

Cisco Unified CallManager 4.x: "Error Code 10012 Database error Contact System Administrator" Error Message

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Introduction

When a user accesses a Call Detail Records (CDR) search from CDR Analysis and Reporting (CAR) in Cisco CallManager, the user receives the Error Code 10012 Database error Contact System Administrator error message. This document explains the recommended workaround for this error message .

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- CDR Analysis and Reporting (CAR)

Components Used

The information in this document is based on these versions:

- Cisco CallManager 4.x

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.

Error Code 10012 Database error Contact System Administrator

The Error Code 10012 Database error Contact System Administrator error message is likely to occur when the Cisco CallManager CAR user tries to perform a Structured Query Language (SQL) query for the CDR database.

Workaround

Complete these steps in order to resolve this issue:


1. Check whether you have the DBL monitor service running on the Publisher and the Subscriber.
2. Check whether you have the CDR insert service running on the Publisher.
3. If all of these services are running on the respective CallManagers, then stop and start them.

You can restart these services because call processing is not affected.

This error message might also be a result of an insufficient permissions issue in the CDR database. If so, complete these steps:

1. Choose **Start > Programs > SQL Server > Enterprise Manager** in order to open the SQL Enterprise Manager.
2. Choose **Security > Logins**.
3. Right-click on the <Servername>\CCMServiceRW account.
4. Choose **Properties > Database access**.
5. Check **CDR**, and click on **Public** and **db_owner**.
6. Click **OK** in order to close the screen.
7. In the Enterprise Manager, choose **Databases**.
8. Choose **CDR > Users**.
9. Right-click on the user **CCMServiceRW > Properties**, and check **db_owner**.
10. Complete steps 8 and 9 for all these users:
 - ◆ CCMCDR
 - ◆ CCMUSER
 - ◆ CiscoCCMCDR
 - ◆ CiscoCCMUSER

Related Information

- [CDR Search Configuration](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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