyser Log**.
Portal.Statistics.StatisticsClick2DialNoPortal.MaxAgeDays	JTELStats.StatisticsClick2DialNoPortal	762	CDRs for click to dial (no portal) requests made to the system, and affects the availability of historical reports based on this data.
Portal.Statistics.StatisticsDiallerCampaigns.MaxAgeDays	JTELStats.StatisticsDiallerCampaigns	762	Compressed historical data on dialler campaigns for calls made and results, and affects the availability of historical reports based on this data.

Portal.Statistics.StatisticsPartA. MaxAgeDays	JTELLog.CallHistoryPartA JTELStats.AcdStatisticsPartB JTELStats.StatisticsPartA JTELStats.StatisticsPartB JTELStats.StatisticsPartO JTELStats.StatisticsPartIVR JTELWeb.DiallerContactsHistory	762	Because the StatisticsPartA table is referenced for each incoming and outgoing call, deletion of records in this table causes all data, which is dependent on these records, to be deleted or NULLed at the same time. This affects the availability of uncompressed historical data regarding calls to and from the system, including all referenced records in the tables noted, and affects the availability of historical reports based on this data.
Portal.Statistics.StatisticsPartIVR. MaxAgeDays	JTELStats.StatisticsPartIVR	762	Uncompressed historical data on IVR statistics markers used in IVR applications, and affects the availability of historical reports based on this data.
Portal.Statistics.StatisticsPartK. MaxAgeDays	JTELStats.StatisticsPartK	762	Uncompressed historical data on incoming e-mails received using a workflow connector script (ruby script, not an E-Mail connector), and affects the availability of historical reports based on this data.
Portal.Statistics.StatisticsPartR. MaxAgeDays	JTELStats.StatisticsPartR1 JTELStats.StatisticsPartR2	762	Uncompressed historical data on recording transport statistics (sending automatically as a result of saving recordings in the IVR, for example to FTP or to E-Mail), and affects the availability of historical reports based on this data.
Portal.Statistics.StatisticsPartT. MaxAgeDays	JTELStats.StatisticsPartT JTELStats.StatisticsPartTI	762	Uncompressed historical data on PBX CDRs, and affects the availability of historical reports based on this data.
Portal.Statistics.StatisticsPartZ. MaxAgeDays	JTELStats.StatisticsPartZ	762	Uncompressed historical data on calls which could not be processed by any service number (and hence were rejected by the system), and affects the availability of historical reports based on this data.
Portal.UsersProfilesLog.MaxAgeDays	JTELWeb.UsersProfilesLog	31	Logs relating to the running of users profiles.

Availability on your installation

This setting relates to the standard setting on jtel on premise and cloud installations from Release 3.23 onwards.

Your installation may be subject to different paramters - please contact your jtel partner for details or check the parameters in your jtel on premise system.