

WFM Connector (Impact 360) RealTime not working - System.NullReferenceException thrown

PROBLEM

When running the prairieFyre.WFM.Controller.Impact360.RealTime.exe it fails to run.

SYMPTOMS

You will receive an error that starts like the following:

Unhandled Exception: System.NullReferenceException: Object reference not set to an instance of an object.

at

prairieFyre.Framework.Common.Logging.Logger.DetailedLogger.SetupStandardLoggingToLogsDir()

CAUSE

The registry key directing the WFM connector where to log is not created, or pointed to a location you cannot write to.

RESOLUTION

1. On the Impact 360 server, open **regedit.exe**.
2. Go to **HKEY_LOCAL_MACHINE\Software\Wow6432Node\prairieFyre Software Inc\CCM\Common**.
3. Add a **string** called **InstallDir**. Set the value to a folder path which you can write to.
4. Re-run the prairieFyre.WFM.Controller.Impact360.RealTime.exe and it will create a Logs folder.

APPLIES TO

WFM Version 7.1.X.X

Keywords: WFM Impact360 connector realtime install

Last Modified By: AndrewMontpetit, Friday, July 15, 2016
<http://micc.mitel.com/kb/KnowledgebaseArticle52458.aspx>

Tuesday, August 16, 2022