CUCM 7.x: "java.sql.SQLException" Error when Gateway/Route List Selected

Document ID: 113017

Contents

Introduction
Prerequisites
  Requirements
  Components Used
Conventions
Problem
  Solution
SQL syntax error when searching for phones using Device Pool filter
  Solution
Related Information

Introduction

This document describes how to resolve the Error occurred during find. java.sql.SQLException: Ambiguous column (tkproduct) error message when you search for a Gateway/Route List on a Route Pattern Configuration page in Cisco Unified Communications Manager (CUCM) 7.x. The error occurs when you click the Find button to locate the Gateway/Route List.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the CUCM 7.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 you search for a Gateway/Route List, you receive the Error occurred during find. java.sql.SQLException: Ambiguous column (tkproduct) error message. The error continues, regardless of search criteria.
Solution

This error only occurs when the Max List Box Items parameter is larger than the Gateway/Route List, which means all choices are from the drop-down list. During that time, you will not get the Find button and you will not receive the error.

Complete these steps in order to verify the issue:

1. Add 270 Gateway/Route List to the CUCM, where the Max List Box Items field is set to 250.
2. Create a Route Pattern, and click the Find button for the Gateway/Route List. A new window appears.
3. Click Find again. Instead of listing all the gateways, you receive an error.

Issue this command from the CLI in order to restart the Tomcat service and resolve the problem:

```bash
utils service restart Cisco Tomcat
```

This is documented by Cisco bug ID CSCtf56766 (registered customers only).

SQL syntax error when searching for phones using Device Pool filter

When searching for phones using the device pool filter in a CUCM cluster of systems with version 8.5, the Error occurred during find. java.sql.SQLException: A syntax error has occurred. error message is received.

This error also occurs if you leave the field blank or use any variation of the Device Pool filter (for example, "Begins with" or "Ends with"). Further, it only seems to occur when searching using the Device Pool.

Solution

In order to resolve this problem, add a bogus second filter (for example, Device Name – begins with – leave text box blank). This should not result in a syntax exception when it checks for the result count. This solution is documented in Cisco bug ID CSCtw47561 (registered customers only).

Related Information

- Cisco Unified Communications Manager 5.x/6.x: Update Failed Error
- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support & Documentation – Cisco Systems