

CallManager Upgrade Fails Due to DMA Error

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Solution

Related Information

Introduction

Data Migration Assistant (DMA) assists you with the first step in the migration from Cisco Unified CallManager 4.1(x) data to CallManager 5.x/6.x. DMA backs up Cisco CallManager 4.1(x) data in a format that Cisco CallManager 5.0 can read. Cisco CallManager 4.1(x) runs in a Windows environment, and Cisco CallManager 5.x/6.x runs in a Linux environment, so DMA exports Windows-based data to a format that Linux can import. The Cisco CallManager 5.x/6.x installation process converts the backed up data as needed for Cisco CallManager 5.x/6.x, which completes the data migration. Refer to Release Notes for Data Migration Assistant Release 5.0(4) for more information on DMA.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager 4.1(3) and 5.x/6.x/7.x/8.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.

DMA Fails During Upgrade – Troubleshooting Tips

When you attempt an upgrade from Cisco CallManager 4.x to Cisco CallManager 5.x, the DMA fails and the upgrade stops.

The first place to look when you troubleshooting a DMA backup problem is the backup.log file that is created when the backup process is attempted. This file is located in the C:\program files\common files\cisco\logs\dma\ folder:

This file might provide information into the cause of the DMA failure. Most errors can look something like this:

```
[02:34:51 PM] [Error] Failure, Windows-based W1 Migration Verification
```

```
[02:34:51 PM] [Error] Failed to verify Cisco CallManager database and directory backed up data.
```

```
[02:34:51 PM] [Error] The database and/or directory cannot be migrated as they are.
```

```
[02:34:51 PM] [Error] Correct the database and/or directory information and run DMA again.
```

```
[02:34:51 PM] [Error] Verification of DB in IDS failed. Retaining the TAR file as it is.
```

Then check the exportdb.log file to find where the DMA failed during the backup process. This file is located in the C:\ciscowebs\dma\bin\ folder.

In this log file, look from the bottom up for the last operation that failed. An operation in the log looks like this:

Successful Operation:

```
cmd [ /C copy "C:\CiscoWebs\DMA\bin\sdmigration\sql\create_ccm_w.sql"
"c:\tmp\db\sql" ]

[cmd] [ /C copy "C:\CiscoWebs\DMA\bin\sdmigration\sql\create_ccm_w.sql"
"c:\tmp\db\sql" ]

going to GetStartupInfoA()

going to CreateProcessA()

going to WaitForSingleObject()

going to GetExitCodeProcess()

GetExitCode returned TRUE (success)

return value = 0 (0 means success!)
```

Failed Operation:

```
ImportCSV[C:\CiscoWebs\DMA\bin\installdb] [ -f W1 c:\tmp c:\tmp 1 1 ]

going to GetStartupInfoA()

going to CreateProcessA()

going to WaitForSingleObject()

going to GetExitCodeProcess()

GetExitCode returned TRUE (success)

return value = 1 (1 means failure!)
```

The installdb operation that you see fail in this output is the most common source of failed DMA backups.

Finally, the installdb process generates a log in the DBL trace folder called instaldbw1.log. This file is located in C:\Program Files\Cisco\Trace\DBL\instaldbw1.log.

In this log, search from the top down for the keyword ***Error***.

Note: The asterisks that surround the word Error are very important. In DMA, if a line simply has "Error" without the asterisks, it is non-critical and can be ignored. You also see **Warnings** which can also be ignored.

The reason for the top down search is that errors at the bottom of the trace are most likely caused by an error occurrence earlier on. In Example 1, look at the first line that says **Error** and see that the DMA failed insert into the Informix Dynamic Server (IDS) Database for Cisco CallManager 5.0.

Example 1 – Unspecified System Error = -239 on Informix db Insert

```
10/23/2006 14:25:42.227 installdb|*ERROR* Error executing "insert into NumPlan
```

```
(authorizationcoderequired,authorizationlevelrequired,blockenable,
cfaptvoicemailenabled,cfavoicemailenabled,cfbintvoicemailenabled,
cfbvoicemailenabled,cfdfvoicemailenabled,cfnaintvoicemailenabled,
cfnavoicemailenabled,clientcoderequired,deviceoverride,dnorpattern,
fkroutepartition,iscallable,ismessagewaitingon,outsidedialtone,
patternurgency,personalroutingenabled,pff_cfb,pff_cfna,pffintvoicemailenabled,
pffvoicemailenabled,pkid,supportoverlapsending,tkautoanswer,tknetworklocation,
tkpatternprecedence,tkpatternusage,tkpresentationbit_callingline,
tkpresentationbit_connectedline,
tkpresentationbit_connectedname,tkreleasecausevalue,tkstatus_
usefullyqualcallingpartyum)
values('F',0,'F','f','F','F','f','f','F','f','F131F'),
'4a3945ba-7319-42ff-8f75-f2487e51380e','T','f','F','F','F','F','F','F','F',
'7917e56e-8c50-4f8f-b851-db45b23220b2','f',0,0,5,7,0,0,0,0,0):
[Informix][Informix ODBC Driver][Informix]Unspecified System Error ==-239.]
```

Note the error number on the last line. This number is important because it helps you resolve the problem. You can see the DN or Pattern that has the issue in the bold font. In this case, it is a duplicate voicemail pilot number that was created during an upgrade from Cisco CallManager 3.3(5) to CallManager 4.1(3). It is also important to note that this problem was only found after looking in the Cisco CallManager Admin pages for directory number (DN) 1131. These error messages can give some tips on where to look for the problem, but many times, they do not indicate the exact problem directly.

These are the most common system error numbers:

- -239: Error trying to insert a duplicate record.
- -691: Trying to insert a record with a pointer to null value.

