



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

eServices Administrator's Guide

Database Performance

12/14/2025

Database Performance

This page provides general recommendations on running Microsoft SQL.

Further information on improving the performance of the **Interaction Server database** is also available.

Microsoft SQL 2000

- In general, patch up to Service Pack 4.
- If Microsoft SQL is running on a machine with over 2 GB of RAM, use Windows' AWE (Address Windowing Extensions) mode. To avoid performance degradation, patch Microsoft SQL according to Microsoft's recommendation "FIX: Not all memory is available when AWE is enabled on a computer that is running a 32-bit version of SQL Server 2000 SP4" (see <http://support.microsoft.com/?kbid=899761>). This patch brings Microsoft SQL to version 8.00.2040.

Microsoft SQL 2005

There is an issue that occurs with Microsoft SQL 2005: when the database is very large (on the order of one million interactions), there are periodically exceptions in the `Stat` service, and CPU activity rises to 100%.

To avoid this issue, configure the UCS DAP as follows:

1. Create a settings section.
2. In this section, create an option called `prepare` and set its value to `false`.

This DAP configuration applies to Microsoft SQL 2005 only; configuring the DAP in this way with Microsoft SQL 2000 degrades performance.