Troubleshoot Duplicated Users Alerts on IM&P Server

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Introduction

This document describes an example and the procedure to perform when duplicated-user alerts are seen on the Cisco IM and Presence (IM&P) nodes.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco IM and Presence Service (IM&P) Server

Components Used

This document is not restricted to specific software and hardware versions.

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.

Background information

A duplicated-user alert normally shows up like this.

```
Monitoring Automation
Additional comments·05-21-2021 09:12:19
Created by: ALE4855981
Message key: ENTER024::APP_LXT_ENTER024_33f00f5388443c6e24801bce325255711c2bb4a475076ba004ac48df6664deb
Additional Comments: Timestamp: 2021-05-21 13:12:46
Device:
IP address: Not Supported
Component: Not Supported
Severity: 3
Event Name: APP_LXT_MAJOR
```

```
Event SourceNode: ENTER024-LXT1
Message: LayerX.Alarms(10.10.10.10) LayerX ALERT_QUEUE table 0x0000033D 0 204
Custom Message: Alarm ID: 51111 (DuplicateUserid) : Event Message: (%[AlertName=SyslogSeverityMatchFoun
```

Note: The Cisco IM&P Configuration Guide only mentions a single method to identify duplicated users. Nonetheless, there are cases where the **utils users validate all** command does not show any information or presents an empty output.

Troubleshoot

For those scenarios, this procedure is advised:

Step 1. Log into the IM&P's Administration Webpage (GUI) and navigate to the **System Troubleshooter** tab.

Step 2. If any duplicated user entries have been found there, you can notice the user ID of the aforementioned user.

Step 3. Take note of that user ID and go back to the IM&P's Command Line Interface (CLI)

Step 4. Run the command:

run sql select * from enduser where enduser.userid='*_user_ID*'

The system prints all the entries it can find for that particular user (in this example, the user ID was "**user92**")

<#root>

```
admin:run sql select * from enduser where enduser.userid='user92'

pkid                                 userid  xcp_user_id tkuserlocale imaddress           xep106imaddre
==================================== ======= =========== ============ ================== ==============

633780c3-182b-153a-654a-6d073c2248ac user92

  11412       1            user92@ciscolab.com user92@ciscolab.com user92@ciscolab.com user92@ciscolab.

3a15e537-db7c-4b1f-8ff2-1daf5c5d4a05 user92

  35283       1            user92@ciscolab.com user92@ciscolab.com user92@ciscolab.com 1
```

In this case, you see two entries for that particular user.

In order to get rid of those, perform the next steps:

Step 1. Run the command:

run sql delete from enduser where enduser.userid='u*ser_ID*'

Step 2. Navigate to the CUCM Administration page > **User Management > End User >** Select the

duplicated user and bounce (uncheck & then re-check) the user's **Home Node Cluster** checkbox in order to create a single entry for the same user

Step 3. Run this query one last time to verify that only a single entry for that user is displayed:

run sql select * from enduser where enduser.userid='your user ID'

<#root>

```
admin:run sql select * from enduser where enduser.userid='user92'

pkid                                 userid  xcp_user_id tkuserlocale imaddress           xep106imaddre
==================================== ======= =========== ============ ================== ==============

633780c3-182b-153a-654a-6d073c2248ac user92

  11412       1            user92@ciscolab.com user92@ciscolab.com user92@ciscolab.com user92@ciscolab.
```