How to Reset Cisco Emergency Responder Database Replication

Contents

Introduction

This document describes how to reset Cisco Emergency Responder (CER) database replication.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions; however, the version used to create this document is CER version 10.

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, make sure that you understand the potential impact of any command.

CER Database Replication Reset Procedure

Summary Steps

Step 1. Detele entries on the cerremote database table using the Command Line Interface (CLI) of

the CER primary node.

Step 2. Restart services on the primary and secondary nodes.

Step 3. Reset dbreplication from the CLI of the CER primary node.

Step 4. Reboot the secondary node.

Step 5. Check replication

Step 6. Repeat the process if necessary

Detailed Steps

From the primary server's CLI delete the entries in the cerremote table

Use the command **run sql delete from cerremote** to delete the entries in the cerremote database table then confirm there are no entries in the cerremote table using the command **run sql select name from cerremote**.

From both the Primary and Secondary servers' CLI restart services

Use the commands below to restart services on both the primary and secondary nodes:

- **utils service restart Cisco Emergency Responder**
- **utils service restart Cisco Tomcat**
- **utils service restart A Cisco DB Replicator**
- **utils service restart Cisco IDS** or **utils service stop Cisco IDS** and **utils service start Cisco IDS**

```
admin:utils service restart Cisco Emergency Responder
 Don't press Ctrl-c while the service is getting RESTARTED.If Service has not Restarted Prope
rly, execute the same Command Again
Service Manager is running
Cisco Emergency Responder[STOPPING]
Cisco Emergency Responder[STOPPING]
Cisco Emergency Responder[STOPPING]
Cisco Emergency Responder[STOPPING]
Cisco Emergency Responder[STOPPING]
Cisco Emergency Responder[STOPPING]
Commanded Out of Service
Cisco Emergency Responder[NOTRUNNING]
Service Manager is running
Cisco Emergency Responder[STARTING]
Cisco Emergency Responder[STARTING]
Cisco Emergency Responder[STARTED]
admin:
```

```
admin:utils service restart Cisco Tomcat
 Don't press Ctrl-c while the service is getting RESTARTED.If Service has not Re
started Properly, execute the same Command Again
Service Manager is running
Cisco Tomcat[STOPPING]
Cisco Tomcat[STOPPING]
Commanded Out of Service
Cisco Tomcat[NOTRUNNING]
Service Manager is running
Cisco Tomcat[STARTING]
Cisco Tomcat[STARTING]
Cisco Tomcat[STARTED]
admin:
```

```
admin:utils service restart A Cisco DB Replicator
 Don't press Ctrl-c while the service is getting RESTARTED.If Service has not Restarted Prope
rly, execute the same Command Again
Service Manager is running
Commanded Out of Service
A Cisco DB Replicator[NOTRUNNING]
Service Manager is running
A Cisco DB Replicator[STARTED]
admin:
```

```
admin:utils service stop Cisco IDS
Service Manager is running
Cisco IDS[STOPPING]
Cisco IDS[STOPPING]
Commanded Out of Service
Cisco IDS[NOTRUNNING]
admin:utils service start Cisco IDS
Service Manager is running
Cisco IDS[STARTING]
Cisco IDS[STARTING]
Cisco IDS[STARTED]
admin:
```

From the primary server's CLI reset replication

From the CLI of the primary node use the command **utils dbreplication reset all** to reset replication in the cluster.

```
admin:utils dbreplication reset all
Replication reset is in progress.
Background repair of replication will continue after that for about 15 minutes.
Subscriber is CERSub
Please restart the Cisco ER Subscriber node from CUOS administration or using the CLI command
: 'utils system restart'
admin:
```

From the secondary server's CLI reboot the server

Once the reset finishes on the primary a prompt to reboot the secondary node is shown. At this point reboot the secondary from the CLI using the command **utils system restart**.

```
admin:utils system restart

Do you really want to restart ?

Enter (yes/no)? yes


 Appliance is being Restarted ...
Warning: Restart could take up to 5 minutes.

Shutting down Service Manager. Please wait...          -\     Service
 Manager shutting down services... Please Wait
```

Check replication once the secondary is in full service

Once the secondary server is in full services check database replication from the CLI of the primary using the command **utils dbreplication status**.

```
admin:utils dbreplication status

------------------- utils dbreplication status --------------------
Output is in file /var/log/active/er/trace/dbl/sdi/ReplicationStatus.2015_01_21_12_28_48.out

Please use "file view activelog er/trace/dbl/sdi/ReplicationStatus.2015_01_21_12_28_48.out " command to see the o
utput
admin:
```

There is a **file view** command in the output from the status command. Use the **file view** command to confirm there are no issues.

file view activelog er/trace/dbl/sdi/ReplicationStatus.YYYY_MM_DD_HH_MM_SS.out

```
admin:file view activelog er/trace/dbl/sdi/ReplicationStatus.2015_01_21_12_28_48.out

Wed Jan 21 12:28:48 2015 main()  DEBUG:  -->
Wed Jan 21 12:28:48 2015 main()  DEBUG:  Replication cluster summary:
SERVER                     ID STATE    STATUS     QUEUE  CONNECTION CHANGED
-------------------------------------------------------------------
g_cer10_cer10_0_2_10000_11    2 Active   Local          0
g_cersub_cer10_0_2_10000_11   3 Active   Connected       0 Jan  8 15:40:17
Wed Jan 21 12:28:48 2015 main()  DEBUG:  <--

end of the file reached
options: q=quit, n=next, p=prev, b=begin, e=end (lines 1 - 7 of 7) :
admin:
```

Replication can be noticed as not setting up properly if the following outputs are seen rather than **Connected** as seen above.

```
SERVER                    ID STATE    STATUS     QUEUE  CONNECTION CHANGED
------------------------------------------------------------------------
g_cer10_cer10_0_2_10000_11    2 Active   Local          0
g_cersub_cer10_0_2_10000_11   3 Active   Connecting 165527

SERVER                    ID STATE    STATUS     QUEUE  CONNECTION CHANGED
------------------------------------------------------------------------
g_cer10_cer10_0_2_10000_11    2 Active   Local          0
g_cersub_cer10_0_2_10000_11   3 Active   Disconnect     0
```

Repeat the process if necessary

If replication is still unsuccessful, you may need to repeat this procedure up to two more times. If replication is unsuccessful after performing this procedure 3 times, delete and reinstall the subscriber.