

Translation Route Displays Database Login Error When Started

Document ID: 43201

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Introduction

The Translation Route Wizard can automate the correct associations with peripheral targets, labels, and routes. This document describes a problem where the Translation Route Wizard displays a database error when started on a Client Admin Workstation (AW) and the workaround.

Before You Begin

Conventions

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

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco Intelligent Contact Management (ICM)
- Microsoft Windows Registry Editor Utility

Components Used

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

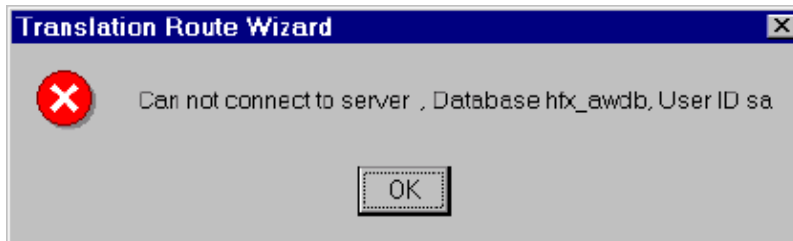
- Cisco ICM version 4.6.2

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.

Symptom

The Translation Route Wizard does not open properly. When launching the Translation Route Wizard, a database error appears, see Figure 1, instead of displaying the Translation Route Wizard screen.

Figure 1: Translation Route Wizard



Verify the following conditions:

- Machine is a Client AW
- Cisco ICM version is 4.6.2
- Network connectivity is good between the Client AW and Distributor

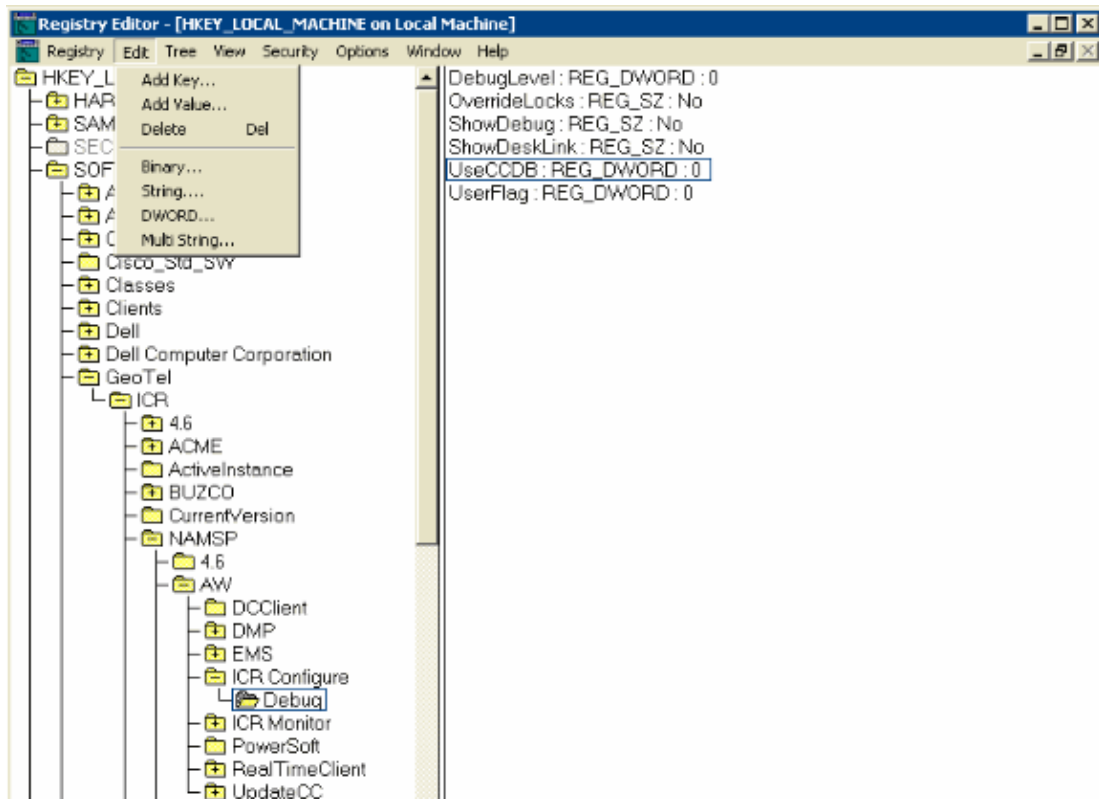
Solution

To resolve this problem, you must delete and recreate a registry key. Complete this step-by-step procedure:

1. Close the Translation Route Wizard.
2. Select **Start > Run**.
3. Type **regedt32**.
4. From HKEY_LOCAL_MACHINE, drill-down to locate the UseCCDB value, as shown in Figure 2. The search path is as follows:

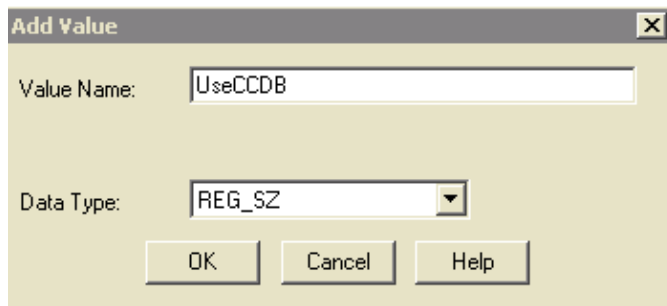
```
HKEY_LOCAL_MACHINE\Software\GeoTel\ICR\<cust_inst>\AW\ICR Configure\Debug\UseCCDB
```

Figure 2: Registry Editor



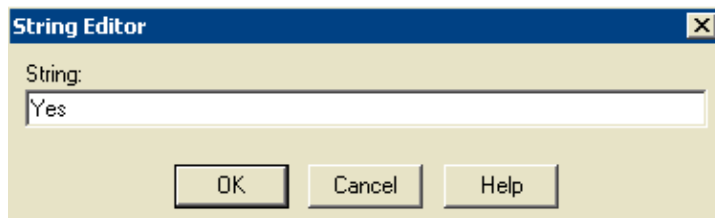
5. Select **Edit > Delete** to delete the existing UseCCDB value.
6. Select **Edit > Add Value**. The Add Value dialogue box opens, Figure 3.

Figure 3: Add Value



7. Type **UseCCDB** in the **Value Name** field.
8. Select **REG_SZ** in the **Data Type** drop-down box.
9. Click **OK** to add the new **UseCCDB** value.
10. The **String Editor** dialogue box opens, Figure 4.

Figure 4: String Editor



11. Set the value of **UseCCDB** to **Yes** on the Client AW.
12. Click **OK**.

Note: If the string setting is created in the registry on the Distributor AW, the value should be set to **No**.

Related Information

- [Technical Support – Cisco Systems](#)

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