Troubleshoot Outbound HA Option when Failed on Logger B is Enabled

Contents

Introduction

This document describes how to troubleshoot the issue when outbound dialer High Availabiltiy (HA) is enabled.

From Cisco Unified Contact Center Enterpreise (UCCE) version 11.6 supports Outbound Option High Availability Feature, which allows the Campaign Manangers and the Outbound Option Import on both Loggers to operate in active/standby mode.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on UCCE 11.6.

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.

Problem: Cannot Enable HA on Side B Logger

When you set up a Side B logger, you enter username and passwrod for the SQL and receive the error, as shown in the image (Logger A side no error) :

"Failed to enable/disable SQL replication for BA database, Please refer to the outbound option guide for possible reasons. SQL Error Code:18483, SQL Error Message: Error 18483:master ..sp_adddistributor error. Could not connect to server COL115ROGGERB because distributor_admin is not defined as a remote login at the server. Verify that you have specified the correct login name ."
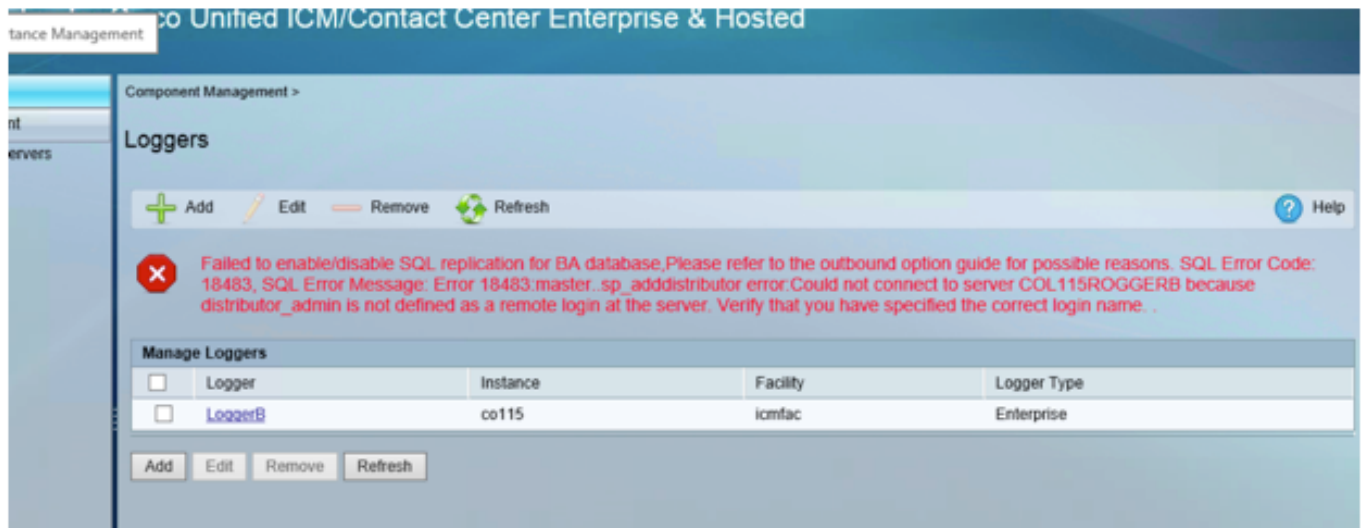
Solution

Step 1. Connect to SQL Server and Check SQL Logs.

SQL server logs

Date	10/27/2017 9:41:50 AM
Log	SQL Server (Archive #1 - 10/27/2017 3:23:00 PM)
Source	Logon

 Message:

"Could not connect to server 'COL115ROGGERB' because 'distributor_admin' is not defined as a remote login at the server. Verify that you have specified the correct login name. [CLIENT: <local machine>]."
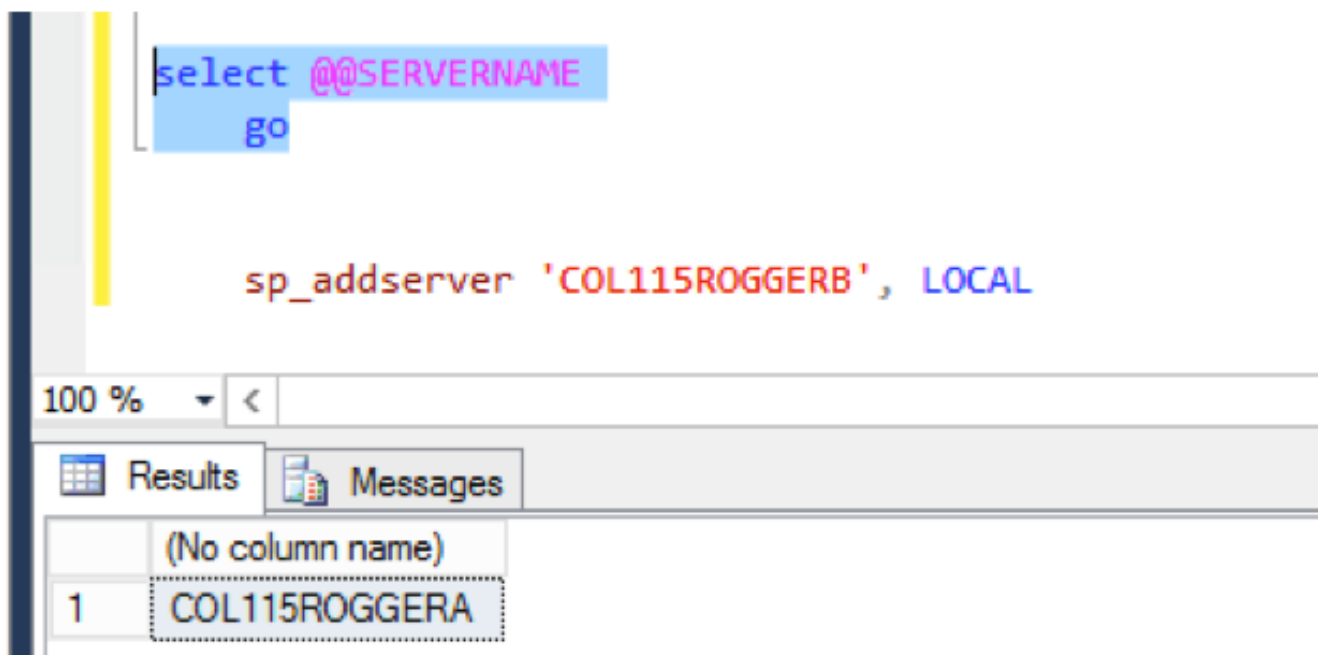
Step 2. Check Database Server Name.

Choose master db.

Select @@SERVERNAME

This query returns the database server name which should match with the Computer Name.

However, in this case, when you run the query, as shown in the image, it shows database server
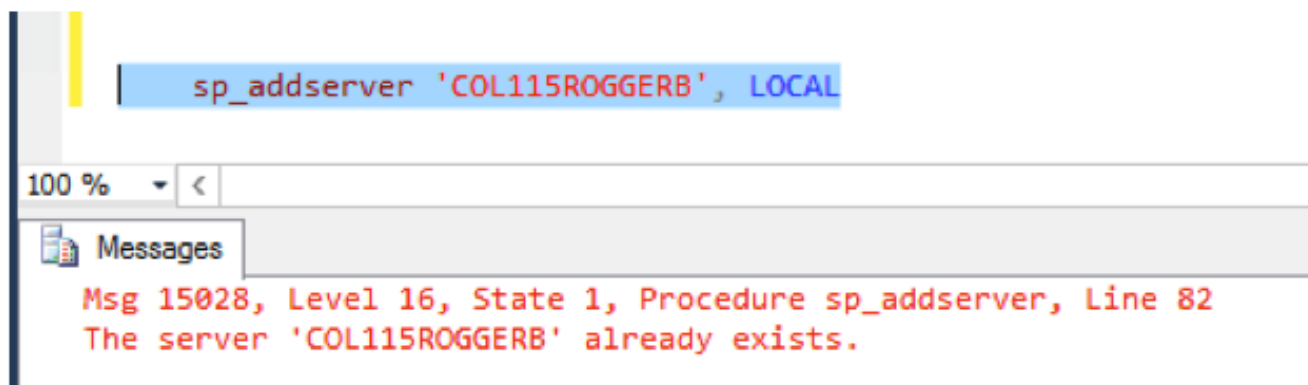
name as **COL115ROGGERA** but the Computer Name is **COL115ROGGERB**.

Step 3. Correct Database Server Name.

Sp_addserver 'COL115ROGGERB', LOCAL

As shown in the image, you receive this error message "The server already exists ".

Step 4. List all the Database Server Name.

sp_helpserver

Note id=0 ,which is the Local Server .