This typically refers to a piece of data that you try to insert that references data that never got inserted earlier.

- [-691 Missing key in referenced table for referential constraint]
- -530 Constraint Violation Error: This record was not processed because it contains a value which is incompatible with the restrictions associated with this setting. (See reference name listed below). SUGGESTED ACTION: Check the documented setting range limits for the problem field. Correct the setting to be compatible with the requirements of CUCM version to which you intend to migrate. Then re-execute DMA.

Example 2 – Unspecified System Error = -691

```
10/23/2006 14:29:34.467 installdb|*ERROR* Error
executing "insert into DeviceNumPlanMap
(busytrigger,callinfodisplaymask,ctiid,fkdevice,fknumplan,maxnumcalls,
numplanindex,pkid,tkmwlpolicy,tkringsetting,tkringsetting_consecutive)values
(1,9,2117155668,'a13d0022-1002-4386-b28d-094643addf84',
'7917e56e-8c50-4f8f-b851-db45b23220b2',2,0,
'2fa36f13-6a7a-43f4-965d-be534860666e',0,4,0):
[Informix][Informix ODBC Driver][Informix]Unspecified System Error ==-691.
sqlerrm(DMABack_Admin.fk_devicenumberplanmap_fknumplan)|
```

Note that the PKID matches between the errors and that the time stamp for these errors are about 4 minutes apart.

Example 3 shows another example of a user that fails to be inserted into the DB:

Example 3 – Primary Error – Error Code = -391

```
10/15/2006 23:02:09.265 installdb| DBUtil::CopyTable insert into
```

```
enduser (pkid,uniqueidentifier,userid) values
a02117a9-ffa3-4f6a-aa6c-d120842d55cd', '9f2e66c656779a4dbaccdb3a320d676', 'cpush')
```

```
10/15/2006 23:02:09.265 installldb| DBUtil::CopyTable
  ErrorCode=-391, SQLState=HY000|
```

It is the userid that has the problem. This is most likely an empty field in the user page (for example: Last Name, PIN Password, and so forth). It is possible that a field in Cisco CallManager 4.x was not required and this blank field causes an error when you try to insert it into IDS.

Example 4 – Secondary Error – Error Code = -691

```
10/15/2006 23:03:01.546 installldb| *ERROR* Error executing
"insert into EndUserDeviceMap
(defaultprofile,description,fkdevice,fkenduser,pkid,tkuserassociation) values
('F','','55cff786-90c9-4cac-b051-18da97bfcba2','a02117a9-ffa3-4f6a-aa6c-d120842d55cd',
'5f9fc849-a799-433f-98bd-9ea074ed5b71',1):
[Informix][Informix ODBC Driver][Informix]Unspecified System Error = -691.
sqlerrm(DMABack_Admin.fk_enduserdevicemap_fkenduser)|
```

Note the matching PKID and the difference in timestamps. The -391 error causes a -691 error roughly a minute later.

```
-391: Trying to insert a record that has null field where data is required.
```

Example 5 – Secondary Error – Error Code = -239

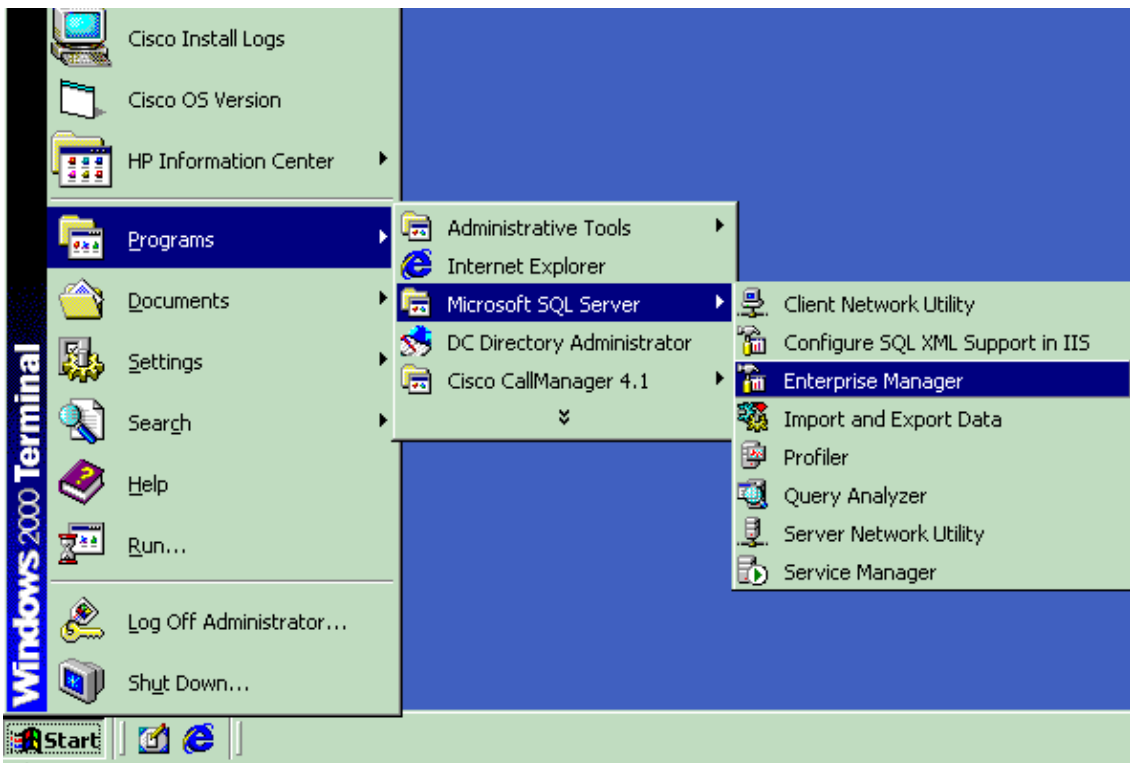
```
Informix][Informix ODBC Driver][Informix]Unspecified System Error = -239.
sqlerrm(Unique Index:mx_413_3066_3067),|installldb|*ERROR*
Error executing "insert into RTMTProfile (pkid,name,content)
values (newid(),'xyz's View
```

