

Foreign Key Constraints

PROBLEM

Configuration does not sync in SQL, which can cause failures to occur in the Control Center Management website, the Control Center Client, and Backup/Restore operations.

Example: An agent group to queue association can exist in one table, but the queue has been deleted.

This would throw a foreign key constraint error.

CAUSE

This is caused by SQL, cascades not being triggered, which then puts our data in a bad state.

SYMPTOMS

The associated log file will show an error like the following:

*tblConfig_HuntGroupMembers : ForeignKeyConstraint
tblConfig_Extension_tblConfig_HuntGroupMembers_fk_constraint requires the child key values
(71cb119d-cae0-46c9-b13d-992e3b287ba0) to exist in the parent table.*

RESOLUTION

Foreign Key Constraints can occur in many different tables, so understanding the error and scripting an answer in SQL Management Studio is usually the best solution.

Your error will have the following format:

*tblConfig_[A] : ForeignKeyConstraint tblConfig_[B]_tblConfig[A]_fk_constraint requires the child
key values (xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxx) to exist in the parent table.*

From this you can determine which tables to search in. Your scripted search will look like the following:

```
use CCMDData
select * from tblConfig_[A]
where FK[B] Not in (select pkey from tblConfig_[B])
```

This will show you the records that contain Foreign Key Constraints. You use the **SELECT *** option first to ensure that you don't accidentally get more records, or the wrong records. Once you have verified this you change the **SELECT *** to **DELETE** as shown below.

```
use CCMDData
DELETE from tblConfig_[A]
where FK[B] Not in (select pkey from tblConfig_[B])
```

When executed, this SQL script will delete the Foreign key Constraints for you.

Given the following error...

tblConfig_HuntGroupMembers : ForeignKeyConstraint *tblConfig_Extension*
_tblConfig_HuntGroupMembers_fk_constraint requires the child key values (71cb119d-cae0-46c9-b13d-992e3b287ba0) to exist in the parent table.

You would get the following search:

use CCMDData

```
SELECT * FROM tblConfig_HuntGroupMembers  
WHERE FKExtension NOT IN (SELECT PKey FROM tblConfig_Extension)
```

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<http://micc.mitel.com/kb/KnowledgebaseArticle50364.aspx>

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