

7.0 - Chats not routing to agents - CCMWa logs indicate continuous crashes

PROBLEM

Chats are not routing to agents, and when you check the CCMWa log file you see constant errors.

SYMPTOMS

In the CCMWa log file you will see errors like the following:

```
Error 16/10/2013 12:24:06 PM Unhandled Application Exception found!  
Error 16/10/2013 12:24:06 PM *****The exception before error reporting kicks in is:  
System.SystemException: Cannot create or update the database @. Please ensure that you are  
running SQL 2008 or higher and the database server is available. Connect via SQL Management  
studio to verify and then try this operation again. ---> System.Data.ProviderIncompatibleException:  
An error occurred while getting provider information from the database. This can be caused by  
Entity Framework using an incorrect connection string. Check the inner exceptions for details and  
ensure that the connection string is correct. ---> System.Data.ProviderIncompatibleException: The  
provider did not return a ProviderManifestToken string. ---> System.Data.SqlClient.SqlException:  
A network-related or instance-specific error occurred while establishing a connection to SQL  
Server. The server was not found or was not accessible. Verify that the instance name is correct  
and that SQL Server is configured to allow remote connections. (provider: Named Pipes Provider,  
error: 40 - Could not open a connection to SQL Server) --->  
System.ComponentModel.Win32Exception: The system cannot find the file specified
```

CAUSE

The CCMWa uses a separate connection string in the Windows registry. If this string is not created properly, or incorrect the CCMWa cannot connect properly to SQL.

RESOLUTION

1. Open **regedit.exe**
2. Go to **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\prairieFyre Software Inc\CCM\Enterprise**
3. Add a **String** and name it **MCCConnectionString**
4. Edit MCCConnectionString and ensure the value is **Persist Security Info=false;Integrated Security=SSPI;Data Source=.\SQLEXPRESS;Initial Catalog=master;Connect Timeout=30;**
5. Close regedit.exe.
6. You can now re-run the configuration wizard or installer.

APPLIES TO

MCC 7.X

Keywords: ccmwa chat routing agent crash crashing

Last Modified By: AndrewM, Monday, November 02, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52070.aspx>

Thursday, June 30, 2022