# How to Empty the Queue of Messages Pending Archiving

https://campus.barracuda.com/doc/46203771/

> This article refers to Barracuda ArchiveOne Enterprise version 7.2 and higher, except where noted.

The archiving queue for each archiving service is held by a 64-bit service in memory. If directed to do so by Barracuda Networks Technical Support, use the steps in this article to empty the archiving queue as part of the diagnostic process. Follow the appropriate section below for the version of ArchiveOne you are running.

## Barracuda ArchiveOne Version 7.3 and Higher

To flush the queue of messages pending archival:

1. On the Archive server, open the ArchiveOne Admin console.
2. Right-click the **Status** node, and click **View Status**. If there are any policies running, click either **Stop the current policies** or **Stop second phase**. Once both phases report as **Not running**, close the Admin console.
3. Open the Microsoft Services console (**services.msc**).
4. Stop and disable the Data Manager service for the appropriate archiving queue you wish to purge:
   1. For mailbox archiving: **ArchiveOne Data Manager Service x64**
   2. For journal archiving: **ArchiveOne Journal Data Manager Service x64**
   3. For PST archiving: **ArchiveOne PST Data Manager Service x64**
5. Browse to the Data Manager service directory for the appropriate archiving queue you wish to purge and delete the named **.dat** file:
   1. For mailbox archiving: **C:\Program Files (x86)\Barracuda\ArchiveOne\AOnePol_DataManager\DataManagerRestart.7.3.dat**
   2. For journal archiving: **C:\Program Files (x86)\Barracuda\ArchiveOne\JournalServer\AOnePol_DataManager\JournalDataManagerRestart.7.3.dat**
   3. For PST archiving: **C:\Program Files (x86)\Barracuda\ArchiveOne\PSTService\AOnePol_DataManager\PSTDataManagerRestart.7.3.dat**
6. Now enable the Data Manager service again by changing its startup type to **'Manual'**. It is not necessary to start the service again; it will start automatically when required.

> If you purge the PST archiving queue, you must clear any data in the Pst Archiving directory

> which is used for temporary data. The default location is: **C:\Program Files (x86)\Barracuda\ArchiveOne\ServerData\Pst Archiving**.

## Barracuda ArchiveOne Version 7.2

To flush the queue of messages pending archiving:

1. On the Archive server, open the ArchiveOne Admin console.
2. Right-click the **Status** node, and click **View Status**. If there are any policies running, click either **Stop the current policies** or **Stop second phase**. Once both phases report as **Not running**, close the Admin console.
3. Open the Microsoft Services console (**services.msc**).
4. If you have the **ArchiveOne Data Manager Service x64** visible in the list:
   1. Stop and disable the Data Manager service for the appropriate archiving queue you wish to purge:
      1. For mailbox archiving: **ArchiveOne Data Manager Service x64**
      2. For journal archiving: **ArchiveOne Journal Data Manager Service x64**
      3. For PST archiving: **ArchiveOne PST Data Manager Service x64**
   2. Browse to the Data Manager service directory for the appropriate archiving queue you wish to purge and delete the named **.dat** file:
      1. For mailbox archiving: **C:\Program Files\Barracuda\ArchiveOne\AOnePol_DataManager\DataManagerRestart.7.2.dat**
      2. For journal archiving: **C:\Program Files\Barracuda\ArchiveOne\JournalServer\AOnePol_DataManager\JournalDataManagerRestart.7.2.dat**
      3. For PST archiving: **C:\Program Files\Barracuda\ArchiveOne\PSTService\AOnePol_DataManager\PSTDataManagerRestart.7.2.dat**
   3. Now enable the Data Manager service again by changing its startup type to **'Manual'**. It is not necessary to start the service again; it will start automatically when required.
5. If you do not have the **ArchiveOne Data Manager Service x64** visible in the list:
   1. Use SQL Management Studio to connect to the SQL instance used by ArchiveOne.
      > To determine the SQL instance used by ArchiveOne, see [How to Determine the Current Installation Configuration Settings](#).
   2. To clear the message queue, run the appropriate SQL statement:
      1. To delete messages pending mailbox archiving – **delete from AOneItemList.dbo.Hints**

2. To delete messages pending journal archiving – **delete from AOneJournalItemList.dbo.Hints**
3. To delete messages pending PST archiving – **delete from AOnePSTItemList.dbo.Hints**

   > If you purge the PST archiving queue, you must clear any data in the **Pst Archiving** directory which is used for temporary data. The default location is: **C:\Program Files (x86)\Barracuda\ArchiveOne\ServerData\Pst Archiving**.

4. To delete messages pending index optimization – **delete from AOneReindexItemList.dbo.Hints**
5. To delete messages pending BMA processing– **delete from AOneBMAItemList.dbo.Hints**

## Barracuda ArchiveOne Enterprise Versions 7.0 and 7.1

The archiving queue is held in memory by the ArchiveOne Data Manager services.

To flush the queue of messages pending archiving:

1. On the Archive server, open the ArchiveOne Admin console.
2. Right-click the **Status** node, and click **View Status**. If there are any policies running, click either **Stop the current policies** or **Stop second phase**. Once both phases report as **Not running**, close the Admin console.
3. Open the Microsoft Services console (**services.msc**).
4. Right-click the appropriate service, and click **Properties**.
   1. For mailbox archiving – **ArchiveOne Data Manager Service**
   2. For journal archiving – **ArchiveOne Journal Data Manager Service**
   3. For PST archiving – **ArchiveOne PST Data Manager Service**
   4. For BMA processing – **ArchiveOne BMA Data Manager Service**
5. Select **Disabled** as the **Startup Type**, and click **Apply**.
6. Click **Stop** to stop the service, and then click **OK**.
7. Browse to the appropriate service directory:
   1. For mailbox archiving – **C:\Program Files (x86)\Barracuda\ArchiveOne\AOnePol_DataManager**
   2. For journal archiving – **C:\Program Files (x86)\Barracuda\ArchiveOne\JournalServer\AOnePol_DataManager**
   3. For PST archiving – **C:\Program Files (x86)\Barracuda\ArchiveOne\PSTService\AOnePol_DataManager**
   4. For BMA processing – **C:\Program Files (x86)\Barracuda\ArchiveOne\BMAServer\AOnePol_DataManager**
8. Based on your ArchiveOne version, delete the file **DataManagerRestart.7.1.dat** or **DataManagerRestart.7.0.dat**.

9. In the Microsoft Services console, right-click the Data Manager service stopped in *Step 3*, and click **Properties**.
10. Select **Manual** as the **Startup Type**, and click **OK**. The service runs when required.

## Barracuda ArchiveOne Enterprise Version 6.6 and Earlier

To flush the queue of messages pending archiving:

1. On the Archive server, open the ArchiveOne Admin console.
2. Right-click the **Status** node, and click **View Status**. If there are any policies running, click either **Stop the current policies** or **Stop second phase**. Once both phases report as **Not running**, close the Admin console.
3. Open the Microsoft Services console (**services.msc**).
4. Right-click **Archive One Data Manager Service**, and click **Properties**.
5. Select **Disabled** as the **Startup Type**, and click **Apply**.
6. Click **Stop** to stop the service, and then click **OK**.
7. Browse to **C:\Program Files (x86)\C2C Systems\Archive One\AOnePol_DataManager**, and delete **DataManagerRestart.dat**.
8. In the Microsoft Services console, right-click **Archive One Data Manager Service**, and click **Properties**.
9. Select **Manual** as the **Startup Type**, and click **OK**. The service runs when required.