Solution 1

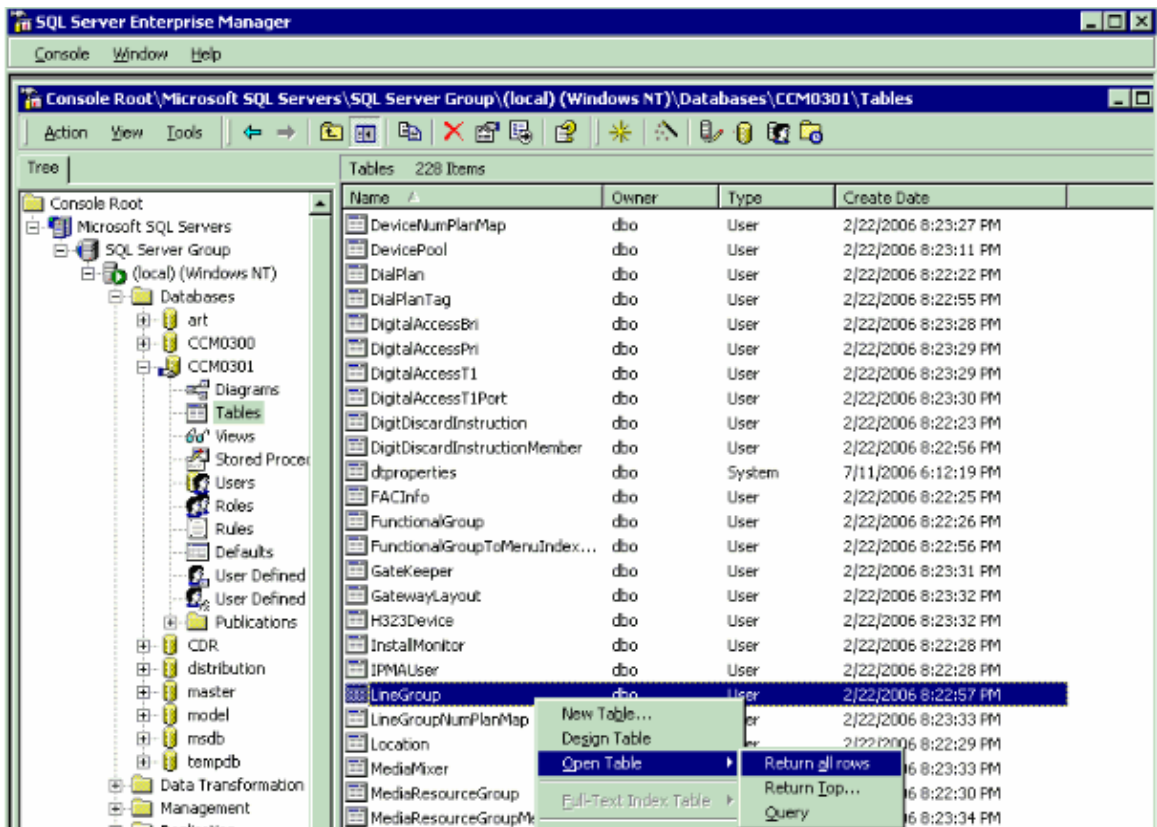
Complete these steps in order to resolve this issue:

Note: Before you run DMA , make sure you disable the Cisco Security Agent (CSA) service, the Antivirus application, or any other third party application that runs on your server.

1. Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.



2. Drill down to **Microsoft SQL Servers > SQL Server Group > <local_server> > Databases > CCM0XXX > Tables.**



3. Locate and right-click on **LineGroup** and choose **Open Table > Return all rows.**
4. Check the **rnaReversionTimeout** field. The problem might be because this field is set to 180 and it should be between 0 and 120. If it is 180, set this field to **120**. You need to click the "!" (exclamation mark in the tool bar) in order to run so that the value is saved.

pkid	rnaReversionTimeo	name	tkDistributeAlgorith	tkHuntAlgorithm_RI	tkHuntAlgorithm_Bu
F16969C4-C6C6-4	120	CiscoUM1	1	1	1

5. Close the Microsoft SQL Enterprise Manager and run the DMA again. The upgrade should work fine.

Solution 2

This error can also occur when the Personal Address Book has some invalid entries, such as x, +, and the DMA fails to parse those entries. This results in the data validation error.

In order to resolve the issue, complete these steps:

1. Convert the entries to the standard format or delete them.
2. Re-run the DMA.

The upgrade is likely to be successful.

Solution 3

This issue can also occur if there is some Unassigned Directory Number (DN) in the Cisco CallManager database. You can see a list of DNs that are not associated with any phones in the Cisco CallManager Route Plan Report. In order to resolve the issue, you need to delete the unassigned DN from Cisco CallManager and re-run the DMA.

Note: Before you start the DMA backup, make sure that ALL Extension Mobility Users are "logged OUT". If any of the users are logged into Extension Mobility, the DMA backup will not succeed.

Solution 4

In the extension mobility section, choose **Not Selected** from the Log Out Profile drop-down box, and save the changes.

