

## ALM0153 - Storage path is not accessible from MCCWa

### 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 preview emails that would have been previously downloaded, or send out new emails.

### TROUBLESHOOTING STEPS

Open the IIS Manager, select the Application Pools folder, locate the MCCWa application pool, right-click on it and select "Advanced Settings...", locate the Identity field, and make sure it's set to a user account with proper read/write access to the UNC path.

### APPLIES TO

MiCC Version 8.0 and newer

**Keywords:** ALM0153 storage path not accessible MCCWa

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