

ALM0136 - Routing Media Service cannot connect to the CCMRouting Database

DESCRIPTION

The routing media service can no longer connect the CCMRouting Database.

SEVERITY

Critical

IMPACT

Emails and Chats will not route to agents until this error is resolved.

TROUBLESHOOTING STEPS

- Ensure that the local SQL database is online and running.
- Check that the **CCMRouting** database is present in SQL Management Studio.
- More details can be found in the **RoutingMediaService** logfile found in **[InstallDir]CCMLogs**.

APPLIES TO

7.1

Keywords: ALM0136 routing media service cannot connect ccmrouting database

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<http://micc.mitel.com/kb/KnowledgebaseArticle52222.aspx>

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