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

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### 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:

- Clsco 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-

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

Could not find stored procedure 'sp\_ba\_create\_replication' SQLQuery1.sql - (local).master (sa (62))\* × MEXEC sp ba create replication @instance- ,, @publisher-pin--, n Stored ^ o.sp\_MS @subscribers cialo.sp\_MS @working directory ='c:\Program Files\Microsoft SQL Server\MSSQL12.MSSQL5ERVER\MSSQL', s.sp\_Fuzi Blogin =DialerMA, s.sp\_Fuz: 8pwd = 1 Lsp\_Fuz s.sp\_IHS s.sp\_IHS s.sp\_fHV s.sp\_IHX s.sp\_lH\_( s.sp\_lHai s.sp\_lHai s.sp\_lHg s.sp\_MSt s.sp\_MSE t.sp\_MS( s.sp\_MSt 100 % - < s.sp\_MSI s.sp\_MSt Messages s.sp\_MSt Msg 2812, Level 16, State 62, Line 1 s.sp\_MSS Could not find stored procedure 'sp\_ba\_create\_replication'. s.sp\_MSS s.sp\_MSS s.sp\_MSS

## **Solution**

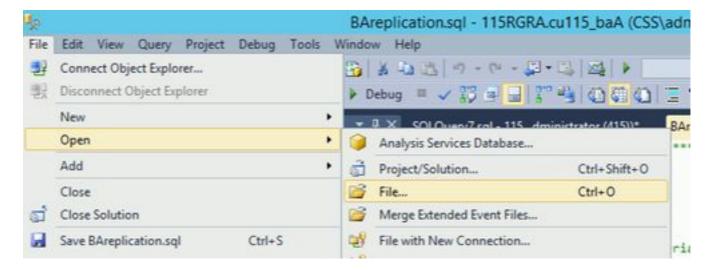
Perform this procedure on Logger A and Logger B, one at a time.

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

Step 2. On Logger A:

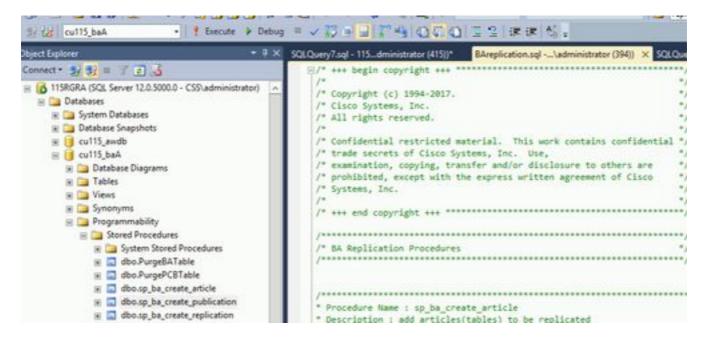
Navigate to SQL management Studio --> Select inst\_BA Database

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.