

Aranda Service Desk

It is a multi-project tool that allows you to manage various processes of your business through the same console and provide support to different types of cases such as: requests, service requirements, incidents, problems and changes.

The management of your organization’s technological resources requires efficient management, providing greater user satisfaction and offering an effective response and quality service.

ASDK Database Considerations

Data Backup

Preferably have the database without user access from Aranda’s applications and services to ensure that backups are consistent. To do this, stop the sites, services, and consoles with a connection to the database.

1. Make a copy of all files and folders in the default folder of Aranda FILE SERVER %systemdrive%\inetpub\wwwroot\afs or on the path you customized during installation. 2. Perform a database backup (Define your backup and recovery strategy according to the importance of your business data).

Database Cleaning Routines

Use the scripts listed below to perform a deletion of unnecessary records.

1. Deleting from the registry rules executed by Aranda SERVICE DESK. Use the finished field to limit the length of time you want to keep/delete. Delete only the data from rules executed for closed cases using the script:

```
DELETE FROM ASDK_RULES_EXECUTED_HIST
WHERE caseid NOT IN(
SELECT serv_id
FROM ASDK_SERVICE_CALL
WHERE serv_final_status = 0
UNION ALL
SELECT inci_id
FROM ASDK_INCIDENT
WHERE inci_final_status = 0
UNION ALL
SELECT chan_id
FROM ASDK_CHANGE
WHERE chan_final_status = 0
UNION ALL
SELECT prob_id
FROM ASDK_PROBLEM
WHERE prob_final_status = 0
)AND tableid IN (1, 2, 3, 15);
```

2. Clearing the database error tracking logs.

```
TRUNCATE TABLE AFW_SQL_ERRORS;
```

3. Clearing the database runtime tracking logs.

```
TRUNCATE TABLE AFW_SQL_TIMES;
```

4. Clearing runtime tracking logs related to token replacement for claims.

```
TRUNCATE TABLE DB_TIMES;
```

- 5.Deletion of the history of emails sent by Aranda applications. Use the mail_date_to_send field to limit the period of time that you want to delete from the AFW_MAIL_HISTORY table.

Defragment Indexes and Update Database Statistics

Index defragmentation tasks help improve the performance of databases by improving access to data on disk, and it is advisable to perform these tasks periodically to ensure proper database functioning. These tasks help the execution plans to be compiled with the latest statistics from the database.

Consider the following procedure:

1. Make sure that specialists are not editing, querying or entering data into the tools of the Aranda suite. You can stop Internet Information Services (IIS) for this.
2. Stop the Aranda Suite services on the application server and delete the productkey table using the statements:

```
EXEC PRC_ASDK_LICENCES 'D', 'A', NULL, NULL;

DELETE FROM PRODUCTKEY;
```

3. Run this script. It is not recommended to update statistics too frequently as this invalidates the execution plans stored in the server cache. For this reason, in the script you will find the parameter @statistics with the value ‘OFF’. When you need to update the statistics, change the mentioned parameter to the value ‘ON’.

Aranda V8 Database Objects for Replication

AFW_ADD_FIELDS_CONFIG	ASDK_PROBLEM_SELF
AFW_ADD_FIELDS_CONFIG_LOOKUP	ASDK_PROJECTS
AFW_ADD_FIELDS_DATA	ASDK_REASON
AFW_ADD_FIELDS_HIST	ASDK_ROUTER_HIST
AFW_ADDITIONAL_FIELDS	ASDK_SERVICE
AFW_ADDITIONAL_FIELDS_LOOKUPS	ASDK_SERVICE_CALL
AFW_ADSYNCHRONIZATION_CONTROL	ASDK_SERVICE_CALL_CHANGE
AFW_CATALOG	ASDK_SERVICE_CALL_PROBLEM
AFW_CATALOG_CODE	ASDK_SERVICE_CALL_SELF
AFW_STATUS	ASDK_SERVICE_CATEGORY
AFW_STATUS_BEHAVIOR	ASDK_SERVICECALL_TASK
AFW_STATUS_TRANSTION	ASDK_SLA
AFW_SURVEY	ASDK_TASK
AFW_SURVEY_ANSWERS	ASDK_URGENCY
AFW_SURVEY_QRESP_CHOICE	ASM_LICENSE
AFW_SURVEY_QUESTION	ASM_LICENSING_TYPE
AFW_SURVEY_USER	CI_CONFIGURATION_ITEM
ASDK_ACTION_HIST	CI_TYPE_ITEM
ASDK_CALC_DATES	CONTRACT
ASDK_CALENDAR	COST_CENTER
ASDK_CATEGORY	FILTERTREE
ASDK_CATEGORY_TYPE_RECORD	GROUPHD
ASDK_CAUSE	LICENSE
ASDK_CHANGE	LICENSETYPE
ASDK_CHANGE_SELF	USERS
ASDK_HIST_MODIFY	VENDOR
ASDK_HIST_NOTES	BRAND
ASDK_IMPACT	BUILDING
ASDK_INCIDENT	CHARGES
ASDK_INCIDENT_CHANGE	CITY
ASDK_INCIDENT_PROBLEM	COMPANY
ASDK_INCIDENT_SELF	COUNTRY
ASDK_INCIDENT_SERVICE_CALL	DEPARTMENTS
ASDK_INCIDENT_TASK	FLOOR
ASDK_PRECASE	NUMBERDEP
ASDK_PRECASE_CHANGE	REGISTRY_TYPE
ASDK_PRECASE_INCIDENT	SITE
ASDK_PRECASE_SERV_CALL	STATE
ASDK_PRIORITY	FN_TIMESPAN
ASDK_PROBLEM	FUN_ASDK_FINAL_DATE
ASDK_PROBLEM_CHANGE	