

# Database Replication Error in Cisco Unified Communication Manager 6.1

Document ID: 100781

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## Introduction

This document describes how to resolve the The `sqlhosts` file on <subscriber ip address> does not match the publisher error that appears in the database replication status through the Cisco Unified Reporting Tool in Cisco Unified Communication Manager 6.1.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified CallManager 5.1(3)
- Cisco Unified Communications Manager 6.1

## Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified CallManager 5.1(3)
- Cisco Unified Communications Manager 6.1

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.

## Replicate\_State counter

Use the Syslog viewer in the Cisco Unified Communications Manager Real-Time Monitoring Tool (RTMT)

in order to check the **Replicate\_State** counter for the **Number of Replicates Created** and **State of Replication** object on all nodes. The value on each node must equal 2. This counter represents the state of replication, which includes these possible values:

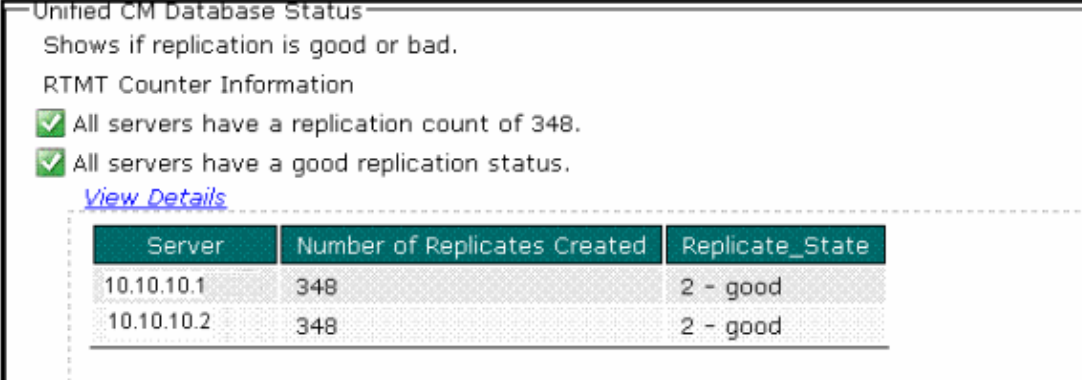
- **0 (Not Started)** No subscribers exist or the Database Layer Monitor service is not running and has not been running since the subscriber was installed.
- **1 (Started)** Replication is currently being setup.
- **2 (Finished)** Replication setup is completed and working.
- **3 (Broken)** Replication failed during setup and is not working.
- **4** Replication is not setup correctly.

**Note:** This information is the same for Cisco CallManager version 5.1(3) and all 6.1 versions.

## Problem

In a Cisco CallManager cluster that has a few subscribers and a publisher, when you check the replication status with the RTMT, you receive a status number of 3 or 4, which indicates either a broken database or that replication is not setup correctly between the publisher and the subscribers. However, the phone created in one Cisco CallManager appears in the other Cisco CallManager servers. The Cisco Unified Reporting Tool returns this error: `sqlhosts` file on subscribers does not match the publisher.

The Cisco Unified Reporting Tool is available in Cisco Unified CallManager 5.1(3) and Cisco Unified Communications Manager 6.1. You can access Cisco Unified Reporting from the Navigation drop down menu available in the right hand side of the Cisco Unified CallManager Administration Web page. A good replication status looks like this:



Unified CM Database Status  
Shows if replication is good or bad.

RTMT Counter Information

- ✓ All servers have a replication count of 348.
- ✓ All servers have a good replication status.

[View Details](#)

Server	Number of Replicates Created	Replicate_State
10.10.10.1	348	2 - good
10.10.10.2	348	2 - good

## Solution

After you add a new subscriber to the cluster, the replication agreements and the actual replication are initiated only after the first reboot of each subscriber. So make sure you reboot the subscribers after you add them to the cluster. If you add many subscribers, reboot them one at a time in order to avoid overloading the publisher with the database replication.

**Note:** The `sqlhosts` file is present on each server and contains a reference for each Cisco Unified Communication Manager node in the cluster. If those `sqlhosts` files are out of sync, the SQL replication fails. Use the **show tech dbstateinfo** CLI command in each subscriber in order to check the local `sqlhosts` at the bottom of the output for any mismatch on each node.

## Procedure

If the replication status is shown as 4, which indicates that the replication is not setup correctly, complete these steps:

1. Double check the current status of the publisher in order to ensure it can establish the agreement. For this you can export and provide the database report from **http://<pub>/cucreports > System Reports > Unified CM Database Replication Debug** or download the report from **http://<pub>/cucreports > System Reports > Unified CM Database Status > Download report .**
2. Re-initiate the agreement for each subscriber, then wait and verify the status. When the nodes start to communicate, you can reset the replication per node. In order to reset the replication in each subscriber, complete these steps:
  - a. Execute the **utils dbreplication stop** command on that node.
  - b. Execute the **utils dbreplication stop** command on the publisher.
  - c. Execute the **utils dbreplication reset <nodename>** on the publisher and then on each of the subscribers one by one.

Now verify that the database replication status is changed to 2, which means the replication setup is complete and working.

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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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Updated: Mar 19, 2008

Document ID: 100781

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