Solution 5

Complete these steps:

1. On the Cisco CallManager server, choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Open your highest numbered database and navigate to the Device table. Right-click and choose **Open Table > Return all rows**.
3. Determine which phones use the phone button template mentioned in the error message. For example, if the error message shows the phone button template as 2a538b75-06c7-45c5-a33a-e950b36edcae, you need to enter this SQL query:

```
SELECT * FROM Device WHERE fkPhoneTemplate =
' { '2a538b75-06c7-45c5-a33a-e950b36edcae} '
```

This command shows the phones that use this phone button template. Check their configurations to see if there are any issues.

4. If the mentioned template is not used by any phone, you need to delete the template with this SQL command:

```
DELETE FROM PhoneButton WHERE pkid = '2a538b75-06c7-45c5-a33a-e950b36edcae'
```

5. Re-run the DMA.

Solution 6

This can also occur when a configuration with an apostrophe (') in the name is selected in the Real-Time Monitoring Tool. The issue is documented by Cisco Bug ID CSCed52243.

Complete these steps in order to resolve the issue:

1. Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Expand **Microsoft SQL Servers > SQL Server Group > <local_server> > Databases > CCM0XXX > Tables**.
3. Select the Scratch table.
4. Search for **AppletCatalog=<profile name>** in the Name field.
5. Remove the apostrophe in order to correct the profile name.

Cannot use DMA files in Upgrade to Cisco Unified Communications Manager 7.x

Problem

A W1 upgrade failure occurs with no reported user error file messages, but this appears near the end of the **installdbw1.log** file: `installFull Prior Cancel or Error Processing fixisstandard()`

Solution

This issue can occur when there is something in database that violates business validation rules. It can be a device with invalid characters in the name such as a "/". Complete these steps in order to resolve the issue:

1. Check the **device.csv** in the **DMA .tar** file to locate the offending device.
2. Remove the device from the list or rename it.

Note: This issue is documented in the Cisco bug ID CSCsk55905 (registered customers only)

Error Message: not enough disk space in the common partition to perform the upgrade

Problem

When an attempt is made to retrieve the upgrade file for Cisco Unified Communications Manager from a remote server through a File Transfer Protocol (FTP) server, the not enough disk space in the common partition to perform the upgrade error message appears.

Solution

Use a Secure FTP server to retrieve the upgrade file from the backup. Make sure you have access to an SFTP server in order to backup Cisco Unified Communications Manager over a network.

DMA Stuck due to Informix IDS – Cisco CallManager Service

Problem

When a user runs the DMA to backup the Cisco CallManager database, the Informix IDS–CCM service does not stop. This causes the DMA to appear in a hung or stuck state.

Solution

Complete these steps in order to resolve this issue:

1. In order to stop the IDS service and allow the DMA resume, choose **Start > Programs > Informix Dynamic Server > ccm.**

A command prompt window opens with Informix privilege.

2. Run the **onmode –yuk** command in order to stop the Informix Dynamic Server. DMA then resumes and is operational.

Error Message: The installation has encountered a unrecoverable internal error.

Problem 1: Upgrade from Callmanager 4.x to CUCM 5.x Fails

The upgrade from Cisco CallManager 4.x to Cisco CallManager 5.x fails, even when the same IP address and hostname are used and these steps are completed:

Note: This could also happen when you upgrade Cisco CallManager 4.2(3) to 7.0(2).

1. Create a backup with the Data Migration Assistant (DMA).
2. Boot the Cisco CallManager 5.x DVD.
3. Choose Microsoft Windows Upgrade.
4. Download the TAR file that the DMA generates from a File Transfer Protocol (FTP) server.

When these steps are completed, the data downloads and is applied without problems. After a while, a dump generates with this message in the install.log file:

```
The installation has encountered a unrecoverable internal error.  
For further assistance report the following information to your support  
provider. Script "/usr/local/cm/script/5.0.2.1000-3/cm-dbl-install W1  
PostInstall 5.0.2.1000-3"4.1.3"  
usr/local/cm/common/download/windows/ /common/log/install/install.log"  
exited with errors (1).The system will now halt.
```

Solution

This issue occurs due to the presence of a delete file among your CSV files. There is a file, which is not a part of the regular install in Windows, that must be removed from the TAR. It is called **delete.csv**.

Complete these steps in order to resolve this issue:

1. Delete this file from the TAR.

In order to delete this file, run the tar command with **--delete** with the **delete.csv** file, such as:

```
tar -f --delete ccm/csv/delete.csv
```

2. Compress it to a new tar file, and then try the upgrade again.
3. Re-run the install.
4. After the issue is resolved and the software upgrade is complete, make sure to upgrade the Licenses as well.

E-mail the Cisco licensing team at licensing@cisco.com. It is not possible to make any changes to Cisco CallManager, such as adding phones, until the new license is updated in the servers.

Problem 2: Upgrade from CallManager 4.2(3) or later to Cisco Unified Communications Manager 6.x Fails

The upgrade from Cisco Callmanager 4.2(3) SR3 to CM 6.1.5.10000-10 fails with this DMA error

```
Critical Error. The installation has encountered a unrecoverable internal error. For further assistance report the following information to your support provider.
```

This issue is documented in Cisco bug ID CSCsl26081 (registered customers only).

Solution

In order to resolve the issue, delete the file "VG224 display instance-mgcp.xml" in the folder **C:\Program Files\Cisco\Bin\Xmltemp\Xml**. Reboot the CUCM server, and start the installation again.

