

Unified Expert Advisor DB Replication Errors

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| Problem Summary | DB Replication is not working correctly. Expert Advisor reports in CUIC shows entity (agent, assignment queue, etc.) ID numbers in place of entity names. |
| Error Message | <p>There are several possible methods of determining there is an issue with DB replication.</p> <ol style="list-style-type: none"> In RTMT, view the Performance Tab > [SERVER_HOSTNAME]/Number of Replicates Created and State of Replication/Replicate_state <ol style="list-style-type: none"> If replication state does not equal "2" (healthy), then there is an error Check all of the servers. One may show a healthy status, but one or more of the other servers may show a status of "1" or "3" (not healthy). Check the output of the <code>utils dbreplication status</code> CLI command. Check the <code>ercollect</code> logs located in <code>/common/download</code> (requires root access). There will be <code>*ifx*</code> files (similar to <code>[SERVER_HOSTNAME]_ifx_col_[DATE].tar</code>), one file on each server (Primary Runtime, HA, and Reporting). Broken replication may show errors similar to: <pre>Error returned 17 at 1031 Error returned 17 at 823 command failed -- participants required for operation specified (17)</pre> |
| Possible Cause | DB replication is out of synch. |
| Recommended Action | <p>Drop all replication data and re-synch DB replication.</p> <p>From the CLI:</p> <ol style="list-style-type: none"> Execute <code>utils dbreplication stop</code> on the Reporting Server and High Availability Server Execute <code>utils dbreplication stop</code> on the Primary Runtime Server Execute <code>utils dbreplication dropadmin db</code> on all servers Execute <code>utils dbreplication reset all</code> on the Primary Runtime Server |
| Release | Release 7.6(1) |
| Associated CDETS# | None. |