

Delete Duplicate Location Information in the OAMP

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Introduction

This document describes the steps to delete duplicate locations from Cisco Customer Voice Portal (CVP) Operations, Administration, Maintenance and Provisioning (OAMP).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- Structured Query Language (SQL)

If your network is live, make sure that you understand the potential impact of any command.

Components Used

The information in this document is based on these software versions:

- CVP 9.x and above
- UCCE 9.x and above

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

Duplicate locations in OAMP, that got imported from 2 Subscribers and you can't delete the invalid ones.

Solution

It's a two step process:

- Step 1. Remove the information from Call Server that has these locations deployed.
- Step 2. Remove the information from OAMP.

For Call Server:

- Step 1. Bring down the Call Server service.
- Step 2. Take a backup of **location.properties** file and delete from **<CVP_HOME>/conf/**.

For OAMP:

- Step 1. Bring down the OpsConsole service.
- Step 2. Run **<CVP_HOME>/bin/sqledit.bat**.
- Step 3. Execute these SQL Commands one after the other (these will remove traces of LBCAC info on OAMP). You can do this by entering the statement on the top test box and press enter key. On the status bar (at the bottom of the window) you will see the result of executing the statement – Ideally you see a success message.
delete from LBCAC_ASSOC_DEVICE_MAP
delete from LBCAC_SYNC_STATUS
delete from TEMP_LBCACCONFIGDATA
delete from LBCACCONFIGDATA

Once the above steps are done, start Call Server Service and OAMP Service.
Go to OAMP – **Systems > Locations** page and resynchronize the locations.
From Call Server Tab in Locations Page, do a **Save&Deploy** to copy the locations to Call Server.