TcpWindowSize Errors Occur During DMA Installation

Problem

When an attempt is made to upgrade from Cisco CallManager 4.x to Cisco CallManager 5.x, the DMA fails, and this error appears in the `DMAInstUI.log`:

```
DMAInstall.cpp fnIDSInstallPreCheck --> fnIDSInstallPreCheck
DMAInstall.cpp fnIDSInstallPreCheck Cannot find TcpWindowSize registry key in SYSTEM\Cur
DMAInstall.cpp fnIDSInstallPreCheck Cannot find Tcp1323Opts registry key in SYSTEM\Cur
```

Solution

In order to resolve the issue, login as the local administrator and complete the DMA installation.

Note: If you have logged in as a user that has administrative rights, you cannot run the DMA installation successfully. You must login with the local administrator account in order to run the installation successfully.

DMA Fails with SQL Error -746

Problem: -746(2700)

When an attempt is made to upgrade Cisco CallManager with the DMA tool, this SQL error appears:

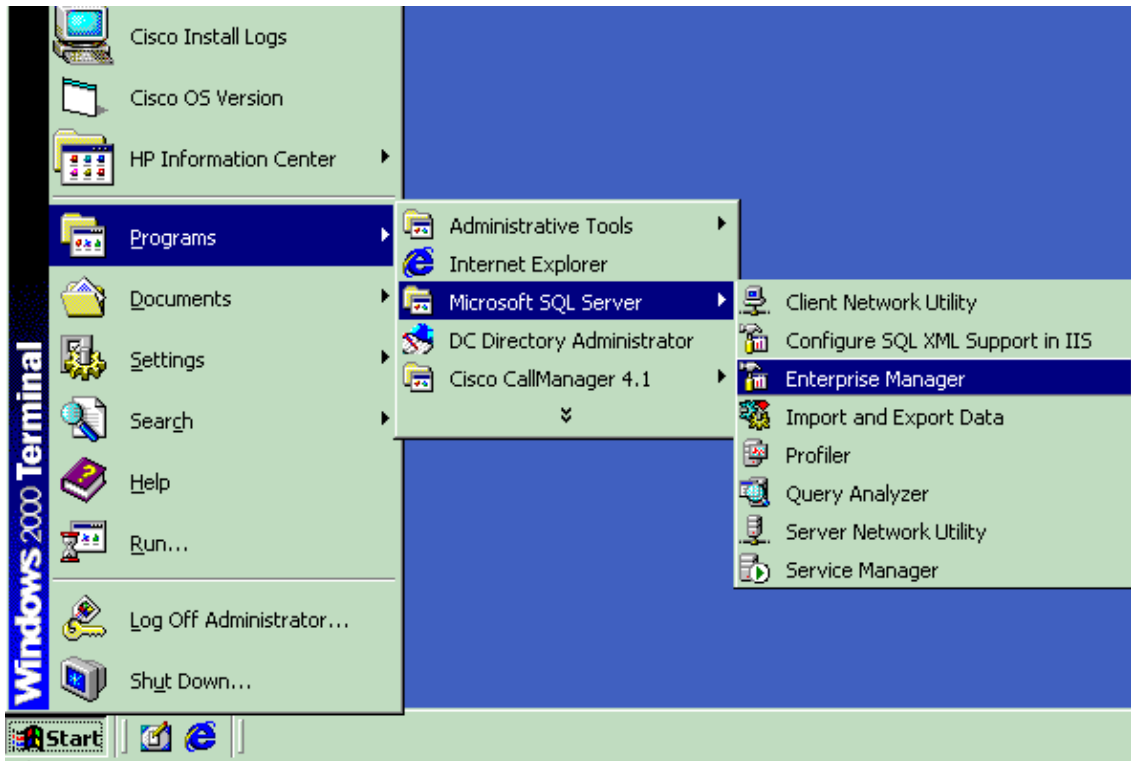
```
Device
SQL error: -746(2700)
Warning message (business rule violation): A device that uses phone templates must have a
```

specific phone template assigned
pkid e373e786-c9c3-49e3-89bb-1e595f07e66f Not modifiable
VGC0ab73c0a2b00

Solution

SQL error: -746(2700) implies that a device is not assigned a phone template or the template is not valid. In order to resolve this error message, complete these steps:

1. Find the **pkid** of the device from the details of the error message.
2. Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager** in order to look for the pkid in the **SQL enterprise manager** device table.



3. Assign a phone template to it.

Problem: -746(35288)

This SQL error message appears when an attempt is made to upgrade Cisco CallManager with the DMA tool.

```
SQL error: -746(35288) Warning message (Business Rule Violation):  
DeviceNumPlanMap Label has invalid format.
```

Solution

This error message appears when the **DeviceNumPlanMap** Label field exceeds the maximum length, so ensure the **DeviceNumPlanMap** Label field does not exceed the maximum allowed length.

Problem: -746(37129)

This SQL error message appears when an attempt is made to upgrade Cisco CallManager with the DMA tool.

```
SQL error: -746(37129)  
Warning message (Business Rule Violation): Authorization Code (FAC) Name has
```

```
invalid format. It should contain letters, numbers, dot, underscore and
dash. Min length is 1 and max length is 50. Regular expression used to
validate:^[a-zA-Z 0-9._-]{1,50}$
Name firstname, lastname
AuthorizationLevel 40
```

Solution

In order to resolve this issue, remove the comma(,) between the first name and last name.

Error Message: Only characters A–Z, a–z, 0–9 are allowed in prompt name.

Problem

When the DMA runs, the Error message: Only characters A-Z, a-z, 0-9 are allowed in prompt name error message appears in the data validation log.

