

What does SQL 6.5 message Error: 17805, Severity: 18, State: 0 indicate?

Document ID: 30280

- Introduction**
- Before You Begin**
 - Conventions
 - Prerequisites
 - Components Used
- Problem**
- Solution**
- Related Information**

Introduction

This document describes a Microsoft SQL Server version 6.5 bug, which can cause the Cisco Intelligent Contact Management (ICM) not to show any data in the fields when trying to modify an existing script within the script editor.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Before using the information in this document, please ensure that you meet the following prerequisites:

- Cisco ICM/Script Editor
- Microsoft SQL Server version 6.5
- Administration Workstation (AW) processes

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM releases 4.6.2 and later
- Microsoft SQL Server version 6.5

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

The Microsoft SQL error message can clearly be seen in the error logs normally located in `c:\MSSQL\log`, as shown in this example. These two errors indicate there is a potential problem and corrective steps should be

taken to resolve the problem.

```
2002/12/18 13:23:03.00 kernel    Microsoft SQL Server
6.50 - 6.50.416 (Intel X86)
Jan 23 1999 14:10:24
Copyright (c) 1988-1997 Microsoft Corporation

2002/12/18 13:23:03.07 kernel    Copyright (C) 1988-1994 Microsoft Corporation.
2002/12/18 13:23:03.07 kernel    All rights reserved.
2002/12/18 13:23:03.07 kernel    Logging SQL Server messages in file
'C:\MSSQL\LOG\ERRORLOG'
2002/12/18 13:23:03.07 server    Using Critsecs w/ spincount of 4000
2002/12/18 13:23:03.76 kernel    SQL Server is starting at priority class
'normal' with dataserver semaphore = 1 (2 CPUs detected, SMPStat=0).
2002/12/18 13:23:03.98 server    LogLRU buffers: 0
2002/12/18 13:23:04.12 kernel    Attempting to initialize Distributed
Transaction Coordinator
2002/12/18 13:23:07.67 kernel    initializing virtual device 0,
D:\db_dev\mss00031\MASTER.DAT
2002/12/18 13:23:07.70 kernel    Opening Master Database ...
2002/12/18 13:23:07.86 spid1    Loading SQL Server's default
sort order and character set
2002/12/18 13:23:07.93 spid1    Recovering Database 'master'
2002/12/18 13:23:07.95 spid1    Recovery dbid 1 ckpt (8450,29)
oldest tran=(8450,0)
2002/12/18 13:23:07.98 spid1    Activating disk 'MSDBData'
2002/12/18 13:23:07.98 kernel    initializing virtual device 127,
D:\db_dev\mss00031\MSDB.DAT
2002/12/18 13:23:07.98 spid1    Activating disk 'MSDBLog'
2002/12/18 13:23:07.98 kernel    initializing virtual device 126,
D:\db_dev\mss00031\MSDBLOG.DAT
2002/12/18 13:23:07.98 spid1    Activating disk 'awdb0'
2002/12/18 13:23:08.03 kernel    initializing virtual device 6,
D:\mssql\data\awdb0.dat
2002/12/18 13:23:08.03 spid1    Activating disk 'awlog0'
2002/12/18 13:23:08.03 kernel    initializing virtual device 7,
D:\mssql\data\awlog0.dat
2002/12/18 13:23:08.03 spid1    Activating disk 'hds0D'
2002/12/18 13:23:08.03 kernel    initializing virtual device 3,
D:\mssql\data\hds0D.dat
2002/12/18 13:23:08.03 spid1    Activating disk 'hds1D'
2002/12/18 13:23:08.03 kernel    initializing virtual device 4,
D:\mssql\data\hds1D.dat
2002/12/18 13:23:08.03 spid1    Activating disk 'hdsLog0D'
2002/12/18 13:23:08.03 kernel    initializing virtual device 5,
D:\mssql\data\hdsLog0D.dat
2002/12/18 13:23:08.03 spid1    Activating disk 'tempdb_data'
2002/12/18 13:23:08.03 kernel    initializing virtual device 1,
D:\db_dev\mss00031\tempdb_data.DAT
2002/12/18 13:23:08.03 spid1    Activating disk 'tempdb_log'
2002/12/18 13:23:08.03 kernel    initializing virtual device 2,
D:\db_dev\mss00031\tempdb_log.DAT
2002/12/18 13:23:08.04 spid1    server name is 'GEOCUSTHDS1'
2002/12/18 13:23:08.09 spid1    Recovering database 'model'
2002/12/18 13:23:08.09 spid1    Recovery dbid 3 ckpt (338,14)
oldest tran=(338,0)
2002/12/18 13:23:08.11 spid1    Clearing temp db
2002/12/18 13:23:10.76 kernel    Read Ahead Manager started.
2002/12/18 13:23:10.78 kernel    Using 'SQLEVN60.DLL' version '6.00.000'.
2002/12/18 13:23:10.87 kernel    Using 'OPENDS60.DLL' version '6.00.01.02'.
2002/12/18 13:23:10.87 kernel    Using 'NTWDBLIB.DLL' version '6.50.409'.
2002/12/18 13:23:10.89 ods      Using 'SSNMPN60.DLL' version
'6.5.0.0' to listen on '\\.\pipe\sql\query'.
2002/12/18 13:23:10.89 ods      Using 'SSMSSO60.DLL' version
'6.5.0.0' to listen on '1433'.
2002/12/18 13:23:13.31 spid13    Recovering database 'msdb'
```

```

2002/12/18 13:23:13.32 spid14 Recovering database 'pubs'
2002/12/18 13:23:13.32 spid13 Recovery dbid 4 ckpt (52239,7)
oldest tran=(52239,4)
2002/12/18 13:23:13.34 spid14 Recovery dbid 5 ckpt (789,30)
oldest tran=(789,0)
2002/12/18 13:23:13.42 spid13 1 transactions rolled forward in dbid 4.
2002/12/18 13:23:13.43 spid15 Recovering database 'hds'
2002/12/18 13:23:13.43 spid15 Recovery dbid 6 ckpt (29438645,18)
oldest tran=(29438645,17)
2002/12/18 13:23:13.78 spid15 1 transactions rolled back in dbid 6.
2002/12/18 13:23:13.82 spid14 Recovering database '_awdb'
2002/12/18 13:23:15.78 spid14 Recovery dbid 7 ckpt (613012,28)
oldest tran=(613004,12)
2002/12/18 13:23:17.17 spid14 3599 transactions rolled forward in dbid 7.
2002/12/18 13:23:17.28 spid1 Recovery complete.
2002/12/18 13:23:17.31 spid1 SQL Server's default sort order is:
2002/12/18 13:23:17.31 spid1 'bin_iso_1' (ID = 50)
2002/12/18 13:23:17.31 spid1 on top of default character set:
2002/12/18 13:23:17.31 spid1 'iso_1' (ID = 1)
2002/12/18 13:23:17.50 spid1 Launched startup procedure
'sp_sqlregister'
2002/12/18 14:22:24.81 ods Error : 17805, Severity: 18, State: 0
2002/12/18 14:22:24.81 ods Invalid buffer received from client.
2002/12/18 19:00:00.30 kernel dbswritecheck: Read of first trailer
failed : (null)
2002/12/18 21:00:00.47 kernel dbswritecheck: Backup device
'e:\db_dump\mss0031\master_db_dump.bak' failed to open, operating
system error = 3(The system cannot find the path specified.)
2002/12/19 10:56:50.43 ods Error : 17805, Severity: 18, State: 0
2002/12/19 10:56:50.43 ods Invalid buffer received from client.

