

Tenants mixup

This FAQ page collects operational notes for **Tenants mixup**.

This should not happen, but I see it is still sometime happening or maybe they are old interface errors coming only now to light. When you are editing a page and in another tab you change the tenant, saving the first page can lead to a mixup because you are saving in a different tenant. Unfortunately the browsers don't allow different security environment for each tab.

To detect if you have any of these mixup, you can run the following query

```
select count(distinct de_te_id),de_type_src,de_type_id_src from de_destinations group by de_type_src,de_type_id_src having count(distinct de_te_id)>1;
```

You can obtain the following output:

```
+-----+-----+-----+
```

```
| count(distinct de_te_id) | de_type_src | de_type_id_src |
```

```
+-----+-----+-----+
```

```
|                2 | FLOW          |          88 |
|                2 | QUEUE-TIMEOUT |         413 |
```

```
+-----+-----+-----+
```

You can check what happened, by investigating the records for the queue:

```
mysql> select qu_te_id from qu_queues where qu_id=413;
```

```
+-----+
```

```
| qu_te_id |
```

```
+-----+
```

```
|      719 |
```

```
+-----+
```

1 row in set (0.00 sec)

```
mysql> select * from de_destinations where de_type_src='QUEUE-TIMEOUT' and de_type_id_src=413;
```

```
+-----+-----+-----+-----+-----+-----+-----+
| de_id | de_te_id | de_type_src | de_type_id_src | de_type_dst | de_type_id_dst | de_ord |
+-----+-----+-----+-----+-----+-----+-----+
| 185731 | 6 | QUEUE-TIMEOUT | 413 | VOICEMAIL | 81 | 1 |
| 192043 | 719 | QUEUE-TIMEOUT | 413 | VOICEMAIL | 4285 | 1 |
+-----+-----+-----+-----+-----+-----+-----+
```

2 rows in set (0.00 sec)

Here you can see the destination for QUEUE-TIMEOUT with id 413 is both VOICEMAIL in both tenant 6 and tenant 719, but the queue is in tenant 719, so the entry with de_id 185731 needs to be removed.

Revision #5

Created 2026-06-02 21:58:59 UTC by Admin

Updated 2026-06-03 07:24:45 UTC by Admin