

HotFix - KB156465 - Salesforce Connector intermittently crashing with Access Violation errors

PROBLEM

During regular use, some clients experience intermittent crashes of the Salesforce Connector.

SYMPTOMS

You will see an error like the following in your Event Viewer:

```
Access Violation. at
System.Runtime.InteropServices.CustomMarshalers.EnumeratorViewOfEnumVariant.MoveNext()

at
CTIAdapterSharpLib.CTIAppExchange.PopulateQueryResults(SF_MSApi4TypeLib.ISForceSession4,
SF_MSApi4TypeLib.IQueryResultSet4,
System.Collections.Generic.Dictionary`2<System.String,System.Collections.Generic.List`1<System.String>>,
System.Collections.Generic.List`1<CTIAdapterSharpLib.CTIRelatedObjectSet>,
Boolean) at
Mitel3300AdapterEngine.MitelAppExchangeSearchThread.ThreadSearch(SF_MSApi4TypeLib.ISForceSession4,
Mitel3300AdapterEngine.MitelSearchThreadInfo) at
Mitel3300AdapterEngine.MitelAppExchangeSearchThread <>c__DisplayClass1.<Search>b__0()
```

CAUSE

This is a known issue with using For Each functions in COM objects.

RESOLUTION

We have added code to avoid For Each functions, in order to work around this COM limitation.

INSTALLATION INSTRUCTIONS

This Hotfix was included in our 6.0.2.3 release. If you have a specific business reason for being unable to upgrade, and still require this hotfix, please contact MiContact Center support.

APPLIES TO

6.0.2.2_Rev2

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