

Add_to_Cluster_Failed_with_Message_"Failed_to_reset_system_account_password"

Add to cluster failed with message "Failed to reset system account password".

Problem Summary	Add to cluster failed with message "Failed to reset system account password".
Error Message	uccxdb.util - ERROR - Error while getting property value Traceback (most recent call last): File "/opt/cisco/uccx/bin/uccxDBHelper.py", line 451, in get_property self.connect('db_cra@' + db) File "/opt/cisco/uccx/bin/uccxDBHelper.py", line 356, in connect autocommit=True) DatabaseError: SQLCODE -951 in CONNECT: IX000: Incorrect password or user uccxuser@EXAMPLE.com is not known on the database server
Possible Cause	system account password is not in sync with sftp password.
Recommended Action	Run the following command in CLI using root access. sudo -u root /opt/cisco/uccx/bin/uccxuserpassreset.sh
Release	Release 8.0(2)SU3
Associated CDETS #	CSCTk68473