

# 排除CUIC用户集成故障错误

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## 简介

本文档介绍如何以一种[可能](#)的方式修复CSCvd10535。

## 先决条件

### 要求

Cisco 建议您了解以下主题：

- 思科统一情报中心(CUIC)
- 思科统一联系中心企业版(UCCE)

### 使用的组件

本文档中的信息基于以下软件和硬件版本：

- CUIC 11.5
- UCCE 11.5

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

## 背景信息

根据Bug，如果您在CUIC的操作、管理和管理(OAMP)UCCE同步上收到此错误，本文档将说明一种修复此错误的方法

"管理引擎的doBulkInsert失败：SQLException :无法插入新行 — 在UNIQUE INDEX列 ( 唯一索引： ) 中重复的值。 "

## 排除UCCE的CUIC同步问题

您可以在CUIC日志中看到以下内容：

```
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)
```

收集以下命令的输出：

```
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
```

运行此查询以查找您尝试从CUIC UI中删除的用户的名称/ID:

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

用户ID如下所示：

```
6FD44DB6100001620010065A0AFA1438
```

一旦您拥有ID，您就可以为用户运行这些查询，并将“<userId>”部分替换为您在上一命令中找到的ID:

```
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
```

在本例中，发现11个用户无法删除。

从此查询中，查找CUIC管理员帐户的ID:

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

通常是这样的：

```
11111111111111111111111111111111AAAA
```

运行以下查询以获取对象的所有权：

```
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'))
```

如果用户创建了任何文件夹，您也可以从CUIC UI中删除它们。

您还可以使用“Run As”功能并从中删除特定报告。