The data validation log from a DMA run reports errors and suggests to change the entry with Microsoft SQL server in order to fix them. This error message appears in the log:

```
Row: 19 SQL error: 5000
Error message: Only characters A-Z, a-z, 0-9 are allowed in prompt name
pkid af975a89-3708-4186-a278-8ae34f6bd175 NOT MODIFIABLE
fkEndUser 014cec85-aba9-4494-a342-5c235a3dc03a
aa keypadmapping 78445247374286
aapromptname
FNameAltPronun
LNameAltPronun
```

Solution

These are the workarounds for this issue:

Workaround 1

Complete these steps:

1. Create an end user without Unicode characters and save it.
2. Modify the names to include Unicode characters.

Workaround 2

Complete these steps:

1. Create an end user without Unicode characters and save it. An error appears.
2. Modify the value in the **Name Dialing** field. Save again.

Note: Ensure there is no space in the **aapromptname**. Remove the space from the **aapromptname** if any, because spaces are not allowed in this field.

Warning Message: LDAP Search Failed.

Problem

DMA displays this warning when an attempt is made to upgrade from Cisco CallManager 4.x to Cisco Unified Communications Manager 6.x:

```
Warning: LDAP Search Failed
LDAP Search ErrorCode = 32
LDAP Search ErrorMessage = No such object
LDAP Search ErrorName = LDAP_NO_SUCH_OBJECT
LDAP Search ErrorText = The server cannot find an object specified in the request
LDAP Search SearchBase = ou=user_info,ou=CCN,o=cisco.com
LDAP Search SearchScope = sub
LDAP Search SearchFilter = (|(objectclass=ciscocontact)(objectclass=person))
LDAP Search List Of Attributes Queried for =
Condition: LDAP Search failed
Solution: Please note the LDAP error
```

Solution

This is seen if the directory does not contain the required location `ou=user_info,ou=CCN,ou=Cisco,dc=cvm,dc=org`. Data in this location is not present or invalid, hence not backed up and you see this warning a few times. It always points to the fact that `ou=user_info` does not exist or is invalid. You need to check the directory to see if this user exists. If it does, delete it and add it again.

In order to delete the user in AD, complete these steps:

1. Choose **Start > Programs > Microsoft Exchange > Active Directory Users and Computers > Users**.
2. Select the user to be deleted.
3. Right-click the user, and choose **Delete**.

If you do not have AD, complete these steps:

1. Go to the **Cisco Callmanager Administration Page**.
2. Choose **User Management > End User**.
3. Search for the user and delete the user.

If the user does not exist, you can ignore this warning.

Warning Message: NetworkHoldMOHAudioSourceID is set only for Directory Numbers.

Problem

When an attempt is made to upgrade from Cisco CallManager 4.x to Cisco Unified Communications Manager 6.x, DMA shows this warning:

```
Table: NumPlan
Row: 3118 SQL error: -746(25048)
Warning message (Business Rule Violation): NetworkHoldMOHAudioSourceID is set only for Directory Numbers
```

This error occurs when the data in a specific field is anything but a period (.).

Solution

The DNorPattern must be removed and re-added through CCMAAdministration. Then, DMA must be re-executed so that the change is picked up in the latest export.

Error Message: DMA Backup Disposition is missing and is mandatory.

Problem

When you upgrade from Cisco Callmanager 4.1(3) to Cisco Unified Communications Manager 6.1(2), DMA displays this error message:

```
DMA Backup Disposition is missing and is mandatory.  
This DMA tar file is not usable without disposition.
```

This issue can arise when the SQL transaction log files for some databases grow over 1 GB in size.

Solution

In order to resolve this issue, complete these steps:

1. Shrink the ART/CDR database size with these commands:

ART

```
C:\>osql -E  
1>use art  
2>go  
  
1>backup log art with no_log  
2>go  
  
1>dbcc shrinkdatabase (art)  
2>go
```

CDR

```
C:\>osql -E  
1>use cdr  
2>go  
  
1>backup log cdr with no_log  
2>go  
  
1>dbcc shrinkdatabase (cdr)  
2>go
```

Refer to [Shrink the CDR/CAR Database Size](#) for more information

2. Manually purge the CAR or CDR database with the procedure mentioned in [Using Manual Database Purge](#)
3. Re-run the DMA.

Error Message: SQL Exception attempting to access Devices in database

Problem

Unable to run DMA and this error message appears:

```
ExportDatabase, returning [Failure - SQL Exception attempting to access Devices in database]
```

Solution

In order to resolve this issue, run this command in SQL Query Analyzer.

```
DBCC CHECKDB (CCM0300,repair_allow_data_loss)
```

Note: Before you run this command, it is highly recommended to take a backup.

Error Message: Informix is detected in the system.

Problem

Unable to install or uninstall DMA and this error message appears:

```
Informix is detected in the system. Go to Add/Remove Programs to remove IDS (Informix Dynamic Server).  
When prompted, you must remove ALL database server files and all database information, and remove the informix user account.
```

Solution

In order to resolve this issue, complete these steps:

1. Remove this informix directory: \HKEY_LOCAL_MACHINE\SOFTWARE\Informix and for the registry key
\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\IDS 10.00\
 2. Change these values:
 - ◆ set the modify value from 1 to 0
 - ◆ set the uninstall value from 1 to 0

Installation of DMA on the 4.x Cisco Unified Communication Manager Publisher Fails

Problem

These two errors appear when you try to perform the installation for DMA on 4.x Cisco Unified Communication Manager Publisher, and the installation fails:

The Windows Installer Service could not be accessed. This can occur if

you are running Windows in safe mode, or if the Windows Installer is not correctly installed. Contact your support personnel for assistance.

msiexec.exe: Error 1601: The windows Installer service could not be accessed. Contact your support personnel to verify that the Windows Installer service is properly registered.

Solution

In order to resolve this issue disable the Cisco Security Agent (CSA) and do the DMA installation.

