

SedonaOffice Company Database or Sandbox Removal

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The SedonaOffice New Company and Sandbox Wizards are capable of creating Sandboxes. However, as there is not a one-size-fits-all best process for removal or archiving of Sandboxes in every environment (primarily backup access), that process is done manually in SQL/SSMS. If your Sedona environment is self-hosted, administration of the SQL Server instance, Windows server, storage, database backups, archival, management, migration, and cleanup/removal of unused databases is managed by your organization's IT team or MSP and falls outside the scope of standard Bold Group Support. This process for Hosted customers is handled by our Infrastructure Engineers.

We can provide the following general guidance on how to review and remove databases that your organization has confirmed are no longer required.

Please note that Bold Group Support cannot determine which databases your organization should retain, delete, or enact data retention policies. Some databases may support SedonaOffice, third-party integrations, reporting, historical records, or testing environments even though they do not appear within the SedonaOffice company selection list, and your team must assess those prior to any changes and ensure backups in the event something is still needed for archiving or auditing.

Before proceeding, we strongly recommend that your IT/MSP:

- Confirm internally which databases are no longer required.
- Confirm whether any users, integrations, reporting applications, or third-party services still reference the databases.
- Verify sufficient storage is available for any backups or archives.
- Create and verify a recoverable backup of each database before removal.
- Retain backups in accordance with your organization's data retention and recovery policies.
- Back up the SedonaMaster database before modifying any company records.
- Perform the work using an appropriately authorized SQL Server administrator account.
- Schedule a maintenance window if any database being removed could still be accessed by users or applications.
- If applicable, verify that the database is not participating in an availability group, replication, scheduled job, maintenance process, or other SQL Server dependency.

SedonaOffice company databases

SedonaOffice company databases or sandboxes available from the company selection drop-down are referenced by the Company table within the SedonaMaster database.

If an unused company database or sandbox is still listed when opening the SedonaOffice Client, its corresponding Company record should be removed from SedonaMaster **before** the database itself is removed in the following order:

1. Confirm the database is no longer required.
2. Create and verify a backup of the database being removed.
3. Create a current backup of SedonaMaster.
4. Identify the corresponding record in the SedonaMaster Company table and confirm that it references the

database being retired.

5. Remove the applicable Company record line so the retired database is no longer presented to SedonaOffice users.
6. Confirm the database no longer appears as an available company within SedonaOffice.
7. Using SQL Server Management Studio, remove/drop the database from SQL Server.
8. Retain the backup in the appropriate archive or cold-storage location according to your organization's retention policy.

If an unused database or sandbox **is not** referenced by the SedonaMaster Company table and does not appear in the SedonaOffice Client, there is no SedonaOffice company record that needs to be removed first. Your IT/MSP can proceed with its normal SQL Server archival and database removal procedures after confirming that the database has no remaining dependencies.

Integration and supporting databases

Please use additional caution with databases that do not appear in SedonaMaster. Not appearing in the SedonaOffice company list does not necessarily mean a database is unused.

Examples of databases that may support Sedona products or third-party integrations include:

- SedonaCloud: Used by SedonaWeb 2.0, SedonaX, and SedonaAPI.
- KS_*: May be associated with SedonaSync and automated event processing.
- Contracts / Contracts_Sandbox: May be associated with WeSuite.
- OPTWS: May be associated with OPT web services and SedonaSync.
- QuoteWerks: May be associated with the third-party QuoteWerks application.
- SedonaReports: May contain or support custom reporting used by OPT or another third party.
- VIVID-* databases: May be associated with Vivid Reports Flex/CPM.

These databases should not be removed solely because they are absent from the SedonaMaster company table. Your IT/MSP should first confirm whether the corresponding product or integration is still in use and whether it references the database being considered for removal.

Third-party contacts, where applicable:

WeSuite: wesupport@wesuite.com

OPT: support@optbusinessservices.com

Vivid: support@astutefinancial.biz

QuoteWerks: support@quotewerks.com

Once your organization and the applicable vendors have identified the databases that are no longer required, your IT/MSP can perform the backup, archival, and SQL Server cleanup.

If your team requires Bold Group engineering assistance beyond this general guidance, please let us know. We can coordinate with your Account Manager to determine whether a scoped professional services engagement is appropriate.

