

## ALM0152 - Storage path is not accessible from the Storage Service

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### DESCRIPTION

If the Storage path is a UNC path (ex: [\\10.33.28.98\TestStorage](#)), you will get these alarms (along with errors in the StorageService.log and MCCWa.log files) when the storage service and the MCCWa app pool run under a user account that does not have read/write access to that path. Note that this will happen for example if you run them under the default user (LocalSystem). Please note that starting in v8.0, the storage path is now stored in the registry, under *Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\prairieFyre Software Inc\CCM\Common\MultimediaStoragePath*.

### SEVERITY

High

### IMPACT

The MiCC server won't be able to store the emails after downloading them, and so won't be able to process them and the emails will accumulate on the mail server.

### TROUBLESHOOTING STEPS

Double click on the "MiContact Center Storage" service, select the Log On tab, make sure "This account" is checked and that a user account with proper read/write access to the UNC path is set.

### APPLIES TO

MiCC Version 8.0 and newer

**Keywords:** ALM0152 storage path not accessible storage service

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