Warning Message: The circumflex must appear within brackets

Problem

This warning is received after the DMA is run on Cisco Unified Communications Manager 6.x.

```
Warning message (Business Rule Violation): The circumflex must appear within brackets
```

Solution

In Cisco Unified Communications Manager 6.x, the circumflex (^) can only appear once in a pattern.

Example: The pattern 9.[^0^3^7^9]11 is not supported in 6x versions due to DB rule constraints. This rule is not present in Cisco CallManager 4.x, so the same pattern 9.[^0^3^7^9]11 can be added in Cisco CallManager 4.x. The alternative for 9.[^0^3^7^9]11 in Cisco Unified Communications Manager 6.x is 9.[^0379]11. You can modify them prior to the new installation or add them once installation is done. Check for patterns (check emergency call patterns) in which there are circumflex (^) present and modify them as required. Otherwise, you can continue with the upgrade and then re-add these patterns later.

Note: If there are no patterns configured with circumflex (^), the warnings are cosmetic.

Error Message: DMA aborts due to not enough disk space in the D:\ drive.

Problem

DMA fails with this error message:

```
Free disk space available in D:\ drive is 0KB.  
There is not enough space in D:\ drive to proceed the export.  
Please clean up D:\ drive to have at least 35KB available and try again.  
DMA aborts due to not enough disk space in the D:\ drive.
```

Solution

This issue occurs when the disk space is not large enough. DMA requires at least 35 KB of space on the D drive in order to stage the DMA backup files. Run the DMA after you format the D drive.

Error Message: Could not build archive successfully.

Problem

DMA fails with this error message:

```
Archive file size is greater than the amount of available disk space in the staging directory. Check if disk space is available on storage location.
```

```
Could not build archive successfully.
```

Solution

Check to see if any devices, gateways, or MOH have a / in their description. If so, remove the / in order to resolve the issue.

Warning Message: This VIC card is not allowed for this gateway under specified slot position and slot module.

Problem

This error appears when the DMA runs:

```
Row: 4 SQL error: -746(4202)
Warning message (Business Rule Violation):-This VIC card is not allowed for this gateway under specified slot position and slot module
```

Solution

This issue can be caused by invalid entries configured for the MGCP. In order to remove this error, complete these steps:

1. Open Enterprise Manager.
2. Expand the databases.
3. Select higher CCM03XX database.
4. Open MGCPslotConfig, and issue these commands in order to delete the entries based on the pkids reported in the warnings:

```
select * from MGCPslotConfig where pkid =
        '5259709a-cec7-4fa8-856e-f82caa6fade6'

delete from MGCPslotConfig where pkid =
        '5259709a-cec7-4fa8-856e-f82caa6fade6'
```

Error Message: -53004 A reference had been added to an object during its destruction.

Problem

This error appears while DMA runs:

```
The error message is: [-53004 A reference had been added to an object during its destruction.]
```

The following additional event information is available:

This record was not processed because it contains a value which is incompatible with the restrictions associated with this setting. (See reference name 1

SUGGESTED ACTION: Check the documented setting range limits for the problem. Correct the setting to be compatible with the requirements of CUCM version you intend to migrate. Then re-execute DMA.

Music On Hold (MOH) Server Configuration

[Add a New Music On Hold Server](#)
[Configure Audio Sources](#)
[Trace Configuration](#)
[Back to Find/List Music On Hold Servers](#)
[Dependency Records](#)

Music On Hold Server: MOH_CSENATCM01 (MOH_CSENATCM01)
Registration: Registered with Cisco CallManager 10.35.24.18
IP Address: 10.35.24.19

Status: Update completed

Device Information

Host Server	10.35.24.19
Music On Hold Server Name*	<input type="text" value="MOH_CSENATCM01"/>
Description	<input type="text" value="MOH_CSENATCM01"/>
Device Pool*	<input type="text" value="CUBIS Essen"/>
Location	<input type="text" value="Essen"/>
Maximum Half Duplex Streams*	<input type="text" value="250"/>
Maximum Multicast Connections*	<input type="text" value="0"/>
Fixed Audio Source Device	<input type="text"/>
Run Flag*	<input type="text" value="Yes"/>

Multicast Audio Source Information

Enable Multicast Audio Sources on this MOH Server

Base Multicast IP Address	<input type="text" value="0.0.0.0"/>
Base Multicast Port Number	<input type="text" value="0"/> (Even numbers only)
Increment Multicast on	<input checked="" type="radio"/> Port Number <input type="radio"/> IP Address

Solution

Choose **Media Resources > Music On Hold Server**, and check the value of the **Maximum Multicast Connections**. It must be a valid value that ranges from one to 999999. Then, re-run the DMA.

Warning Message: Device or DeviceProfile=nz-general for user=nconsole not found in the database.

Problem

When DMA runs, this error message appears:

Warning: Device or DeviceProfile=nz-general for user=nconsole not found in the database.

Condition: The Device found in the directory does not exist in the database

Solution: Please verify that the user is associated to a valid device or a device profile. Please add the mentioned device or device profile through CCM Admin pages or manually delete this value from the users CCN profile

Solution

Complete these steps:

1. On the AD Server, launch the ADSI edit utility.
2. Enter the Microsoft Management Console (MMC).
3. Navigate to the CCN entry for the user mentioned in the error message.
4. Manually delete the entry that refers to the non-existent device profile.

Warning Message: Only one record with alwaysroute true is allowed for a particular fkpilot.

