

## Message SQL0803 Received from QYIVRIPS during Electronic Service Agent Transmission Attempt

### Technote (troubleshooting)

#### Problem(Abstract)

This document describes how to resolve message SQL0803 if received on the Electronic Service Agent transmission at V5R3M0 and above.

#### Resolving the problem

The following message can be received in the Electronic Service Agent Audit log, the QYPSJSVR joblog, the QYIVRIPS joblog, or a combination of all joblogs: **SQL0803 - Duplicate key value specified.**

**Note:** In later releases, the SQL0803 may not be noted; however, the Duplicate key value specified could be.

Example of Audit log entry without the message ID:

InventoryManager: com.ibm.as400.sa.svcsndr.ProcessException:  
com.ibm.db2.jdbc.app.DB2SQLIntegrityConstraintViolationException: Duplicate key value specified.

Select Option 1 or Option 2.

#### Option 1

**Note:** Interactive SQL must be installed to be able to use the commands in option 1.

Issuing the following commands and pressing the Enter key clears the files with the duplicate records:

#### STRSQL NAMING(\*SYS)

```
DELETE FROM QMGTC/QAYIVRIG
DELETE FROM QSRVAGT/QASJSTATUS
```

Once the scripts run, do the following:

**Step A:** On the operating system command line, type **GO SERVICE**, and press the Enter key.

**Step B:** For **R540 and above**, select Option 19, Change Send option, and press the Enter key.  
For **R530**, select Option 3, Change Send option, and press the Enter key.

**Step C:** Set data to \*ALL to send a refresh of the inventory data.

**Step D:** On the operating system command line, run the **WRKJOBSCDE** command.

**Step E:** Select Option 10 on QS9SACOL to submit the Inventory Collection and Transmission.

## Option 2

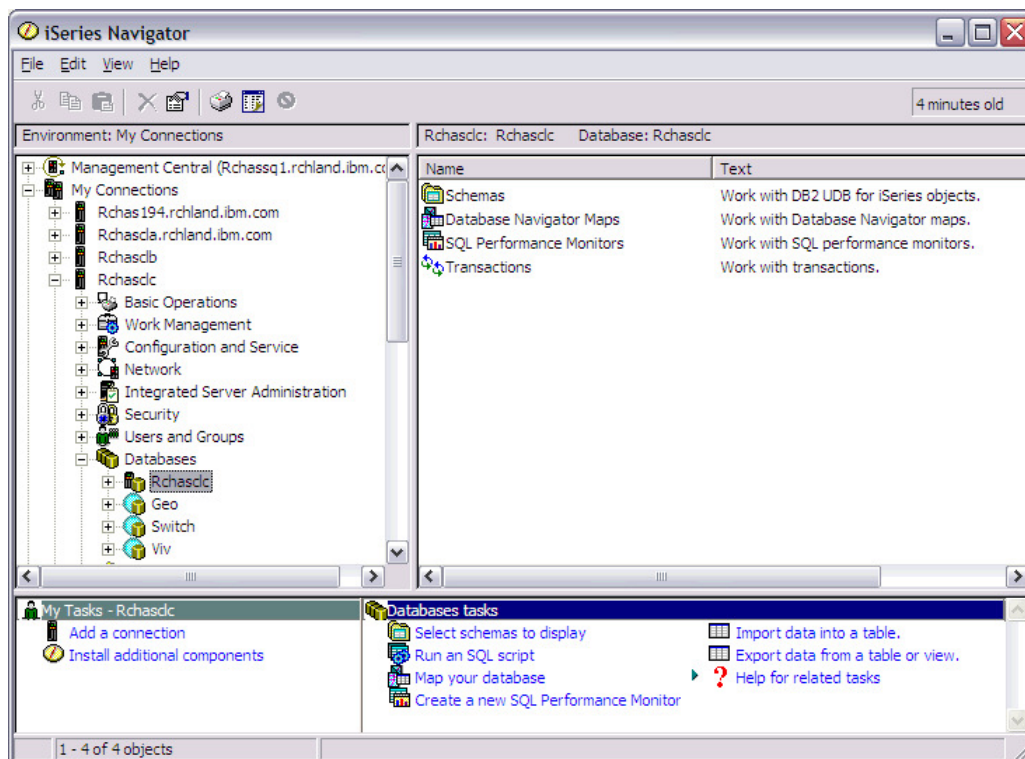
To accomplish these tasks using iSeries Navigator, do the following:

**Step 1:** Expand on the system under **My Connections**.

**Step 2:** Expand **Databases**.

**Step 3:** Right-click on the system.

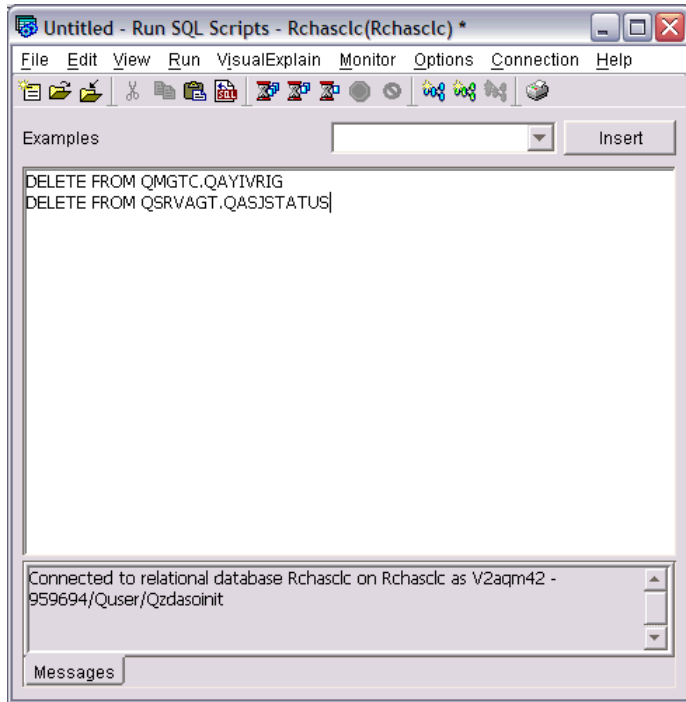
**Step 4:** Select **Run SQL scripts**.



**Step 5:** Run the following scripts:

```
DELETE FROM QMGTC.QAYIVRIG
DELETE FROM QSRVAGT.QASJSTATUS
```

**Note:** Each statement needs to be run separately, although the screen shot shows both entered. Some older releases allow two entries at once; however, more only allow one script to run at a time.



**Step 6:** Once the scripts run, do the following:

**Step A:** On the operating system command line, type **GO SERVICE**, and press the Enter key.

**Step B:** For **R540**, select Option 19, Change Send option, and press the Enter key. For **R530**, select Option 3, Change Send option, and press the Enter key.

**Step C:** Set data to \*ALL to send a refresh of the inventory data.

**Step D:** On the operating system command line, run the **WRKJOBSCDE** command.

**Step E:** Select Option 10 on QS9SACOL to submit the Inventory Collection and Transmission.

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Additional keywords:

Messages CPF5009 and CPF5034 in QYIVRIPS for QS9SACOL after migrating from Power 6 to Power 7.

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#### Cross reference information

Segment	Product	Component	Platform	Version	Edition
Operating System	IBM i 6.1				

**Historical Number**

447145365

Document information

**More support for:** IBM i  
Electronic Service Agent

**Software version:** 5.4.0, 5.4.5, 6.1, 6.1.0

**Operating system(s):** IBM i

**Reference #:** N1014430

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