

Unable Add IOS Device Because Device Is Already Managed

Problem Summary	When attempting to add a device to the Operations Console, an error message is received.
Error Message	Gateway device with IP Address: <ip address> and Hostname: <hostname> cannot be created. The device is already managed by another Operations Console.
Possible Cause	<p>This occurred because a database was imported from a different Operations Console. Each Operations Console Server is identified by a unique identifier. The identifier is generated at the time of creating a first device through that Operations Console Server. Once generated, the identifier will then be stored in the Operations Console Server database and in the Resource Manager Configuration file in every device that includes the Operations Console Server. The purpose of this unique identifier is to prevent multiple Operations Console Servers from configuring the same device.</p> <p>The side effects of importing a database to an Operations Console Server that is managing at least one device, if the database to be imported is an exported database from a different Operations Console Server or is an empty database which was never used to create a device are:</p> <ol style="list-style-type: none"> 1. User may not be able to manage devices which were managed by the same Operations Console server prior to the import. 2. User may not be able to create an IOS device such as Gatekeeper(s), Gateway(s), and CSS(s) from the Operations Console. <p>Importing a database which was exported from a different Operations Console Server is not a supported feature. In this case the import may succeed but will have various side effects including the above two side effects.</p>
Recommended Action	Importing a database which was exported from a different Operations Console Server is not a supported feature. The solution is to never import an empty database to an Operations Console Server, if the server is managing at least one device prior to import. If customers require replacing the existing database with an empty database, the customer is to reinstall the Operations Console Server software. Doing so, the customer can no longer manage devices that were previously managed by the same Operations Console Server.
Release	Release 7.0(2)
Associated CDETS #	None.