

UCCE User Integration Failure in CUIC Server

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Introduction

This document describes a user integration problem in Cisco Unified Intelligence Center (CUIC) server version 11.5(1).

Problem

In CUIC OAMP > **Cluster Configuration** > **UCCE User Integration** tab after administrator presses **Synchronize Now** button the sync operation is not finished successfully. Instead an error message is displayed "doBulkInsert for Supervisors failed: SQLException: Could not insert new row - duplicate value in a UNIQUE INDEX column (Unique Index:)".

Solution

This problem is caused by the defect [CSCvd10535](#). The defect is resolved in CUIC 11.5(1) ES4.

In order to fix the problem install the latest CUIC 11.5.1 ES available.

Workaround

Run this command to list LDAP users that do not have samaccountname.

```
run sql select id, name, samaccountname from cuic_data:cuicuser where (samaccountname is null or samaccountname = '') and name not like 'CUIC\\%'
```

Run this command to update samaccountname with a value taken from the name column.

```
run sql update cuic_data:cuicuser set samaccountname=name where (samaccountname is null or samaccountname = '') and name not like 'CUIC\\%'
```

Launch the integration again.

If the procedure did not solve the problem please contact Cisco TAC for further troubleshooting.