

Unity Failover Configuration Wizard Error Message: Failed to Configure SQL Replication

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Introduction

This document explains how to troubleshoot the error message: `failed to configure sql replication` that appears when you run the Cisco Unity Failover Configuration Wizard on a Cisco Unity server.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unity 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When the Cisco Unity Failover Configuration Wizard is run on a Cisco Unity server, this error message is received:

```
failed to configure sql replication
```

In the `diag-failoverconfig.txt`, you see this error message:

```
Error [0x80040afc] : [Microsoft][ODBC SQL Server Driver][SQL Server]
Could not find stored procedure
```

When the query `exec sp_dboption 'UnityDb', 'published', false` is run in the SQL Query Analyzer, this error is returned:

```
The Distributor has not been installed correctly.
Could not disable database for publishing.
```

On the Unity server, go to **SQL Enterprise Manager**, right-click on the server, and select **Properties**. Under the **Replication** tab, the option to Disable Publishing and Distribution is greyed out. This implies that the SQL publishing is not started or configured correctly, which in turn causes the SQL replication failure.

Solution 1

Use this solution to solve the problem:

1. Go to **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Right-click on the **Server**, then select **Properties**. Under the **Replication** tab, choose **Configure for Publishing and Distribution**.
3. At this point, if you receive a message that states `SQL Server replication does not support nicknames`, then perform these steps:
 - a. Go back to the server name (probably called local), and right-click **Delete SQL Server Registration**.
 - b. Right-click on the **SQL-Group**, then select **New SQL Server Registration** and add the name of the Unity server.
4. If you do not receive an error message, go to step 4.
4. Click **Next**. In the next window, choose the **Make <Servername> it's own distributor; SQL server will create a distribution database and log** radio button.
5. Click **Next** until you see the **Customize the Configuration** window. Choose **use the default settings** and click **Next**.
6. Click **Finish**. You receive a message that states `SQL Server Enterprise Manager successfully enabled <servername> as the distributor for <servername>`. Click **OK** and then **Close**.

Solution 2

This issue can also occur when the SQL Server is renamed after it was originally installed. Therefore, the SQL Server name (old server name) does not match the new machine name (new server name) as mentioned in Unity Failover Error Messages. In order to resolve the issue, perform the steps mentioned in the Problem Description and Workaround sections under ODBC Error: Could not change the Publisher because the subscription has been dropped.

Verify

In order to verify, run the query `exec sp_dboption 'UnityDb', 'published', false` in the SQL Query Analyzer. There should not be any error messages that appear. You can run the Cisco Unity Failover Configuration Wizard successfully now.

Note: If the wizard fails again with the error [SQL-DMO]Invalid to alter this property after the distributor has been installed in the diag-failoverconfig.txt, you need to disable any Antivirus application running on the server and then run the wizard again.

Solution 3

Use this solution in order to solve the problem:

1. Change the logon for **MSSQLSERVER** and **SQLSERVERAGENT** to local system.
2. Open SQL Server Enterprise Manager on the secondary server.
3. Expand the tree to the SQL server.
4. Right-click and choose **Delete SQL Server Registration** as the local host.
5. Right-click SQL Server Group and choose **New SQL Server Registration**. Create both the registration for primary and secondary servers in both the servers.
6. Reboot both servers.
7. Change the logon for MSSQLSERVER and SQLSERVERAGENT back to an account that had domain admins.
8. Reboot both servers.

Problem

When you attempt to configure Cisco Unity Failover, this message appears on both the primary and secondary servers:

```
Failed to configure SQL Replication
```

On the secondary server, this error message appears:

```
Runtime Error!  
Program D:\CommServer\AvTtsServer.exe  
R6025  
-Pure Virtual FunctionalCall.
```

Solution

Complete these steps:

1. On the primary Cisco Unity server, choose **Start > Programs > Microsoft SQL Server > Client Network Utility**.
2. On the General tab, confirm that **Enables protocols by order** includes **TCP/IP** and **Named Pipes**.
3. On the Alias tab, click the **Add** button, enter the machine name of the secondary Cisco Unity server in the **Server Alias** field, and then click **OK**.
4. Repeat steps one through three on the secondary Cisco Unity server, but in step three, enter the machine name of the primary Cisco Unity server in the **Server Alias** field.

Re-run the failover configuration wizard and see if the issue is resolved. If the Failed to configure SQL replication for Cisco Unity Failover error message appears, complete these steps.

1. On the Windows **Start** menu, click **Programs > Microsoft SQL Server > Query Analyzer**.
2. In the **Connect to SQL Server** dialog box, enter these settings:
 - a. In the **SQL Server** field, enter the name of the Cisco Unity server.
 - b. Under **Connect Using**, click **Windows Authentication**.

- c. Click **OK**.
 3. In the SQL Query Analyzer window, enter **select @@servername**, press **Enter**, and click the **Execute Query** button. The lower pane of the window displays the old server name, which you will enter in step four.
 4. Enter **exec sp_dropserver '<Old_server_name>'**, where *<Old_server_name>* is the name you found in Step 3, and press **Enter**. Note that you must use single quotation marks, as shown.
 5. Enter **exec sp_addserver '<new_server_name>', 'local'**, and press **Enter**. Note that you must use single quotation marks as shown.
 6. Click the **Execute Query** button.
 7. In the system tray, right-click the **MSSQLServer** icon, and click **MSSQLServer – Stop**.
 8. When prompted to confirm whether the **MSSQLServer** service can be stopped, click **Yes**.
 9. When prompted to confirm whether all dependent services can be stopped, click **Yes**.
 10. In the AvCsTrayStatus dialog box, click **OK**.
 11. When the **MSSQLServer** icon indicates that the SQL Server has restarted, select **select @@servername** in the Query window, and click the **Execute Query** button in order to verify the new server name.
 12. Close the SQL Query Analyzer window.
 13. In the system tray, right-click the Cisco Unity icon, and click **Start Unity**.
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Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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