

KB39815: Summarization fails after running Intertel import configuration tool

PROBLEM

After running the Intertel import configuration tool and performing a data summarization, the summarization fails.

SYMPTOMS

The data summarization fails with the following error in the Data Processor log:

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eError 8/3/2010 7:17:26 AM Replay - ProcessAllRecords Object reference not set to an instance of an object. | at prairieFyre.BAL.DataAnalysis.VoiceMediaServer.CreditACD(IACDRecord record) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Statistics\VoiceMediaServer.cs:line 431 at prairieFyre.BAL.DataAnalysis.VoiceMediaServer.CreditDevice(IRecord record) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Statistics\VoiceMediaServer.cs:line 136 at prairieFyre.BAL.DataAnalysis.StatisticMgr.OnRecordAnalyzed(Object sender, StateMachineEventArgs args) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Statistics\StatisticMgr.cs:line 839 at prairieFyre.BAL.DataAnalysis.CallAccounting.CallAccountingMgr.OnRecordAnalyzedIncoming(Object sender, StateMachineEventArgs args) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\CallAccounting\CallAccountingMgr.cs:line 219 at prairieFyre.BAL.DataAnalysis.RealtimeAnalyzer.FireAnalyzedRecordEvent(IRecord record) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Sequencer\RealtimeAnalyzer.cs:line 158 at prairieFyre.BAL.DataAnalysis.RealtimeAnalyzer.AnalyzeRecord(IRecord record) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Sequencer\RealtimeAnalyzer.cs:line 53 at prairieFyre.BAL.DataAnalysis.CallSequencer.ProcessNewRecord(IRecord newRecord) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Sequencer\CallSequencer.cs:line 147 at prairieFyre.BAL.DataAnalysis.SX2KStateMachine.ProcessACDRecord(IACDParser parser, IParserEventArgs args) in e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Engine\SX2KStateMachine.cs:line 114 at prairieFyre.BAL.DataAnalysis.SX2KStateMachine.OnRecordReceive(Object sender, IParserEventArgs e) in
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e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Engine\ SX2KStateMachine.cs:line 178
at prairieFyre.BAL.DataAnalysis.RecordReceived.Invoke(Object sender, IParserEventArgs e)
at prairieFyre.BAL.DataAnalysis.ReplayStream.ProcessNextRecord(IFileStream stream) in
e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Stream\ ReplayStream.cs:line 981
at prairieFyre.BAL.DataAnalysis.ReplayStream.ProcessNextRecordByTime() in
e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Stream\ ReplayStream.cs:line 741
at prairieFyre.BAL.DataAnalysis.Replay.ProcessAllRecords() in
e:\TeamBuild\CCS\CI_DataProcessor_5.7\Sources\Source\prairieFyre\BAL\DataAnalysis\Replay\ Replay.cs:line 697

CAUSE

We do not allow letters in dialable fields.

WORKAROUND

Remove or rename any devices which contain letters before running the Intertel import tool.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

Keywords: 39815

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<http://micc.mitel.com/kb/KnowledgebaseArticle51018.aspx>

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