

Add\_to\_Cluster\_Failed\_with\_Message\_"Failed\_to\_reset\_system\_account\_password"

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

<b>Problem Summary</b>	Add to cluster failed with message "Failed to reset system account password".
<b>Error Message</b>	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
<b>Possible Cause</b>	system account password is not in sync with sftp password.
<b>Recommended Action</b>	Run the following command in CLI using root access. sudo -u root /opt/cisco/uccx/bin/uccxuserpassreset.sh
<b>Release</b>	Release 8.0(2)SU3
<b>Associated CDETS #</b>	CSCTk68473