

CCMWeb requesting domain login, and reports stuck in pending or failing

PROBLEM

When opening the Contact Center Management website using the server's IP address you are prompted with a domain login dialogue. If you browse to the site using LOCALHOST instead of the IP you can log in normally, but all reports are stuck in pending.

SYMPTOMS

Reporting log shows:

*Report Generation Failure - Failed to generating report, error was System.Runtime.InteropServices.COMException (0x800706BE): The remote procedure call failed (Exception from HRESULT: 0x800706BE)
ReportBase.GenerateReport An exception was encountered while generating the excel report. Excel appears to be installed on the machine. The exception was: System.Net.WebException: The remote server returned an error: (401) Unauthorized*

In Event Viewer you will see warnings relating to IIS, and 'NET 2.0

CAUSE

The IIS AppPool is configured to require a custom login rather than Anonymous, or Local System.

RESOLUTION

Configure the IIS AppPool to use the Mitel_RD_Account as it's authentication value.

In Windows 2003:

1. open START => Administrative Tools => Internet Information Services (IIS) Manager
2. Expand the server, then *Application Pools*
3. Right-click the *prairieFyre* application pool, and choose properties
4. Go to the *Identity* tab at the top, and set the authentication information

In Windows 2008:

1. open START => Administrative Tools => Internet Information Services (IIS) Manager
2. Click the server name on the left and click on *View application pools* on the far right
3. Right-click the *prairieFyre* application pool and choose *Advanced Settings*
4. Scroll down to Identity and click to change to a specific user.

APPLIES TO

5.8, 6.0, 7.0, 7.1

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