

## Unified Expert Advisor DB Replication Errors

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| <b>Problem Summary</b>    | DB Replication is not working correctly. Expert Advisor reports in CUIC shows entity (agent, assignment queue, etc.) ID numbers in place of entity names.  |
| <b>Error Message</b>      | <p>There are several possible methods of determining there is an issue with DB replication.</p> <ol style="list-style-type: none"> <li>In RTMT, view the Performance Tab &gt; [SERVER_HOSTNAME]/Number of Replicates Created and State of Replication/Replicate_state <ol style="list-style-type: none"> <li>If <b>replication state</b> does not equal "2" (healthy), then there is an error</li> <li>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).</li> </ol> </li> <li>Check the output of the <code>utils dbreplication status</code> CLI command.</li> <li>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> </li> </ol> |
| <b>Possible Cause</b>     | DB replication is out of synch.  |
| <b>Recommended Action</b> | <p>Drop all replication data and re-synch DB replication.</p> <p>From the CLI:</p> <ol style="list-style-type: none"> <li>Execute <code>utils dbreplication stop</code> on the Reporting Server and High Availability Server</li> <li>Execute <code>utils dbreplication stop</code> on the Primary Runtime Server</li> <li>Execute <code>utils dbreplication dropadmin db</code> on all servers</li> <li>Execute <code>utils dbreplication reset all</code> on the Primary Runtime Server</li> </ol>   |
| <b>Release</b>            | Release 7.6(1)   |
| <b>Associated CDETS#</b>  | None.  |