Update the Network Trunk Group Configuration via UPDATE SQL Queries in the PCCE Environment

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Introduction

This document describes how to update the Network Trunk Group configuration using the UPDATE SQL queries in the PCCE environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Packaged Contact Center Enterprises (PCCE)
- Microsoft SQL

Components Used

The information in this document is based on these components:

- Rogger
- Peripheral gateway PG-VRU
- Admin Workstation
- Historical Database AW-HDS

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.

Problem
In a very corner scenario in PCCE, while you import the base configuration the expected configuration may not properly import or imported with conflict in the Logical controller/Peripheral ID mapping to the respective/specific configuration. This could lead to inappropriate functionalities in the system/features.

Reference [CSCvg09448](#), [CSCvc50016](#) and [CSCvf40204](#).

There is a limitation in the PCCE where you can't perform the configuration via Configuration Manager utility or the CCEADMIN page in order to correct the incorrect information.

**Example**

Consider the Logical Controller, Network Trunk Group and Trunk Group table as shown in the image.

![Logical Controller, Network Trunk Group and Trunk Group table](image)

Network Trunk group imported with LogicalControllerID as 5000 (CUCM) instead of 5001 (CVP). Due to the same the respective NWTG and TG IDs were not known by the VRU PG and Network_Trunk_Group_Half_Hour and Trunk_Group_Half_Hour tables interval data not updated to the HDS. This affects the cuic ivr port performance report which returns with a blank report.

**Solution**

As you consider the limitation of the tools in PCCE to update the configuration, it is required to update the configuration using the UPDATE SQL queries directly to the Logger A & B databases and sync with AWDB.

**Procedure**

2. Change the Logger A & B services startup as Manual in Service Controller and stop the service.

3. Change the Distributor A & B services startup as Manual in Service Controller and stop the service.

4. Execute this SQL queries against the Logger A DB and take a screenshot of the output.

   ```sql
   select * from Logical_Interface_Controller
   select * from Network_Trunk_Group
   select * from t_Trunk_Group
   ```

**Note:** PCCE has by default with one Logical Controller in the base config. (Ensure for UCCE)

5. Run the subquery in the Logger A & B DB and ensure that the result returns with one value.

   ```sql
   select LogicalControllerID from Logical_Interface_Controller where ClientType=13
   ```

6. Execute this UPDATE SQL query against the Logger A DB and ensure the query executed successfully.
UPDATE Network_Trunk_Group SET LogicalControllerID=(select LogicalControllerID from Logical_Interface_Controller where ClientType=13) where NetworkTrunkGroupID=5000

7. Rerun the select * from Network_Trunk_Group and confirm the Logical controller ID updated.

8. Execute the below UPDATE SQL query against the Logger B DB and ensure the query executed successfully.

UPDATE Network_Trunk_Group SET LogicalControllerID=(select LogicalControllerID from Logical_Interface_Controller where ClientType=13) where NetworkTrunkGroupID=5000

9. Rerun the select * from Network_Trunk_Group and confirm the Logical controller ID updated.

10. Start the Logger A and B services in the Service Controller and update the startup as Automatic.

11. Start the Distributor A service in the Service Controller and update the startup as Automatic.

12. In the AWHDS server, Go to C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Cisco Unified CCE Tools\Administration Tools.

13. Run the Initialize Local Database utility.
14. Click **Start** as shown in the image, and then **Yes** for the warning message and wait for the result.

15. Execute this SQL queries against the AWDB A and ensure the changes updated.

```sql
select * from Logical_Interface_Controller
select * from Network_Trunk_Group
select * from t_Trunk_Group
```

**Note:** PCCE has by default with one AWSITE, Init LocalDB can be performed only on Active AW or this error message is received while you perform the Init LocalDB in the inactive side.
16. In order to make the Distributor B as the active side, Stop the Distributor A service.

17. Start the Distributor B service in the Service Controller and update the startup as Automatic.

18. In the AWHDS Server, navigate to C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Cisco Unified CCE Tools\Administration Tools

19. Run the Initialize Local Database utility.

20. Click Start and then Yes for the warning message and wait until the result.

21. Execute this SQL queries against the AWDB B and ensure the changes updated.

```sql
select * from Logical_Interface_Controller
select * from Network_Trunk_Group
select * from t_Trunk_Group
```

22. Start the Distributor A service in the Service Controller.

**Note:** Most of the configuration change requests performed via the Router, but configurations on SQL are not directly updated. It syncs to the Router memory on the next ConfigUpdate Interval. You need to wait until the next interval or perform the step 23 (No Impact).

23. Execute the command get_config in the RTTEST and get the updated information to the router memory.

```
PS C:\Users\Administrator.NAG> rttest /cust icm /node RouterA
RTTEST Release 11.6.1.0 , Build 00808
rttest: get_config
rttest: 
```

23. Navigate to the Peripheral Gateway A and B and connect to the OPCTEST of VRU PG

24. Execute the commands
list_network_trunk_group <NetworkTrunkGroupID> (5000) and
list_trunk_group <VRU Peripheral ID> (5001)

26. Ensure that you get the updated configuration reflected in the VRU PG OPC as shown here.

27. Post the Logger and AWDB update and OPCTEST result, the necessary interval updates reflects in the HDS DB. (After 30 Mins).

28. Run this SQL queries and ensure the interval data updated.

```sql
select * from t_Trunk_Group_Half_Hour where DateTime>'2019-02-14'

select * from Network_Trunk_Group_Half_Hour where DateTime>'2019-02-14'
```
Rollback

Accessing the Logger Database directly and using SQL UPDATE commands are very critical and sensitive. Inappropriate usage of the steps could lead to loss of data, data correction etc. It is highly recommended to use the above steps only to the specific scenario with the recommendation of the Cisco TAC Engineer.

Since you have collected the SQL database backup (FULL) before proceeding with the steps, you can use to backup files to restore the database to overcome the uncertainty.

https://www.youtube.com/watch?v=TWQe_CxK9Ik