

System Cleanup

System cleanup provides tools that can be used to prune the audit logs and caches. Pruning audit logs can be particularly useful if you need to reduce the size of your database tables. You can find the cleanup options are at **Utilities -> System Cleanup**.

Most options provide the option to automatically delete after a certain number of days (data retention) and/or manually delete all records before a certain date.

The tools are divided into **database**, **files** and **logs**, based on where the data is stored.

Option	Description
Users	A user record is stored for each user who opens previous system. You can automatically prune in comments and ratings) within a number of days will delete all related data from the system also, reports.
Tickets	You can automatically prune inactive tickets, (including messages and custom fields) within a trash and are then automatically cleaned up by permanently deleted from the trash, it will also delete messages, attachments and feedback.
Organisations	You can automatically prune inactive organisation within a number of days defined. Be aware that reports.
Option	Description
System Cache	The cache is used to store data that does not change calls. The cache items are automatically removed may wish to clear it manually.

Template Cache	The template files are pre-compiled and saved to
Attachments	Ticket attachments are saved on the file system, date.
Exports	Exports of user data on the file system, but you h
Option	Description
System Activity Log	All activity, from users, operators and the system some point in the future, and you can prune log e
Email Log	Each incoming and outgoing email is stored in the content can be very large. You can prune email l incoming emails is stored on the file system avai system, see [redacted] to change the len
Operator Login Log	Every operator login is stored in the login log, yo

Online URL: <https://docs.supportpro.vn/article/system-cleanup-57.html>