

Cisco Unified Communications Manager 5.x/6.x: Update Failed Error

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Introduction

While you make updates to the Cisco Unified Communications Manager 5.x/6.x, the update fails with the `Update Failed` error message. This document discusses how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager 5.x/6.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.

"Update failed. Could not update a row in the table."

An existing IP phone is replaced by a new one. In the Cisco Unified Communications Manager 6.x configuration, when you try to replace the MAC address with the new IP phone MAC address, the update fails. After you click **OK** for the changes to take effect, the web page reloads with a large red X in the Status field, and this error message appears:

```
Update failed. Could not update a row in the table.
```

Solution 1

This issue can occur when there is a duplicate entry for the new MAC address in the Cisco Unified Communications Manager configuration. In order to resolve the issue, you need to remove the unnecessary duplicate MAC address.

Solution 2

If you receive this error when you edit extensions with BAT, make sure you delete the rows that do not have any information.

"Update failed. java.sql.SQLException: No UPDATE permission."

When you attempt to make an update to any of the Cisco Unified Communications Manager 5.x nodes with CCMAdministration, this error returns: Update failed. java.sql.SQLException: No UPDATE permission. This occurs after the creation of a new pilot point for the Attendant Console (AC), which can cause the publisher to become unresponsive. Additionally, this can occur after the AC has run for some time. This problem potentially does not appear in RTMT, but it shows in logs. These errors appear in the CCM.log:

```
listener-thread: err = -25580: oserr = -1: errstr = : System error occurred in network function.
```

This issue is documented by Cisco Bug ID CSCse65015 (registered customers only) .

Solution

The workaround is to disable the AC services and reboot the server.

"Update failed. No INSERT permission" or "Add failed. No INSERT permission."

Any one of these error messages appear when you try to make any changes or updates to any of the Cisco Unified Communications Manager 5.x nodes through CCMAdministration.

- Add failed. No INSERT permission.
- Update failed. No INSERT permission.

Solution

This issue occurs because the database is in read only mode.

Excute this command in a CLI prompt of the publisher in order to resolve the issue:

```
run sql execute procedure changedbtoreadwrite()
```

"Add failed. java.sql.SQLException: Character to numeric conversion error."

When you try to copy an existent Directory Number (DN) to a new DN, this error message is returned:

```
Add failed. java.sql.SQLException: Character to numeric conversion error
```

Solution

This error message occurs if you attempt to add a range of Directory Numbers (DNs) over existent DN's.

Before you copy the DN, make sure that the destination DN (or range of DN's) has not been previously stored on the Cisco Unified Communications Manager. Check the list of DN's that have been used under **Call Routing > Route Plan Report**.

Error:–Update failed. Missing key in referenced table for referential constraint (informix.tk_enduser_tkuserlocale)

When you attempt to change the user password and pin from the Cisco Unified Communications Manager user page, this error message appears:

```
Update failed. Missing key in referenced table for referential constraint  
(informix.tk_enduser_tkuserlocale)
```

This error message occurs if these three parameters are set under the Cisco Unified Communications Manager User page:

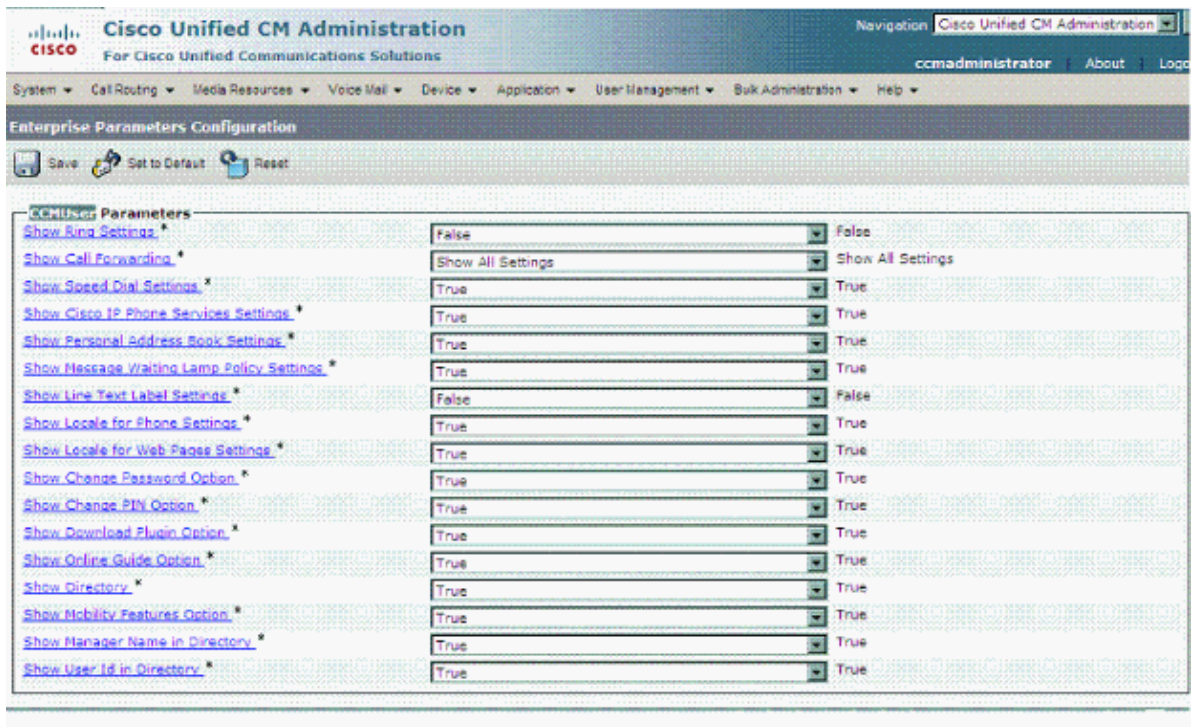
1. **System > Enterprise Parameter > CCMUser parameters > Show Locale for Web Pages Settings** is set to **False**
2. **CCMUser > User options > User settings > User locale** is set to **NOT AN OPTION**
3. **User Management > End User > End User Configuration** is set to **NONE**.

This issue is documented in Cisco bug ID CSCte36221 (registered customers only) .

Solution

In order to resolve this issue, complete these steps:

1. In the Cisco Unified Communications Manager Administration Page, choose **System > Enterprise Parameter > CCMUser parameters > Show Locale for Web Pages Settings** and set it to **True**.



2. Open <https://<CUCMIPAddress>/ccmuser> and login with the user ID. Choose **User options > User settings > User locale** and set this to **NONE**.
3. Go to **User Management > End User > End User Configuration** and set this to **NONE**.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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