

KB40657: Parsing errors generated from SMDR records after upgrading PBX to MCD 4.2

PROBLEM

Parsing errors are generated for every incoming SMDR record after upgrading the PBX to MCD 4.2.

SYMPTOMS

Mitel's MCD 4.2 expands the SMDR format slightly, causing the CCM software to generate an error message in the SMDR data file for every incoming SMDR record. Report statistics are still generated correctly.

The following errors are generated in the Event Viewer:

Event Type: Error

Event Source: Enterprise Server

Event Category: None

Event ID: 0

Date: 11/24/2010

Time: 5:25:03 PM

User: N/A

Computer: CCM

Description:

Parsing SMDR record

Failed to parse record . Error NotSMDR

Stack Trace:

CAUSE

Records over 200 characters in length are being split into separate records.

WORKAROUND

None. However, despite the error messages, the software will continue to work without disruption.

RESOLUTION

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to www.mitel.com .

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

APPLIES TO

CCM version 5.7 SP1

Mitel MCD 4.2 firmware

Keywords: 40657 parsing errors pbx mcd 4.2 upgrade

Last Modified By: amontpetit, Friday, April 05, 2013

<http://micc.mitel.com/kb/KnowledgebaseArticle51041.aspx>

Tuesday, January 31, 2023