

SQL Errors after upgrade from 5.8 to 6.0

PROBLEM

After upgrading from 5.8.X.X to 6.0.X.X you find the Event Viewer and SQL Writer logs showing a number of errors.

SYMPTOMS

Realtime filing is not working, and MSMQ is showing requests backing up and not being processed.

In the SQL Writer log you see an error that looks like the following:

```
Error 10/25/2013 9:35:27 AM .\Private$\pf6110CCMEnterpriseRealTimeFiling: Database
Unavailable or Unknown Error: SqlException: 547 SqlException Error Index # 0 | Message: The
INSERT statement conflicted with the FOREIGN KEY constraint
"FK_tblData_QueuePerformanceByPeriod_DimDate". The conflict occurred in database
"CCMData", table "dbo.DimDate", column 'DateKey'. | LineNumber: 72 Source: .Net SqlClient
Data Provider | Procedure: proc_InsertUpdateData_QueuePerformanceByPeriodSqlException
Error Index # 1 | Message: The statement has been terminated. | LineNumber: 72 Source: .Net
SqlClient Data Provider | Procedure: proc_InsertUpdateData_QueuePerformanceByPeriod
--- Start Exception Stack ---
System.Data.SqlClient.SqlException (0x80131904): The INSERT statement conflicted with the
FOREIGN KEY constraint "FK_tblData_QueuePerformanceByPeriod_DimDate". The conflict
occurred in database "CCMData", table "dbo.DimDate", column 'DateKey'.
The statement has been terminated.
   at System.Data.SqlClient.SqlConnection.OnError(SqlException exception, Boolean
breakConnection)
   at System.Data.SqlClient.SqlInternalConnection.OnError(SqlException exception, Boolean
breakConnection)
   at System.Data.SqlClient.TdsParser.ThrowExceptionAndWarning()
   at System.Data.SqlClient.TdsParser.Run(RunBehavior runBehavior, SqlCommand cmdHandler,
SqlDataReader dataStream, BulkCopySimpleResultSet bulkCopyHandler, TdsParserStateObject
stateObj)
   at System.Data.SqlClient.SqlCommand.RunExecuteNonQueryTds(String methodName,
Boolean async)
   at System.Data.SqlClient.SqlCommand.InternalExecuteNonQuery(DbAsyncResult result, String
methodName, Boolean sendToPipe)
   at System.Data.SqlClient.SqlCommand.ExecuteNonQuery()
   at prairieFyre.Framework.Sql.AsyncSqlCommandProcessor.ProcessSqlCommand(String
sqlCommand, Boolean executeAsync)
   at prairieFyre.Framework.Sql.AsyncSqlCommandProcessor.ProcessMessage(String message,
String& syntaxFixedMessage)
--- End Exception Stack ---
```

CAUSE

During the upgrade, the dbo.DimDate table did not update correctly.

RESOLUTION

This can be corrected by running an included SQL script.

1. Ensure that **SQL Management Studio** is available on the Enterprise Server, and can connect to the database.
2. Go to **[InstallDir]\CCM\Services\MaintenanceAlarmDispatcher**.
3. Double click the **InsertDimDate.sql** file.
4. This will launch the script in SQL Management Studio. Click the **Execute** button (sometimes just a red !).

This will insert the missing date entries, and realtime filing will start up again.

APPLIES TO

CCM 6.0.X.X

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