```

You can also view the corresponding Cisco ICM **rtc** process on an AW that indicates the related ICM error:

```

10:45:04 dis-rtc Trace: RTC :GEOCUSTHDS1:custgeocusthds1:
ChangedBy :MSP-FA-W62026:geocustadmin:
10:57:00 dis-rtc Trace: DBLib error:Possible network error:
Write to SQL Server Failed. Invalid connection.
10:57:00 dis-rtc Trace: OS error:ConnectionTransact
(TransactNamedPipe()).
10:57:00 dis-rtc Trace: Update Image with ScriptId 7635 Failed!
10:57:00 dis-rtc Embedded SQL failed, SqlCode 0, Operation
sqlexec on Table Image.
10:57:00 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.
10:57:00 dis-rtc Trace: DBLib error:DBPROCESS is dead or not enabled.

```

Solution

After some research, the problem is solely a Microsoft SQL Server 6.5 related issue. Microsoft provides a patch that may repair the problem, but is not guaranteed to remove all instances of the error. Microsoft Knowledge Base Article Q236447, **FIX: ODS Errors During Attention Signal May Cause SQL Server to Stop Responding** provides information about the patch.

Microsoft has corrected the error in Microsoft SQL Server 7.0. However, in order to use Microsoft SQL Server 7.0, you must be running Cisco ICM 4.5 or later.

Related Information

- **FIX: ODS Errors During Attention Signal May Cause SQL Server to Stop Responding**
- **What Does Logger Process Error fail: Too Many Errors in method ICRDb::InsertData& Mean?**

• **Technical Support – Cisco Systems**

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Sep 01, 2005

Document ID: 30280
