

CUCM Database Replication Issues

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Introduction

This document contains useful information about the details and logs, which you have to share with TAC for Cisco Unified Communication Manager (CUCM) database replication issues. Proactive, collection and uploads of the logs allow Cisco Technical Support team to begin the investigation of your service request more quickly and efficiently.

Problem

What kind of logs and details to be collected and shared with TAC Service Request for database replication issues.

Information to Collect

- What is the recent change happened in the network?
- CLI output from CUCM publisher : `utils dbreplication runtimestate`

These details are required to isolate the issue.

CLI output from CUCM publisher and From the Subsequent Node where the replication does not work:

- `show network cluster`
- `show status`
- `utils diagnose test`
- `utils service list`
- `utils network connectivity`
- `show open ports all`
- `show open ports regexp 8500`

Download the Database status report from Cisco unified reporting, through this navigation.

Cisco Unified Reporting > System Reports > Unified CM Database Status > Generate Report and Download.

Related Information

- <https://community.cisco.com/t5/collaboration-voice-and-video/troubleshooting-cucm->

[database-replication-in-linux-appliance/ta-p/3111185.](#)

- [https://community.cisco.com/t5/collaboration-voice-and-video/troubleshooting-the-replication-issues/ta-p/3124128.](https://community.cisco.com/t5/collaboration-voice-and-video/troubleshooting-the-replication-issues/ta-p/3124128)
- [https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200396-Steps-to-Troubleshoot-Database-Replicati.html.](https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200396-Steps-to-Troubleshoot-Database-Replicati.html)