

# Replication won't complete, logs show errors like; 'Requested information could not be found' and 'Unable to execute RECALCulate command with timestamp'

## Summary:

Replication won't complete, logs show errors like; 'Requested information could not be found' and 'Unable to execute RECALCulate command with timestamp'

MS

Problem description Replication won't complete.

D 0908 0425-08:12:50 dom 2014 Rolling back transaction for database PD29BZ1O001(04E9A240)

E 0908 0425-08:12:50 pdre15021 {Requested information could not be found}: Unable to execute RECALCulate command with timestamp 4/12/2018 2:35:08 PM

E 0908 0425-08:12:50 Table:PO\_RECVR\_HIST

E 0908 0425-08:12:50 PDCID:212546904

And

E 0908 0425-08:13:22 dsdb18022 {An ODBC error occurred}: Unable to update "dbo"."PS\_TKT\_HIST\_LIN" table record with primary key 11/3/2015 12:00:00 AM,701307587070,1 - worker failed

E 0908 0425-08:13:22 dsdb59014 {An ODBC error occurred}: Unable to recalculate slice membership of PS\_TKT\_HIST\_LIN dependents of PS\_TKT\_HIST record with key PDCID(1029636588),11/3/2015 12:00:00 AM,701307587070

D 0908 0425-08:13:22 dom 2014 Rolling back transaction for

database PD29BZ1O001(04E9A240)

E 0908 0425-08:13:22 pdre15021 {An ODBC error occurred}: Unable to execute RECALCulate command with timestamp 4/12/2018 2:46:11 PM

E 0908 0425-08:13:22 Table:PS\_TKT\_HIST

E 0908 0425-08:13:22 PDCID:1029636588

### Solution:

- Stop replication all sites, backup each db, no one in Counterpoint
- Run the following at all sites

```
truncate table pduser.dcmd  
truncate table pduser.dqueue  
truncate table pduser.pdpulse  
truncate table pduser.pdecho
```

- Once completed at all sites, clear replication logs and restart replication hub and one remote at a time.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1165>