

# Creation of Knowledge Base Article with Cisco Unified Web and E–Mail Interaction Manager Version 4.2(5) Results in "Article Could Not Be Created" Error

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## Introduction

When you try to create a new Knowledge Base article in the Cisco Unified Web and E–Mail Interaction Manager 4.2(5) for Cisco Unified Contact Center Express, you receive the `Article Could Not Be Created` error, and the article is not saved. This document discusses how to troubleshoot this issue.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- [Installing Cisco Unified Web and E–Mail Interaction Manager](#) 

### Components Used

The information in this document is based on the Cisco Unified Web and E–Mail Interaction Manager (EIM) version 4.2(5).

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

Log in to the default partition (partition 1) on a newly installed and/or upgraded Cisco Unified Web and E–Mail Interaction Manager 4.2(5) system, with a partition administrator account or any user configured with knowledge author rights. Choose **Knowledge Base\Departments > anydepartment > Shared > new folder**

> *new article* and create the new article. When you click Save, the EIM throws an Article could not be created error.

This shows the example log, `C:\CIM\eService\logs\eg_log_eim_Application Server.log`.

```
13:22:12,703 <@> ERROR <@> [157:ExecuteThread: '46' for queue: 'default']
<@> ProcessId:5804 <@> PID:1 <@> PNAME:force3 <@> UID:1 <@>
UNAME:eimadmin <@> com.egain.platform.module.kb.article.Article <@> create
<@> I18N_EGPL_ARTICLE_CREATE_FAIL Violation of PRIMARY KEY constraint
'PK_EGPL_KB_ARTICLE_VERSION'. Cannot insert duplicate key in object
'dbo.egpl_kb_article_version'. <@>
```

This issue is a documented bug: Cisco Bug ID CSCsw70333 ( registered customers only ).

## Solution

As a workaround, run this on eGActiveDB:

**Note:** Once this is completed, you do not need to restart anything.

1. Run `select max(article_id) from EGPL_KB_ARTICLE_VERSION`. Note the **article\_id** #, which is the result of this query.
2. Run `update egpl_all_sequence set sequence_number=XXXX where table_name='EGPL_KB_ARTICLE_VERSION'`. XXXX has to be 1 greater than the result from Step 1. For example, if the result from Step 1= 2000, use 2001 for XXXX.

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## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

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