Problem

This error appears while DMA runs:

```
SQL error: -746(4504)
```

```
Warning message (Business Rule Violation): Only one record with  
alwaysroute true is allowed for a particular fkpilot
```

pkid	fa05bba9-a67f-4cbb-b45e-d2851d75035c	NOT MODIFIABLE
fkPilot	f467dd2d-9085-4cfe-b560-33bf947b2406	
SortOrder	2	
DeviceLineIndex		
fkPilotUser		
fkNumPlan	12c28cd9-0a09-4729-9f90-f4449f814cca	
AlwaysRoute	true	

Solution

Ensure that the **Always Route Member** check box is not checked for more than one AC Hunt Group member. It can also be unchecked for all members.

Error Message: Export successful Validation Failed.

Problem

When you try to upgrade from Cisco Callmanager 4.1.3 to Cisco Unified Communications Manager 7.1.2, DMA sends this error: [Informix][Informix ODBC Driver][Informix]Unspecified System Error = -346. | Export successful Validation Failed.

Solution

In order to workaroud this issue, delete **C:\Program Files\Cisco\CallManager\DBInstallCSV\Products\TypeTimeZone.csv** before you run DMA. This is also documented by Cisco Bug ID CSCso58747 (registered customers only) .

Error Message: Failed to connect to datasource.

Problem

When you try to perform the Cisco Unified Communications Manager upgrade, DMA reports this error:

```
ERROR* [41e770] [Failed to connect to datasource:  
[Microsoft][ODBC SQL Server Driver][SQL Server]Cannot open database requested in login 'PR  
Login fails.]
```

Solution

This issue occurs when Prognosis, a third party tool, runs during the upgrade. In order to resolve the issue, stop the Prognosis software from the IP Telephony Manager service and re-run the DMA.

Error Message: Error connecting to Database. (DMA Fails at Checking Informix IDS – ccm Service.)

Problem

When you upgrade from Cisco CallManager 4.1(3) to Cisco Unified Communications Manager 7.x, the DMA fails with the `Error connecting to Database` error message. The DMA starts, and at the same time stops at the Informix IDS – ccm service, which results in this error.

Solution

In order to resolve this issue, stop the **Informix Server Discovery process for SNMP** after you restart the Publisher server. If this service is stopped before you start the DMA, the Informix IDS – ccm service continues to run, and the migration is successful.

Another solution is to change the Informix Server Discovery process for SNMP service to manual, and let the Informix IDS – ccm remain as automatic. After which, restart the server, and then re-run the DMA.

Error Message: ExportDatabase, returning [Failure,Internal Windows to Windows CCM Migration:DB_TARGET_ERROR.

Problem

DMA fails and the DMAErrors.log shows this error message:

```
ExportDatabase, returning [Failure,Internal Windows to Windows CCM Migration: DB_TARGET_ER
```

Solution

Complete these steps in order to resolve the issue:

1. Set the Informix SNMP service to manual and stop it.
2. Start the Informix IDS service if it is not already started.
3. Reboot the publisher server. When it comes back up, ensure the Informix SNMP service is still stopped and the Informix IDS service is started.
4. Choose **Start > Programs > IP telephony manager > Prognosis**, and click the red square in order to stop the Prognosis IP Telephony Manager tool.

5. Re-run DMA.

DMA Errors on Upgrade of CUCM from 4.2(3) to 7.1.3 and then to 8.5.1

Problem

This error occurs while running the Data Migration Assistant (DMA)

```
Error executing "update CallingSearchSpace set Name='CSS Common Service' where  
pkid='0ab0b018-4534-4fb8-886a-d8154b698d89'": [Informix][Informix ODBC  
Driver][Informix]Unspecified System Error = -746. sqlerrm(35133)
```

Only certain data that appears on the phone (button labels, IP Phone Service names, etc.) are converted to Unicode in 5.0 and later releases. Other fields that can have accepted non-English characters in 4.x do not accept Unicode data in 5.x and have no conversion. Therefore those fields cannot be migrated with non-English data.

This issue results from a change in how character data is interpreted. In Windows (4.x) there is no information in the database to indicate which encoding is used to view data. As a result, there is no way to correctly convert data to the UTF-8 encoding used in Linux.

Solution

In version 8.0 of Cisco Unified Communications Manager, the capability to use localized Descriptions (with non-ASCII characters) is restored. However there is still no migration path that can convert Windows data to UTF-8. For this reason, this defect is Closed as there is no solution available.

The recommended workaround is to remove any accented or special characters from the Description fields prior to migration. This is documented in Cisco bug ID .

Upgrade Fails in Database Migration from CUCM Versions 6.x or 7.x to Version 8.x or Later

Problem

When you upgrade CUCM from version 6.x or 7.x to version 8.x or later, the process fails with a database migration error.

The upgrade installldb log file is shown as below:

```
08:55:32.566 | BulkMigrationTarget::BulkMigrationTargetPrepare *ERROR*  
BulkMigrationTarget Object Setup Failed: [Error executing "SELECT COUNT(*) AS  
CurRecCount FROM ccm7_1_3_30000_1@ccmpub01_ccm7_1_3_30000_1:timeperiod "  
[Informix][Informix ODBC Driver][Informix]Error on remote connection,  
ccmpub01_ccm7_1_3_30000_1, conerr=-25582, oserr=107, errstr=.]
```

Solution

The upgrade installldb log indicates a communication or connection issue in *BulkMigrationTarget*. Complete one of these actions in order to resolve the issue:

- Reboot and attempt the upgrade again.
- Run these two command from the administrative CLI in order to turn off the Enhanced Upgrade processing for your system:

```
run sql DELETE Scratch WHERE Name LIKE '%ableBulkTableCopy'  
run sql INSERT INTO Scratch (Name) VALUES ('DisableBulkTableCopy')
```

This issue is documented in Cisco Bug ID CSCts34871 (registered customers only).

Related Information

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

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