Automatic Ticket Archiving

To Enable Automatic Ticket Archiving:

- 1. In the Administration application, go to Administration > Server Administration.
- 2. Open the **Configuration** tab.

Administration l	Users Events	
erver Administration	External Authentication Login Integration Notifications Connectors Email Templates Queued Jobs Scheduled Jobs Document Repository	
erver Administration		📝 Edit 🎙
Information	Configuration	
Configuration	Server Name	
Commands	Operating system Windows Server 2016 Local hostname PM-CA-FDM01	
Support	Local IP address(es) 10.50.134.5, 0.0.0:0:0:0:1	
lealth Report	Public hostname or IP address N/A	
Documentation	This is used to create web links to the application in notification emails.	
About	Web link for the notification emails https://PM-CA-EDM01.corp.resolver.com Session Timeout	
	Session Timeout 2500000 Health Report Automatically send the Health Report to Resolver Yes Interval to send the Health Report(Days) 90 Archiving	
	Vulnerabilities Archiving	
	Enable Archiving Vulnerabilities Yes Vulnerabilities archival period in days since last updated date 90	
	I *Defining the schedule of the archival job can be done on the Scheduled Jobs page for the Vulnerability Archival job	
	Tickets Archiving	
	Enable Archiving Tickets Yes Archival period in days since last updated date 90	
	Implement of the archival job can be done on the Scheduled Jobs page for the Ticket Archival job	

The Configuration tab of the Server Administration page.

- 3. Click Edit.
- 4. Click the **Yes** radio button to enable archiving in the **Vulnerabilities Archiving and Tickets Archiving** sections.
- 5. Enter the number of days you want the archival period to last.

Tickets Archiving	
Enable Archiving Tickets 💿 Yes 💿 No	
Archival period in days since last updated date 90	
1 *Defining the schedule of the archival job can be done on the Scheduled Jobs page for the Ticket Archival jo	b

The Tickets Archiving section of the Edit Configuration screen.

Ticket records will be archived after the specified amount of time has passed since their last update.