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# Error 2627: Duplicate Agent Login Name

Document ID: 62140

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**Introduction**

**Prerequisites**

Requirements

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## Introduction

This document describes one reason why changing the agent login name fails and provides a solution in a Cisco Intelligent Contact Management (ICM) environment.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM

### Components Used

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

- Cisco ICM version 5.x and later

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.

## Problem

When attempting to insert an agent record with a name that already exists in the database, either on the same or a different peripheral, the following message appears in the Configuration Manager:

```
SQL server error, error 2627, state 2
severity: 14 violation of UNIQUE KEY Constraint 'xak2person'
cannot insert duplicate key & object 't_Person' DB - lib error
```

```
Severity 5
DB - Lib error: 10007
general SQL server error: check message from the SQL server
```

Even if the agent record with the similar login name is marked deleted, the same error message continues to appear. To avoid this error message, the agent record with the similar login name must be purged.

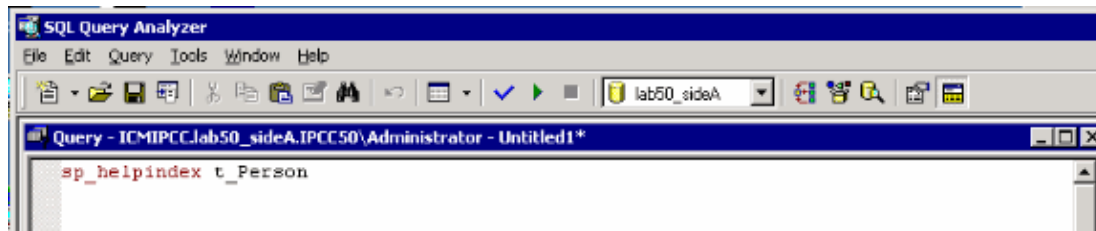
## Solution

When the **violation of UNIQUE KEY Constraint** message appears, it means duplicates are not allowed.

In this case, the duplicate key is **xak2person** and the view is **t\_Person** which represents the view of the person table of the ICM database. Running **sp\_helpindex t\_Person** in SQL Query Analyzer, as shown in Figure 1, reports information about the indexes on the table or view. The result for this SQL command follows:

index_name	index_description	index_keys
<b>XAK2Person</b>	nonclustered, unique, unique key located on PRIMARY	<b>LoginNameShadow</b>
XIE1Person	nonclustered located on PRIMARY	FirstName, LastName
XPKPerson	clustered, unique, primary key located on PRIMARY	PersonID

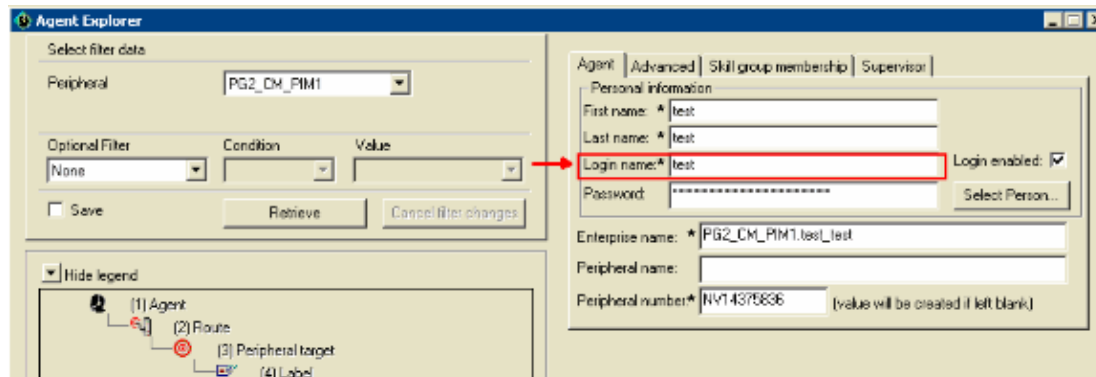
**Figure 1: SQL Query Analyzer**



Based on the output, **XAK2Person** maps to **LoginNameShadow** in the **Person** table of the ICM database. **LoginNameShadow** is used to keep an upper-case copy of the login name. It is the field which is used to enforce the duplication check. Therefore, no two agents can have the same login name, which is not case sensitive.

To fix this problem, change the Agent's login name value to a unique name and run the Agent Explorer in the Configuration Manager, as shown in Figure 2.

**Figure 2: Agent Explorer**



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## Related Information

- **Technical Support – Cisco Systems**
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