

Troubleshoot Duplicated Users Alerts on IM&P Server

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Introduction

This document describes an example and the procedure to perform when duplicated-user alerts are seen on the Cisco IM and Presence (IM&P) nodes.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco IM and Presence Service (IM&P) Server

Components Used

This document is not restricted to specific software and hardware versions.

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, ensure that you understand the potential impact of any command.

Background information

A duplicated-user alert normally shows up like this.

```
Monitoring Automation Additional comments•05-21-2021 09:12:19 Created by: ALE4855981 Message
key: ENTER024::APP_LXT_ENTER024_33f00f5388443c6e24801bce325255711c2bb4a475076ba004ac48df6664deb9
Additional Comments: Timestamp: 2021-05-21 13:12:46 Device: IP address: Not Supported Component:
Not Supported Severity: 3 Event Name: APP_LXT_MAJOR Event SourceNode: ENTER024-LXT1 Message:
LayerX.Alarms(10.10.10.10) LayerX ALERT_QUEUE table 0x0000033D 0 204 Custom Message: Alarm ID:
51111 (DuplicateUserId) : Event Message: (%[AlertName=SyslogSeverityMatchFound][AlertDetail= At
Fri May 21 08:11:00 CDT 2021 on node impPub.ciscolab.com, the following SyslogSeverityMatchFound
events generated: #012SeverityMatch : Alert#012MatchedEvent : May 21 08:10:24 impPub local7 1 :
62: impPub.ciscolab.com: May 21 2021 13:10:24.476 UTC : %UC_ReplWatcher-1-DuplicateUserId:
```


