

7.0 MCC - Excel query is failing in the multimedia subroutine OR DB Provider test connection in YSE is failing

PROBLEM

You use Excel as a database provider for multimedia workflows (email, chat, etc), the Excel Query is failing due to "SEHException" in the Routing Media service.

CAUSE

The Routing Media Service is 64 bits, so it's having problem communicating with the 32 bits Excel driver installed by default during the CCM installation.

RESOLUTION

The 64 bit Excel driver works with the routing media service, however it does not work with 32 bit applications such as YSE, the Config Service or the Routing Inbound Service.

In order to resolve this situation, please do the following:

1. Make sure the MiCC installation is completed.
2. Uninstall the existing "Microsoft Access database engine 2010 (English)" from the control panel (this is the 32 bit driver installed during the MiCC installation).
3. Uninstall any 32 bit version of MS Office from the server.
4. Install the 64 bit Microsoft Access Database Engine 2010 Redistributable (<http://www.microsoft.com/en-us/download/details.aspx?id=13255>)
5. a) Install the 32 bit 2007 Office System Driver: Data Connectivity Components (<http://www.microsoft.com/en-us/download/details.aspx?id=23734>)

OR

5. b) Install the 32 bit MS Office 2007 with Excel if you need to view/print reports on the server.
6. If you also use ODBC as a database provider for multimedia workflows (email, chat, etc), you need to add the ODBC connection to both the 32-bit AND 64-bit ODBC connections control panel applet (one will be used by YSE for configuration, and one will be used by the Routing Media service during runtime operations).

Alternate solution

If the above does not resolve the issue, please download the following Microsoft update (Note: This works for both Office 2007 and 2010):

<http://www.microsoft.com/download/en/confirmation.aspx?id=23734> . In the VS click **add data source**, and follow the wizard's prompts to complete the process. This has been known to resolve the issue where the above method failed.

APPLIES TO

7.0

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