

**Data Deletion “Gotchas” Q&A**

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| Question | Answer |
| How long the deleted records are available? | The backups of customer's site hosted on Oracle servers are captured every 24 hours. These daily backups are kept for 14 days, and then one backup per week is retained for approximately a year. The backups are kept on the hosting server and a disaster recovery center. |
| is it incremental backup or full backup everyday? | It is a full backup. |
| Does this report show deletions from DLM? | Yes, it does show deletions from DLM. It does not show archived incidents or when archived incidents are deleted. |
| If we deleted wrongly, how can we restrore the data | To request a restore site to manually recover and recreate the deleted data, submit a Service Request. To restore the deleted records back into your site exactly as they were, you will need to engage the Oracle Consulting Services Team to create all the custom scripts needed to reinsert the data back into the database as it was before the delete action. See [Answer ID 5536: Data Restore Process](https://cx.rightnow.com/app/answers/detail/a_id/5536) for further details. |
| In profile permissions, for example, the Custom Object Permissions... if the 'delete' box is checked, is that referring to the ability to delete the CO itself, or just the records? | The profile permission under Permissions>Custom Objects tab allows deletion of just the individual CO records. Deleting a CO itself would be done in the Object Designer and you’d have to have the following profile permission: Administration tab>Object Designer. |
| We recently had certain staff accounts deleted from the PRODUCTION site and initially I couldn't track it from deleted\_recs table, we ended up creating an SR and got the information. 1st question is why it wasn't showed up in the deleted\_recs table at the first place and the 2nd question is one of the record was deleted through custom PHP script which had the "Source of Delete" as 6005, so in the response the CSR said they had no visibilty on it like who deleted that account, so, Is it not possible to figure out who ran the script to delete records? | The deleted\_recs table does show deleted account records. I don’t have enough information to determine why you weren’t able to see it in the report. If your report was pointed to the replication server and replication was behind, you may not have seen current data. The agent who worked your SR was able to locate the deleted accounts in the deleted\_recs table.  Also, it is true that we usually don’t have additional information other than what is shown in the deleted\_recs table. However, I believe the account deletion through custom PHP script was done by the Support agent who was working your SR. Support agents often need to create an account to log in to your site for troubleshooting purposes. They will delete the account when they are done with it. I have confirmed that the timing matches when the agent deleted the temporary Support-created account. |
| How do we assess what are the best purging settings for our organisation? | Other than the answers referenced in the slide deck of the presentation, the [Customer Community](https://cloudcustomerconnect.oracle.com/groups/0b06b363f7/summary) is also an excellent source for advice and information on this topic. For example, [this thread](https://cloudcustomerconnect.oracle.com/posts/f5e80640ed) discussing how to manage database size.  We will also consider this for a future webinar. |
| Does the backup at Oracle for restored deleted records have policies to address requests by our end users to forget their data based on GDP or the newer CA laws for privacy? | Each of our customers are responsible for the management of the personal data they collect. For full details of Oracle’s GDPR (General Data Protection Regulation) policies, see [Answer ID 9433: Data Privacy Frequently Asked Questions](https://cx.rightnow.com/app/answers/detail/a_id/9433). |
| where do you go to modify the archive setting date? Can you navigate there and show example to extend time? | Starting with the 18B release, archive settings were moved to the Data Lifecycle Policy. We are considering a future webinar focused on this feature. In the meantime, please see the following documentation: [Answer ID 10013: Using Data Lifecycle Policy to purge (or archive)](https://cx.rightnow.com/app/answers/detail/a_id/10013) |
| We have a best practice for Incidents. We do not allow agents to delete them.  We instead use a Status called Dead/Delete.  This is then not deleted, but are retained and marked to not be reportable. |  |
| Is there a difference in Pruge and Archive? | Purge will permanently delete the record from the database. No information about purged records is available after they are purged. Archived incidents are removed from the database but a read-only copy is saved and accessible only through the Archived Incidents tool. See [answer ID 4316: Difference between dormant, archived and purge delete incidents settings](https://cx.rightnow.com/app/answers/detail/a_id/4316) for more information. |
| Is there a way to have Archive option along with Purge in DLM? Currently there is no Archive option when we setup Data Lifecycle Policy. | Incident archiving is added through a template. Please see the following documentation for additional information: <http://documentation.custhelp.com/euf/assets/devdocs/buiadmin/topicrefs/t_bui_Create_data_lifecycle_policies.html> |
| What I am notificing is that I am not seeing any records about DLM purge data in the deleted\_recs table. Is there something related to DLM policies I need to turn on to see the data in the report? | Purged records which were deleted from the database by DLM should show up in the deleted\_recs table. The exception here is archived incidents since they do not reside in the database. Check to see if you are filtering on certain sources – this may be why you don’t see the records. |
| how the data is backed up? does it restore with former values, i mean, if an incident with refNo 201026-000005 is archived, then is it restore as 201026-000005, or does it change numbers? also, is this automatic or manual? | Once an incident has been archived, the only way to restore it as an active incident in your site is to manually re-create the incident in the console with a new reference number. |
| Can deleted incidents be retained?  Is there a report that shows data deleted and who it is deleted by? | There is no standard functionality to retain deleted incidents. You can create a custom report with the Deleted Records table (deleted\_recs). See the attached report definition which you can import to your site. See also [Answer ID 2460: Determining who deleted records from the application](https://cx.rightnow.com/app/answers/detail/a_id/2460) |