

Archive Tickets



[wb-mlee](#) 54 posts since

Jun 9, 2008

Good Morning,

We are using an old version of Remedy version 5.5 I think. We have noticed that the database is running pretty slow. On top of us working on the performance, I was curious if it was possible to archive/purge 2 years of old data. What is the easiest way to do this? Thank you for any information you give me!



[Marcus](#) 311 posts since

Mar 10, 2008 1. **Re: Archive Tickets** Nov 13, 2008 9:52 AM

Hi

well, the out of the box archiving functionality was introduced in 6.x I think. Bad luck for you



If you want the archived data to be available in the system, I'd manually create archive Forms (Save Form as) and some filters pushing the data to the archive forms. Condition could be 'Status' = "Closed" and 'Create Date' < \$TIMESTAMP\$ -x and/or some Flag. After you pushed the data, you'd have to delete the requests from the original table of course.

If you don't need the data in the system you could search for it in User Tool and Export it to *.arx files. Afterwards delete it.

Cheers

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Marcus