



# Reconciliation Troubleshooting

Duplicates

Keith Paschal

UCMDB Worldwide Support Lead

“

**Things are only impossible until  
they are not.**

Jean-Luc Picard ”

**Finding duplicates is fairly easy, but finding the cause is not.**



# Which logs tell the story?

- cmdb.reconciliation.datain.multiplematch.log shows multiple matches:

```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] - ----- VERIFICATION -----  
-----
```

```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] - Verification input :
```

```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] -  
{interface@$TempObject8cc2632749f1b50bf3e837ae76b5d5b0}@[(string-mac_address:11111113.0), (string-  
root_container:$TempObject89cdf08c46b553c78ae3188bf139d62a), (string-last_discovered_by_probe:FTC06UCM41), (string-  
interface_description:pseudo), (string-data_source:DS_dups_Import topology from Excel Workbook), (boolean-root_enableageing:true)]
```

```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] -  
{interface@$TempObject2e69a62b137cb47196974ee840d57b14}@[(string-mac_address:11111113.0), (string-  
root_container:$TempObject89cdf08c46b553c78ae3188bf139d62a), (string-last_discovered_by_probe:FTC06UCM41), (string-  
interface_description:pseudo1), (string-data_source:DS_dups_Import topology from Excel Workbook), (boolean-root_enableageing:true)]
```

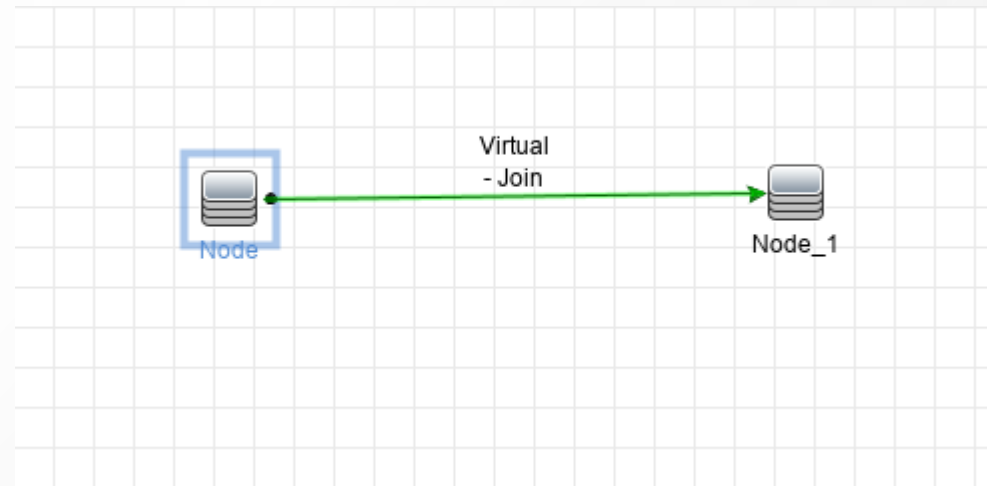
```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] - Verification criteria  
:MatchCriterionType{className=null ,targetType=null ,isTargetTypeDerived=null ,mismatchAction=null  
,attributesCondition=[AttributeCondition{attributeName='interface_description', masterValue='null', operator=null, includeNullValue=false,  
matchNameOnly=false, autoExcludeThreshold=0, includeOnly=null, exclude=null, conditionType=ApproveAndContradict}]  
,connectedCiCondition=[]}
```

```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] - Verification result :False
```

```
2019-02-27 05:17:52,207 TRACE [Process Results Thread4-DS_dups_Import topology from Excel Workbook] - -----  
-----
```

# How to find duplicates

- Generally, some type of TQL should be run where CIs are compared with the same type of CI which is not a 'self' relationship.
- E.g. The TQL below



# What to do after you have identified the duplicates

- Examine the reconciliation rule!!!
- Look at the attributes which are used for reconciliation
- Build a view showing these
- Examine surrounding CIs

# What to do after you have identified the duplicates

- Use OSHVTool to reproduce the issue in your system
- Get bulks from bulk dumps or `cmdb.reconciliation.datain.manipulator.log`

