Troubleshoot UCCE Outbound HA Error Code :1 SQL error message:null

Contents

Introduction

This document describes the procedure to manually create replication on Outbound High Availability (HA)

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CIsco Unified Contact Center Enterprise (UCCE)
- Microsoft Structured Query language (SQL)

Components Used

The information in this document is based on UCCE 11.6.2.

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: Outbound HA Replication Does Not Work

On UCCE 11.6.2, Outbound HA replication does not work and fails with:

"Failed to enable/disable SQL replication for BA database, Please refer to the Outbound option guide for possible reasons.SQL Error Code:1,SQL error message:null"
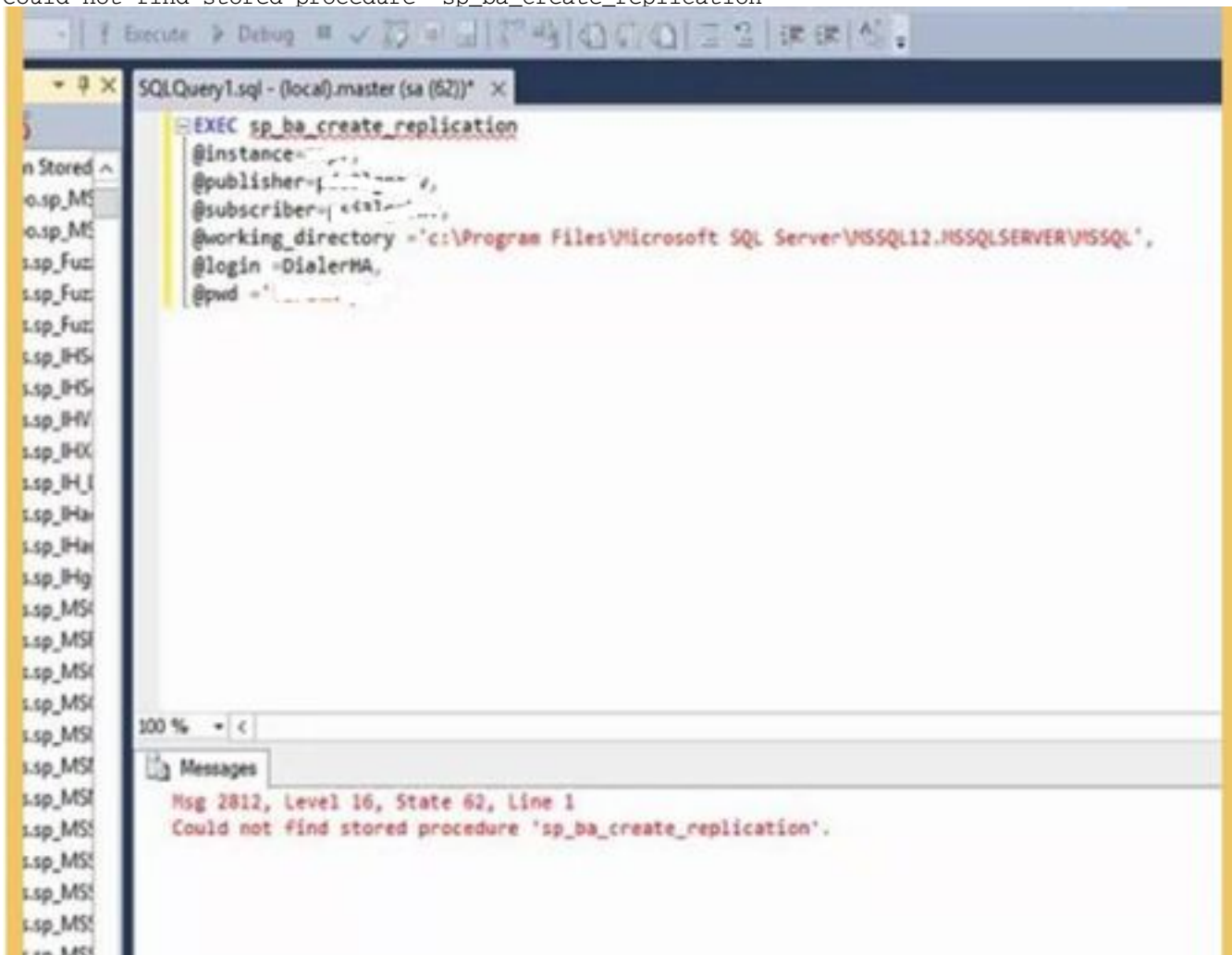
Following the Manual Replication procedure outlined in this document leads to another error.

https://www.cisco.com/c/en/us/support/docs/contact-center/outbound-option/214104-ucce-

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Error: Msg 2812, Level 16, State 62, Line 1

