

Troubleshoot CUIC User Integration Failure Error

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Introduction

This document describes how to fix [CSCvd10535](#) in one possible way.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Intelligence Center (CUIC)
- Cisco Unified Contact Center Enterprise (UCCE)

Components Used

The information in this document is based on these software and hardware versions:

- CUIC 11.5
- UCCE 11.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

According to the bug, if you are getting this error on CUIC's Operation, Administration and Management (OAMP) UCCE Sync, this document explains one way to fix it

```
"doBulkInsert for Supervisors failed: SQLException: Could not insert new row - duplicate value in a UNIQUE INDEX column (Unique Index:). "
```

Troubleshoot CUIC Sync Issues With UCCE

You can see this in CUIC logs:

```
0000019503: 10.250.20.56: Aug 28 2019 14:26:19.232 -0700: %CCBU__CUIC_SECURITY-3-EXCEPTION_INFO:
%[build_date=Jan 17, 1970 5:01 PM][build_type=rel][exception=java.sql.SQLException: Unique
constraint (informix.ul21_108) violated.
at com.informix.jdbc.Ifxsqli.addException(Ifxsqli.java:3176)
at com.informix.jdbc.Ifxsqli.receiveError(Ifxsqli.java:3458)
at com.informix.jdbc.Ifxsqli.dispatchMsg(Ifxsqli.java:2369)
at com.informix.jdbc.Ifxsqli.receiveMessage(Ifxsqli.java:2294)
at com.informix.jdbc.Ifxsqli.executeCommand(Ifxsqli.java:871)
at com.informix.jdbc.Ifxsqli.executeUpdate(Ifxsqli.java:290)
at com.informix.jdbc.Ifxsqli.executeUpdateImpl(Ifxsqli.java:1107)
at com.informix.jdbc.Ifxsqli.executeUpdateBody(Ifxsqli.java:381)
at com.informix.jdbc.Ifxsqli.executeUpdate(Ifxsqli.java:269)
at com.mchange.v2.c3p0.impl.NewProxyStatement.executeUpdate(NewProxyStatement.java:64)
at
com.cisco.ccbu.cuic.businesslogic.usersync.bulkinsert.CuicUserSyncBulkInsertSupervisors.doBulkIn
sert(CuicUserSyncBulkInsertSupervisors.java:212)
at
com.cisco.ccbu.cuic.businesslogic.usersync.CuicUserSyncProcessingCenterWorkerRunnable.run(CuicUs
erSyncProcessingCenterWorkerRunnable.java:108)
at java.lang.Thread.run(Thread.java:745)
Caused by: java.sql.SQLException: ISAM error: duplicate value for a record with unique key.
at com.informix.util.IfxErrMsg.getSQLException(IfxErrMsg.java:408)
at com.informix.jdbc.Ifxsqli.receiveError(Ifxsqli.java:3463)
```

Collect outputs of these commands:

```
run sql select id, name, samaccountname from cuic_data:cuicuser where (samaccountname is null or
samaccountname = '') and name not like 'CUIC\\%'
run sql update cuic_data:cuicuser set samaccountname=name where (samaccountname is null or
samaccountname = '') and name not like 'CUIC\\%'
run sql select name, description, alias from cuic_data:cuicuser order by description
```

Run this query to find the name/ID of the user you are trying to remove from CUIC UI:

```
run sql select id, name, description from cuic_data:cuicuser
```

User ID looks like this:

```
6FD44DB6100001620010065A0AFA1438
```

Once you have the ID, you can run these queries for the user and replace the '<userId>' portion with the ID you found in previous command:

```
run sql select Id, ScheduledreportName from cuic_data:cuicScheduledReports where UserId =
'<userId>'
run sql select Id, name from cuic_data:cuicCategory where Owner = '<userId>'
run sql select Id, name from cuic_data:cuicDashboard where Owner = '<userId>'
run sql select Id, name from cuic_data:cuicReportDefinition where Owner = '<userId>'
run sql select Id, name from cuic_data:cuicReport where Owner = '<userId>'
run sql select Id, name from cuic_data:cuicDatasource where Owner = '<userId>'
run sql select Id, name from cuic_data:cuicValueList where Owner = '<userId>'
```

```
run sql select Id, name from cuic_data:cuicCollection where Owner = '<userId>' and ValueListId is not null
```

In this example, 11 users were found that could not be deleted.

From this query, find the ID of CUIC Admin account:

```
run sql select id, name, description from cuic_data:cuicuser
```

It is usually this one:

```
11111111111111111111111111111111AAAA
```

Run these queries to take ownership of the objects:

```
run sql update cuic_data:cuicreport set owner = '11111111111111111111111111111111AAAA' where owner in ( select id from cuic_data:cuicuser where name in ('Cisco\admin'))
run sql select id,name from cuic_data:cuicscheduledreports where owner in ( select id from cuic_data:cuicuser where name in ('Cisco\admin'))
run sql update cuic_data:cuiccategory set owner = '11111111111111111111111111111111AAAA' where owner in ( select id from cuic_data:cuicuser where name in ('Cisco\admin'))
run sql update cuic_data:cuicdashboard set owner = '11111111111111111111111111111111AAAA' where owner in ( select id from cuic_data:cuicuser where name in ('Cisco\admin'))
run sql update cuic_data:cuicscheduledreports set userid = '11111111111111111111111111111111AAAA' where userid in ( select id from cuic_data:cuicuser where name in ('Cisco\admin'))
```

If there are any folders created by the users, you can remove them from CUIC UI as well.

You can also use **'Run As'** feature and remove specific reports from within.