

How to Clear the Barracuda PST Enterprise Database

<https://campus.barracuda.com/doc/46208466/>

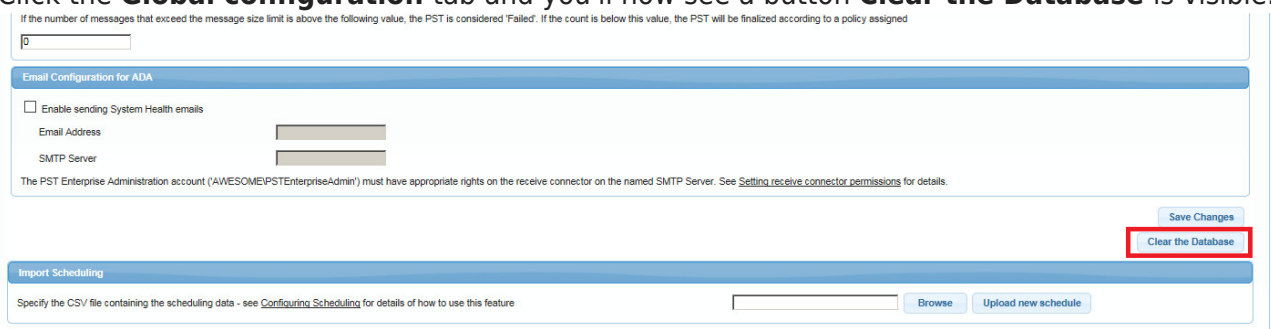
This article refers to the Barracuda PST Enterprise version 5.2 or higher.

Take caution before resetting the database. Verify such an undertaking will not interrupt users or other processes in your environment.

You can clear out, or reset, the PST Enterprise database to begin the discovery process anew. Note that this does not reset any PST data; all processing prior to the database reset remains valid.

Use the following steps to reset the Barracuda PST Enterprise database:

1. On the PST Enterprise server, browse to the Local Configuration Store (LCS) in **C:\ProgramData\Barracuda\PSTEnterprise\LocalConfigurationStore**.
2. Open **web.ini** in Notepad, and find the following line:
ShowClearDatabase=False
3. Change the value **False** to **True**, and then save and close the file.
4. Open Internet Information Services (IIS) Manager.
5. Under **Application Pools**, right-click the application pool **PSTEnterprise** and select **Recycle**.
6. Log into the PST Enterprise administration website.
7. Click the **Global configuration** tab and you'll now see a button **Clear the Database** is visible.



If the number of messages that exceed the message size limit is above the following value, the PST is considered 'Failed'. If the count is below this value, the PST will be finalized according to a policy assigned

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Email Configuration for ADA

☐ Enable sending System Health emails

Email Address

SMTP Server

The PST Enterprise Administration account (AWESOME\PSTEnterpriseAdmin) must have appropriate rights on the receive connector on the named SMTP Server. See [Setting receive connector permissions](#) for details.

Save Changes

Clear the Database

Import Scheduling

Specify the CSV file containing the scheduling data - see [Configuring Scheduling](#) for details of how to use this feature

Browse Upload new schedule

8. Click **Clear the Database** to reset the database.
9. To hide the button from the interface again, edit the value of the *ShowClearDatabase* setting in the **web.ini** file and revert it back to false.

Figures

1. ClearDatabase.PNG

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