## Automatic Ticket Archiving

## To Enable Automatic Ticket Archiving:

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

Administration	Users Events	
Server Administration	External Authentication Login Integration Notifications Connectors Email Templates Queued Jobs Scheduled Jobs Document Repository	
Server Administration		📝 Edit 🐇
Information	Configuration	
Configuration	Server Name	
Commands	Operating system Windows Server 2016 Local hostname DkCA2-EDM01	
Support	Local IP address(es) 10.50.134.5, 00.0.00.00.0.1	
Health Report	<ul> <li>This is used to create web links to the application in notification emails.</li> </ul>	
Documentation	Web link for the notification emails https://PM-CA-EDM01.corp.resolver.com	
About	Session Timeout	
	Session Timeout 2500000 Health Report Automatically send the Health Report to Resolver Yes Interval to send the Health Report(Days) 90 <u>Archiving</u> Vulnerabilities Archiving	
	Enable Archiving Vulnerabilities Yes	
	Vulnerabilities archival period in days since last updated date 90 <sup>1</sup> 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	
	*Defining the schedule 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.