

Failure to Add a New Agent to Cisco ICM – Violation of UNIQUE KEY Constraint

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Introduction

This document describes one of the reasons why you cannot add a new agent to the Cisco Intelligent Contact Management (ICM) in a Cisco ICM environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM Agent Configuration
- Microsoft SQL Database

Components Used

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

- Cisco ICM version 5.x and later
- Microsoft SQL Server 2000 Standard or Enterprise Edition with Service Pack 2

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

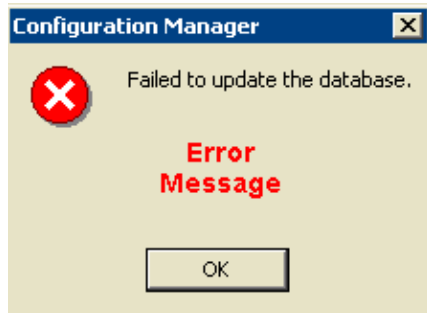
Symptom

When you add an agent through Agent Explorer under **Configuration Manager**, an error message is displayed (see Figure 1).

```
SQL Server Error  
Error: 2627, State 2, Severity: 14
```

```
Violation of UNIQUE KEY constraint 'XAK2Agent'.
Cannot insert duplicate key in object 't_Agent'.
Db-Lib Error
Severity: 5
Db-Lib Error: 10007
General SQL Server error: Check messages from the SQL Server
```

Figure 1 Configuration Manager Error



Solution

This error message appears because an agent with the same name already exists in the ICM database.

One solution is that you add the new agent to the ICM with a different name.

Alternatively, you can delete the existing agent. When you delete an agent, it is logically marked for deletion, but continues to exist in the database with the **Deleted** flag set to **Y** (yes). It is no longer available for use in the routing scripts. However, you will still be unable to create a new agent with the same name as that of the deleted agent, because it still exists in the database. In order to delete the agent record permanently, select **Configuration Manager > Administration > Deleted Objects**, and delete it.

Related Information

- [Technical Support – Cisco Systems](#)

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