

Unity Failover Configuration Wizard Error Message: The SQL snapshot agent failed to complete in a reasonable amount of time

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Introduction

This document explains the workaround for this error message: "The SQL snapshot agent failed to complete in a reasonable amount of time. As a result, the Cisco Unity Failover will not work properly. Disable all Cisco Unity replication using the SQL Enterprise Manager and run this wizard again" that appears when you run the Unity Failover Configuration Wizard.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity 4.x

Components Used

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

- 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 user runs the Cisco Unity Failover Configuration Wizard in Cisco Unity 4.0(4), the user receives this error message: **The SQL snapshot agent failed to complete in a reasonable amount of time. As a result, the Cisco Unity Failover will not work properly. Disable all Cisco Unity replication using the SQL Enterprise Manager and run this wizard again.**



The user can also receive Structured Query Language (SQL) replication errors in Enterprise Manager such as these:

```
" The process could not bulk copy out of table '[dbo].syncobj_xxx]"
"Details: Invalid time format (Source: ODBC SQL Server Driver
(ODBC);Error number: 0)."
```

If the user returns all rows from the Configuration table in the UnityDb database (in SQL's Enterprise Manager), it does not display any rows, but errors with this: " **Invalid Time Format .**"

In addition, with failover or non-failover configuration, you can encounter this error when you launch the DC/GC tool from the Tools Depot:

```
Configuration database not found on local system.
```

Solution

This error message is likely to appear due the negative values in the Last Modified column of the configuration table. The workaround for the defect is to change the fields to NULL with this command from command line:

```
osql -E -d UnityDb -Q "update Configuration set LastModifiedTime=NULL"
```

After you have done this, re-run the Cisco Unity Failover Configuration Wizard.

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Related Information

- **The Cisco Unity Failover Wizard Configuration**
- **Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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