

IVR - After restoring a backup, the RoutingInbound is in a Ring-No-Answer state

PROBLEM

After restoring a backup, the RoutingInbound service is putting all IVR ports into a Ring-No-Answer state.

SYMPTOMS

You will see an error in the RoutingInbound log that looks like the following:

Error: 2015-Jun-22 18:37:21.359

--- Start Exception Stack ---

System.ArgumentNullException: Value cannot be null.

Parameter name: String

Server stack trace:

at System.Number.StringToNumber(String str, NumberStyles options, NumberBuffer& number, NumberFormatInfo info, Boolean parseDecimal)

at System.Number.ParseInt32(String s, NumberStyles style, NumberFormatInfo info)

at prairieFyre.Routing.Mitel.MediaProvider.MitelMediaProvider.Answer(IMediaRecord mediaRecord, TimeSpan actionTimeout)

at

prairieFyre.Routing.Workflow.Activities.Inbound.StaticBranch.HandleActivity.PerformAction(IMediaRecord mediaRecord, TimeSpan timeout)

at System.Runtime.Remoting.Messaging.StackBuilderSink._PrivateProcessMessage(IntPtr md, Object[] args, Object server, Object[]& outArgs)

at System.Runtime.Remoting.Messaging.StackBuilderSink.AsyncProcessMessage(IMessage msg, IMessageSink replySink)

Exception rethrown at [0]:

at System.Runtime.Remoting.Proxies.RealProxy.EndInvokeHelper(Message reqMsg, Boolean bProxyCase)

at System.Runtime.Remoting.Proxies.RemotingProxy.Invoke(Object NotUsed, MessageData& msgData)

at System.Action`2.EndInvoke(IAsyncResult result)

at

prairieFyre.Routing.Workflow.Activities.Inbound.StaticBranch.HandleActivity.EndExecute(NativeActivityContext context, IAsyncResult result)

--- End Exception Stack ---

()

CAUSE

Some of the variables in your configuration were not properly restored from the backup.

RESOLUTION

1. First ensure that you still have the backup you are going to restore.
2. In SQL Management Studio, drop the CCMDData and CCMStatisticalData databases.

3. Go to the database file location (by default: [InstallDir]\CCM\Database\) and delete the CCMDData and CCMStatisticalData files.
4. Re-run the configuration wizard (this will create a blank database for you to work from).
5. Open SQL Management Studio and connect to the SQL server.
6. On the blank database, run the following script:

```
use CCMDData
Select *
Into mytable_backup
from tblConfig_VWM_Variables
```

7. Restore your backup using the Contact Center Client.
Reload the SQL Management Studio and run the following script:

```
use CCMDData
insert into tblConfig_VWM_Variables
select mytable_backup.* from mytable_backup
left join tblConfig_VWM_Variables on (mytable_backup.pkey = tblConfig_VWM_Variables.Pkey)
where tblConfig_VWM_Variables.pkey is null
```

8. Restart the prairieFyre Configuration Service.
9. Open YourSite Explorer and go to Tools, then click Reset Clients.

APPLIES TO

MiCC 7.1.X

Keywords: IVR restore backup RNA ring no answer routinginbound

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