

Installation fails on SQL Change Scripts step / MCCConnectionString registry key missing

PROBLEM

When installing MiCC Version 7.1.3.1, the Configuration Wizard stops at SQL Change Scripts. The **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\prairieFyre Software Inc\CCM\Enterprise\MCCConnectionString** registry entry is not present.

NOTE: Other errors can occur as a result of this registry key being absent, including errors in the MassTransitRuntimeService, or CCMWa. This can also cause issues with IVR callbacks.

SYMPTOMS

- You are using Remote SQL
- You are not licensed for Multimedia Contact Center

The error produced by the cumulative update installer will look like the following:

Info 2015-Oct-27 17:25:19.354

prairieFyre.ConfigurationWizard.Tasks.SqlTask.SqlChangeScriptTask Running Change Scripts

Verbose 2015-Oct-27 17:25:19.369 GetCurrentSchemaVersion. Opening connection to Data Source=10.10.10.10\sqlexpress;Initial Catalog=CCMData;Persist Security Info=False;User ID=sa;Password=Password1;Connect Timeout=30;Application Name=ConfigurationWizard

Info 2015-Oct-27 17:25:20.202 Connection String: "Persist Security Info=false;User ID=sa;Password=Password1;Data Source=10.10.10.10\sqlexpress;Initial Catalog=CCMData;Connect Timeout=30;" exists in the registry. Connection have to be checked.

Info 2015-Oct-27 17:25:20.202 Since both: MCC Connection String and Connection String are empty or does not fit, starting to search for available local SQL instances.

Error 2015-Oct-27 17:25:35.648 Exception caught while attempting to execute task: System.ArgumentException: There is no valid local instance of SQL Server. Please download and install SQL Server from this link and hit retry: <http://www.microsoft.com/en-us/server-cloud/products/sql-server-editions/sql-server-express.aspx>

at prairieFyre.ConfigurationWizard.Tasks.SqlTask.ExecuteSql.RunChangeScripts(String aPath, String aFirstScript, Boolean includeBackup)

at prairieFyre.ConfigurationWizard.Tasks.SqlTask.SqlChangeScriptTask.Process()

at prairieFyre.Configuration.TaskManagement.Task.Process()

at prairieFyre.Configuration.TaskManagement.TaskList.processTask(Task t)

CAUSE

During the 7.X installation, the MCCConnectionString registry entry was not created.

RESOLUTION

1. Open **regedit.exe**
2. Go to **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\prairieFyre Software Inc\CCM\Enterprise**

3. Add a **String** and name it **MCCConnectionString**
4. Edit MCCConnectionString and ensure the value is **Persist Security Info=false;Integrated Security=SSPI;Data Source=.\SQLEXPRESS;Initial Catalog=master;Connect Timeout=30;**
5. Close regedit.exe.
6. You can now re-run the configuration wizard or installer.

APPLIES TO

MiCC 7.X.X.X

Keywords: Local SQL MCCConnectionString config wizard upgrade update error

Last Modified By: AndrewM, Monday, November 02, 2015

<http://micc.mitel.com/kb/KnowledgebaseArticle52367.aspx>

Friday, August 12, 2022