

## A server error occurred when saving in YSE: Network access for MSDTC disabled

### PROBLEM

A server error occurs when saving changes in YourSite Explorer.

### SYMPTOMS

When you attempt to save a change in YourSite Explorer, it displays the following error:

For example, this can happen when making a change to a carrier plan.

The following error can be found in the YSE log:

```
eError 8/11/2010 2:51:06 PM
prairieFyre.BusinessObjects.CallAccounting.CarrierPlanCollection : Save
--- Start Exception Stack ---
Csla.DataPortalException: DataPortal.Update failed
(Csla.DataPortalException: DataPortal.Update failed
(Csla.DataPortalException: DataPortal.Update failed
(Csla.DataPortalException: DataPortal.Fetch failed (Network access for
Distributed Transaction Manager (MSDTC) has been disabled. Please enable
DTC for network access in the security configuration for MSDTC using the
Component Services Administrative tool.) --->
Csla.Reflection.CallMethodException: DataPortal_Fetch method call failed --->
System.Transactions.TransactionManagerCommunicationException: Network
access for Distributed Transaction Manager (MSDTC) has been disabled.
Please enable DTC for network access in the security configuration for
MSDTC using the Component Services Administrative tool. --->
System.Runtime.InteropServices.COMException (0x8004D024): The
transaction manager has disabled its support for remote/network transactions.
(Exception from HRESULT: 0x8004D024)
at
System.Transactions.Oletx.IDtcProxyShimFactory.ReceiveTransaction(UInt32
propagationTokenSize, Byte[] propagationToken, IntPtr managedIdentifier,
Guid& transactionIdentifier, OletxTransactionIsolationLevel& isolationLevel,
ITransactionShim& transactionShim)
at
System.Transactions.TransactionInterop.GetOletxTransactionFromTransmitter
PropigationToken(Byte[] propagationToken)
--- End of inner exception stack trace ---
```

This problem may be more commonly seen on CCM servers using a remote SQL Database.

### CAUSE

The Network access for Distributed Transaction Manager (MSDTC) has been disabled on the CCM Server or the remote SQL Server.

## WORKAROUND

In an environment where you cannot disable MSDTC, you can run the attached SQL script to assign the default carrier plan to **all** media servers.

**NOTE:** You will need to ensure that SQL Management Studio is installed on the server, and you have permissions to access SQL.

1. Download the attached **SetDefaultCarrierPlan.SQL** to the Enterprise Server.
2. Double-click the **SetDefaultCarrierPlan.sql** file and it will open in SQL Management Studio. Click **Execute** (sometimes just a red ! ).

## RESOLUTION

Enable network DTC to have access using the steps below.

**NOTE:** If you are using a remote SQL Server, you **MUST** perform these steps on the SQL Server as well.

### Windows 2003 Server

1. Click **Start=>Control Panel=>Add or Remove Programs**.
2. Click **Add/Remove Windows Components**.
3. Select **Application Server**, and then click **Details**.
4. Select **Enable network DTC access**, and then click **OK**.
5. Click **Next**.
6. Click **Finish**.

**NOTE:** If running Windows 2003 Server SP1, you must perform these additional steps:

1. Click **Start=>Run**, type **comexp.msc**, and then click **OK** to open Component Services.
2. Expand **Component Services**, expand **Computers**, right-click **My Computer**, and then click **Properties**.
3. On the **MSDTC** tab, click **Security Configuration** under **Transaction Configuration**, click to select the **Network DTC Access** check box under **Security Settings**, and then click to select the following check boxes under **Transaction Manager Communication**:
  - **Allow Inbound**
  - **Allow Outbound**
4. On Microsoft Cluster Server (MSCS) clusters, you cannot select **Mutual Authentication Required**. Therefore, click to select the following check box:
  - **No Authentication Required**
5. Make sure that the **Logon Account** is set to NTAUTHORITY\NetworkService.
6. Click **OK**. A message box explains that the MS DTC Service will be stopped and restarted, and that all dependent services will also be stopped and restarted. Click **Yes**.
7. Manually restart the Distributed Transaction Coordinator Service. The dialogue may indicate that this happened automatically in step 6, but Windows often fails to restart the service. In some cases you may need to reboot the server for this change to take effect.

**NOTE:** If this is a Majority Node Set (MNS) cluster, do not use the MNS resource as the storage device for MS DTC. MS DTC requires a storage resource such as a physical disk.

### Windows 2008 Server

1. Open **Component Services (Start=>Administrative Tools=>Component Services)**
2. Expand **Component Services=>Computers=>My Computer=>Distributed Transaction Coordinator**
3. Right-click **Local DTC** and select **Properties**
4. Click the **Security** tab
5. Check **Network DTC Access**
6. Under the **Transaction Manager Communication** section, enable the following check boxes:
  - **Allow Inbound**
  - **Allow Outbound**
7. Select **No Authentication Required**
8. Make sure that the **DTC Logon Account** is set to NTAUTHORITY\NetworkService
9. Click **OK**

**NOTE:** You may need to reboot the server for these changes to take effect.

## APPLIES TO

CCM version 5.4 or higher

**Keywords:** msdtc mstdc distributed transaction manager carrier plan

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