

MSMQ Performance Counter Errors

PROBLEM

There are MSMQ errors in the Network Monitor of the Contact Center Client. MSMQ errors can also effect current day reports.

SYMPTOMS

Example of event viewer errors:

```
prairieFyre.Services.EnterpriseServer.EnterpriseHelper.CheckMSMQ() in
e:\TeamBuild\CCS\CI_EnterpriseServer_5.5\Sources\Source\Services\EnterpriseServer\Enterpris
eServerLib\EnterpriseHelper.cs:line 375
eInfo: 11/24/2009 12:46:01 AM VoiceDeviceStatStream - .ctor: Using SQL Stream
eError: 11/24/2009 12:46:16 AM EnterpriseHelper::CheckMSMQ:
System.InvalidOperationException: Category does not exist.
  at System.Diagnostics.PerformanceCounterLib.CounterExists(String machine, String category,
String counter)
  at System.Diagnostics.PerformanceCounter.Initialize()
  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() in
e:\TeamBuild\CCS\CI_EnterpriseServer_5.5\Sources\Source\Services\EnterpriseServer\Enterpris
eServerLib\EnterpriseHelper.cs:line 375
eInfo: 11/24/2009 12:46:17 AM VoiceDeviceStatStream - .ctor: Using SQL Stream
eError: 11/24/2009 12:46:32 AM EnterpriseHelper::CheckMSMQ:
System.InvalidOperationException: Category does not exist.
  at System.Diagnostics.PerformanceCounterLib.CounterExists(String machine, String category,
String counter)
  at System.Diagnostics.PerformanceCounter.Initialize()
```

WORKAROUND

There are two ways to work around this particular issue:

Option 1: Uninstall/Reinstall MSMQ

Windows 2003: Go to Add/Remove Programs > Windows Components. To find Message Queuing, click on the component Application Server. A new window will open, and Message Queuing will be visible there. This may require the Windows operating system disk.

For more details, please consult this page: [http://technet.microsoft.com/en-us/library/cc781133\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc781133(v=ws.10).aspx) .

Windows 2008: Go to Server Manager. Click on Features. Select Remove Features, and select Message Queueing. Follow the on-screen prompts. Once removed, click Add Features and select Message Queueing and follow the on-screen prompts.

Option 2: Rebuild Performance Counters

To rebuild all Performance counters including extensible and third-party counters in Windows Server 2003, type the following commands at a command prompt. Press ENTER after each command.

cd..\.\.windows\system32

lodctr /R

Note /R is uppercase. You must have administrative rights on the computer to successfully perform this command.

NOTE: For more information on this issue, please see the following Microsoft TechNet article: <http://support.microsoft.com/kb/300956>

NOTE: If you are running a Windows 2003 server, these issues may re-occur due to limitations of the operating system. If the above workaround does not resolve the issue, or they are re-occurring, we recommend upgrading to a supported 64-bit operating system.

APPLIES TO

All versions of Contact Center Management and Intelligent Queue on Windows 2003 Server, Windows 2008 Server and Windows XP Professional.

Keywords: MSMQ Performance Counters errors

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<http://micc.mitel.com/kb/KnowledgebaseArticle51660.aspx>

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