Could not find stored procedure 'sp_ba_create_replication'
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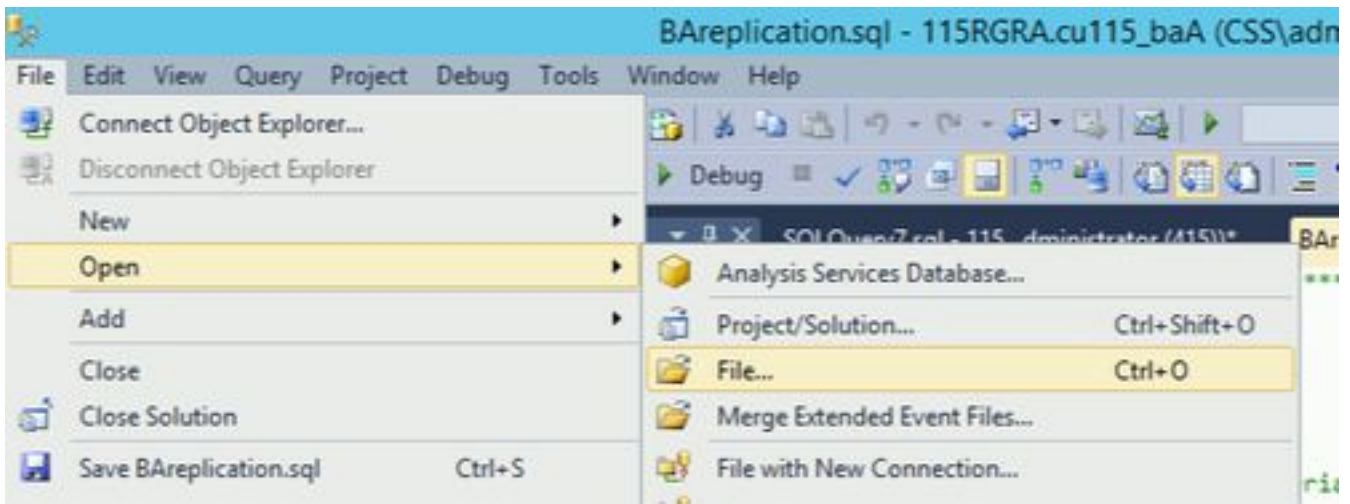

Solution

Perform this procedure on Logger A and Logger B, one at a time.

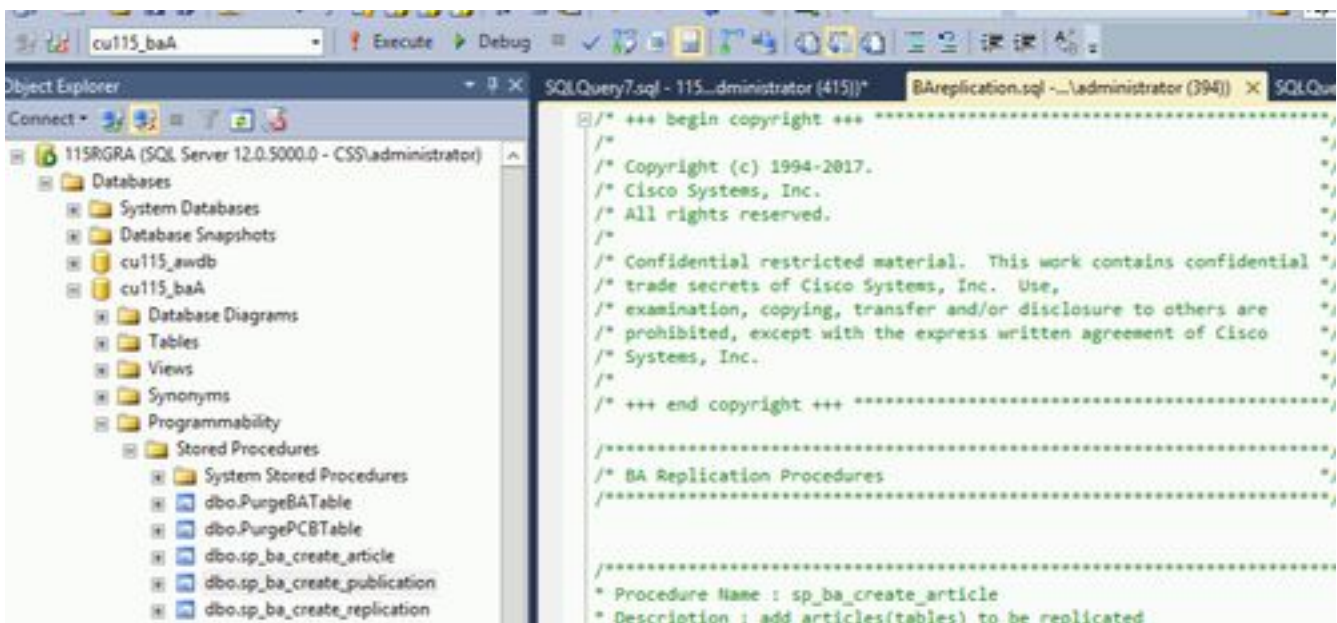Step 1. Ensure Outbound HA SQL user has been created and it has sysadmin role.

Step 2. On Logger A:

Navigate to **SQL management Studio --> Select inst_BA Database**

Open this file from SQL Studio

C:\icm\install\BAreplication.sql
Run the SQL file opened

Step 3. Perform the same steps on Logger B as well.