Cisco CallManager CDBLException Dump: [ActiveX object not initialized via insert or select] Administration Database Replication Error

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Contents

Introduction

This document describes this database replication error message and the necessary steps to troubleshoot it:

```
Cisco CallManager CDBLException Dump: [ActiveX object
not initialized via insert or select] Administration
```

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager.

Components Used

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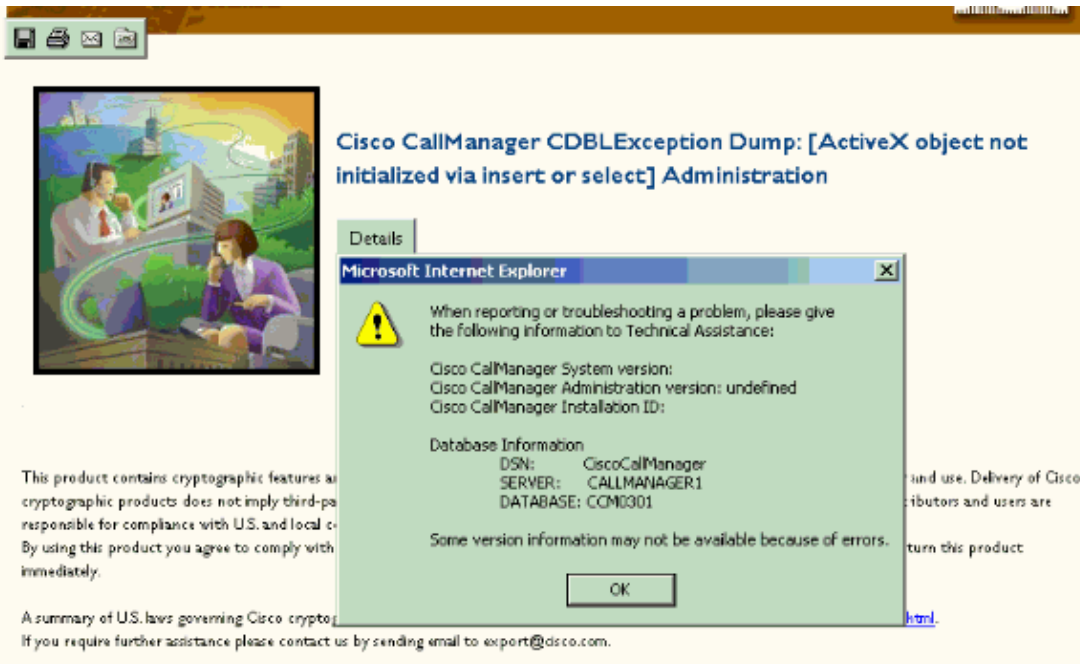
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When a user logs into the Cisco CallManager web page, the `Cisco CallManager CDBLException Dump: [ActiveX object not initialized via insert or select] Administration` database replication error message appears as this example shows:

Cisco CallManager CDBLException Dump: [ActiveX object not initialized via insert or select] Administration

Details

Microsoft Internet Explorer

When reporting or troubleshooting a problem, please give the following information to Technical Assistance:

Cisco CallManager System version:
Cisco CallManager Administration version: undefined
Cisco CallManager Installation ID:

Database Information
    DSN: CiscoCallManager
    SERVER: CALLMANAGER1
    DATABASE: CCM0301

Some version information may not be available because of errors.

OK

This product contains cryptographic features a... and use. Delivery of Cisco cryptographic products does not imply third-pa... ibutors and users are responsible for compliance with U.S. and local c... By using this product you agree to comply with ...turn this product immediately.

A summary of U.S. laws governing Cisco crypto... html.
If you require further assistance please contact us by sending email to export@dsco.com.

Solution

The error message described in this document can appear when there are two Network Interface Cards (NICs) enabled and with IP addresses assigned. Ensure you only have one NIC enabled on the server at a time.

Dual NICs are not supported. The recommendation is to have two NICs and use one as fault tolerance, but only one is operational at a time. Failure to disable the second NIC can result in two IP addresses that are assigned to the Cisco CallManager server. When two IP addresses are assigned to the Cisco CallManager server, it can cause a loss of service.

This error message can also be a result of a virus on the server. Run the latest approved virus engine against your CallManager servers.

Another possible reason could be related to cache memory. The workaround for this is to reboot the cluster. Please try this after hours.

If these workarounds do not solve the problem, try any one of these workarounds:

1. You might need to check to see if you have the latest Cisco Security/OS service packs. Refer to Cisco IP Telephony Operating System, SQL Server, Security Updates for more information on these service packs. In order to get the latest Cisco CallManager software packs, refer to the CallManager and Voice Apps Crypto Software downloads (registered customers only) page
2. Stop and restart IIS and test the browser on the affected server.
3. Update the hosts and lmhosts files.

    a. On each CallManager server there exists an up to date "hosts" file located in c:\winnt\system32\drivers\etc.
    b. On each CallManager server there exists an up to date "lmhosts" file located in c:\winnt\system32\drivers\etc.

    Make sure the information on these files is up to date, if there is any information missing add it and enter the **nbtstat –R** command in command prompt.

Related Information

- **Cisco Unified Communications Manager (CallManager) Error and System Messages**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**