As shown in the image, id=0 name is COL115ROGGERA , which is the wrong name.
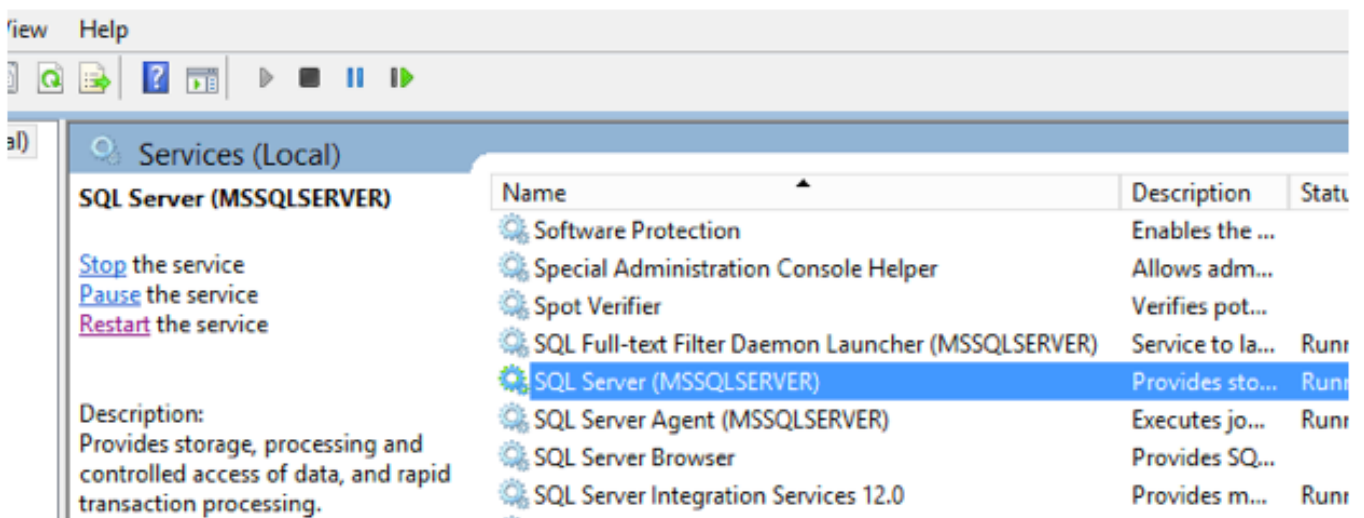
Step 5. Drop the Local Server.

```
sp_dropserver 'COL115ROGGERA'
```

Step 6. Add the Correct Server Name.

```
sp_addserver 'COL115ROGGERB', LOCAL
```

When preceeding database server name is changed, you need to restart the SQL Service to see the effective changes shown in the image.
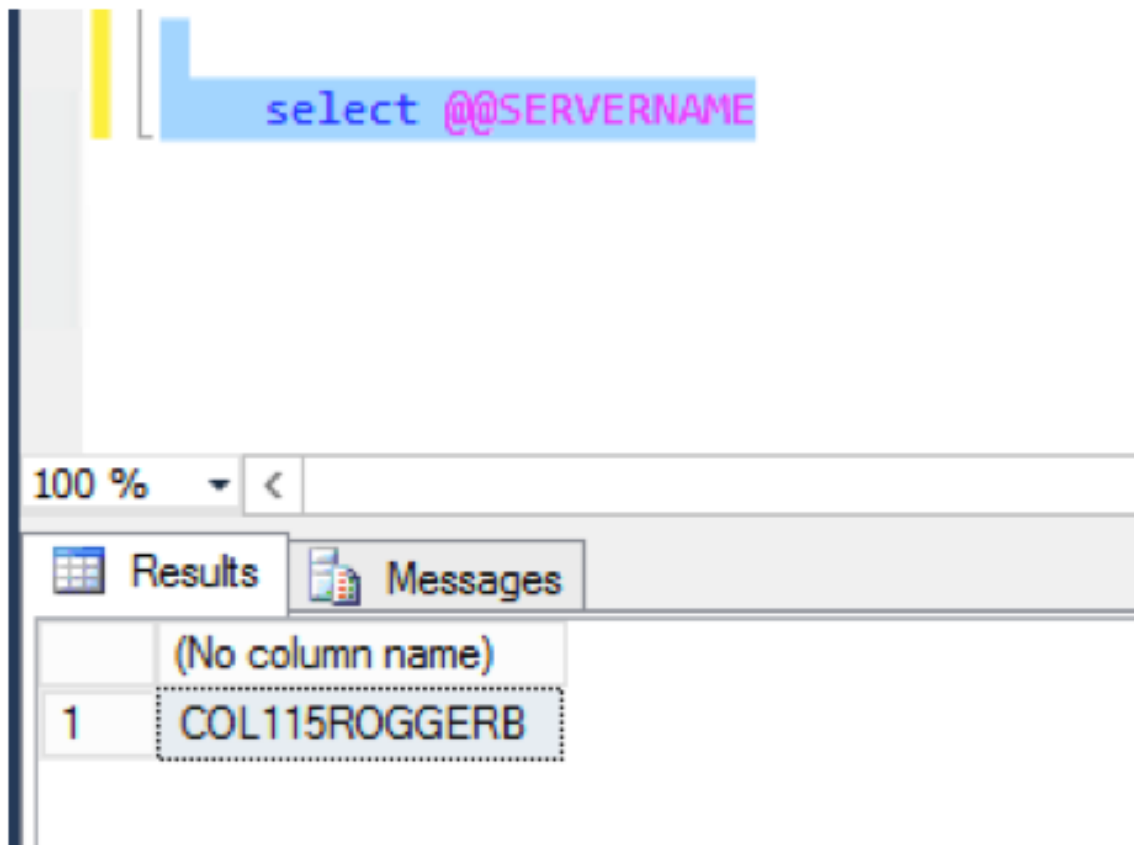

Verify

Run the command: **select @@SERVERNAME**

As shown in the image, it returns the correct server name .

```
select @@SERVERNAME
```

```sql
select @@SERVERNAME
```

100 %

Results | Messages

	(No column name)
1	COL115ROGGERB

After you correct the database server name, run the Web setup again and successfully enable the side B HA.