

## 6.0 - When rebooting a Windows 2003 CCM server, the Server Monitoring Agent service does not restart correctly

### PROBLEM

When rebooting a Windows 2003 CCM server, the Server Monitoring Agent service does not restart correctly. A manual service restart corrects the issue.

### SYMPTOMS

The Enterprise server log will fill with MSMQ errors, which may look like the following:

```
Error 1/2/2013 6:28:06 PM prairieFyre.Services.EnterpriseServer.EnterpriseHelper Category does not exist. at System.Diagnostics.PerformanceCounterLib.CounterExists(String machine, String category, String counter)
at System.Diagnostics.PerformanceCounter.InitializeImpl()
at System.Diagnostics.PerformanceCounter..ctor(String categoryName, String counterName, String instanceName, Boolean readOnly)
at System.Diagnostics.PerformanceCounter..ctor(String categoryName, String counterName)
at prairieFyre.Services.EnterpriseServer.EnterpriseHelper.CheckMSMQ()
```

This can cause the .NET Enterprise Server service to crash.

### RESOLUTION

This issue is being addressed in 6.0.2.2

Internal Reference Number (TFS) 100841

### APPLIES TO

6.0

**Keywords:** SMA server monitoring agent reboot windows 2003

Last Modified By: amontpetit, Wednesday, January 30, 2013

<http://micc.mitel.com/kb/KnowledgebaseArticle51845.aspx>

Tuesday, August 16, 2022