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Introduction

This document describes on how to resolve an issue related to the error message "Violation of PRIMARY KEY constraint 'XPKRegion'. Cannot insert duplicate key in object 'dbo.Region'. The duplicate key value is (32xxx)" when trying to run EDMT to upgrade Cisco Unified Contact Center Enterprise (UCCE) to version 11.0(1).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- SQL Server Management Studio

Components Used

This document is not restricted to specific software and hardware versions.

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.

Problem: EDMT 11.0 Fails with Unique Key Error

During the database upgrade process EDMT fails with this error message when there are custom regions added to UCCE previous version.

"Violation of PRIMARY KEY constraint 'XPKRegion'. Cannot insert duplicate key in object 'dbo.Region'. The duplicate key value is (32xxx)"

To get EDMT to complete, you can remove the custom entries from the **Region** and **Region_Member** tables. However this alone causes a referential problem with the Region Explorer tool and crashes with this error message.

Log Name: Application
Source: Application Error
Date: 10/17/2016 10:08:49 AM
Event ID: 1000
Task Category: (100)
Level: Error
Keywords: Classic
User: N/A
Computer: SPRAWLER-A.mwhittie.lab
Description:
Faulting application name: conicrex.exe, version: 11.0.3297.2, time stamp: 0x55e7577b
Faulting module name: conicrex.exe, version: 11.0.3297.2, time stamp: 0x55e7577b
Exception code: 0xc0000005
Fault offset: 0x0006789a
Faulting process id: 0x3a88
Faulting application start time: 0x01d228885cc0473c
Faulting application path: C:\icm\bin\conicrex.exe
Faulting module path: C:\icm\bin\conicrex.exe
Report Id: 9acfe8d9-947b-11e6-80f0-000c29be7328
Faulting package full name
Faulting package-relative application ID:

Solution

To completely resolve the issue all the entries above 32000 have to be manually removed from these tables.

- Region
- Region_Member
- Region_View
- Region_View_Member

These are the steps needed to accomplish the task

Step 1. Capture these queries to have a copy of the custom entries

```
select * from Region where RegionID >= 32000  
select * from Region_Member where ParentRegionID >= 32000  
select * from Region_View where RegionViewID >= 32000  
select * from Region_View_Member where RegionViewID >= 32000
```

Step 2. After copying delete the same entries by executing these SQL commands

```
delete from Region where RegionID >= 32000  
delete from Region_Member where ParentRegionID >= 32000  
delete from Region_View where RegionViewID >= 32000  
delete from Region_View_Member where RegionViewID >= 32000
```

Step 3. Proceed with the EDMT upgrade.

Step 4. After the upgrade add the custom regions back via Region Explorer tool.

Note: In a scenario where only 2 of the tables were removed during the upgrade then we will need to clean up the other 2 tables on both logger database and then use initialize local database to update the Administration Server (AW), After custom regions can be added back via region explorer tool.