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Cisco CRS Error Message: "FCVRS228 SQL Query Failed with SQL Error..."

Document ID: 46205

Introduction

This document describes one reason why the Cisco Customer Response Solution (CRS) server receives the following error message in the application log of the Event Viewer:

```
FCVRS228 SQL Query failed with SQL error
```

This document also provides a solution for this error message in a Cisco IP Contact Center (IPCC) Express Edition environment.

Note: This problem is resolved in IPCC Express version 3.1 (1).

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 CallManager
- Cisco IPCC Express Edition
- Microsoft SQL

Components Used

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

- Cisco CallManager version 3.x and later
- Cisco IPCC Express Edition version 3.0

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

No Data in Agent Transition Log and Call Log

When agents log in to the CRS server, there is no data in the agent transition log, as shown in Figure 1, and the call log, as shown in Figure 2.

Figure 1: Agent Transition Log Viewer

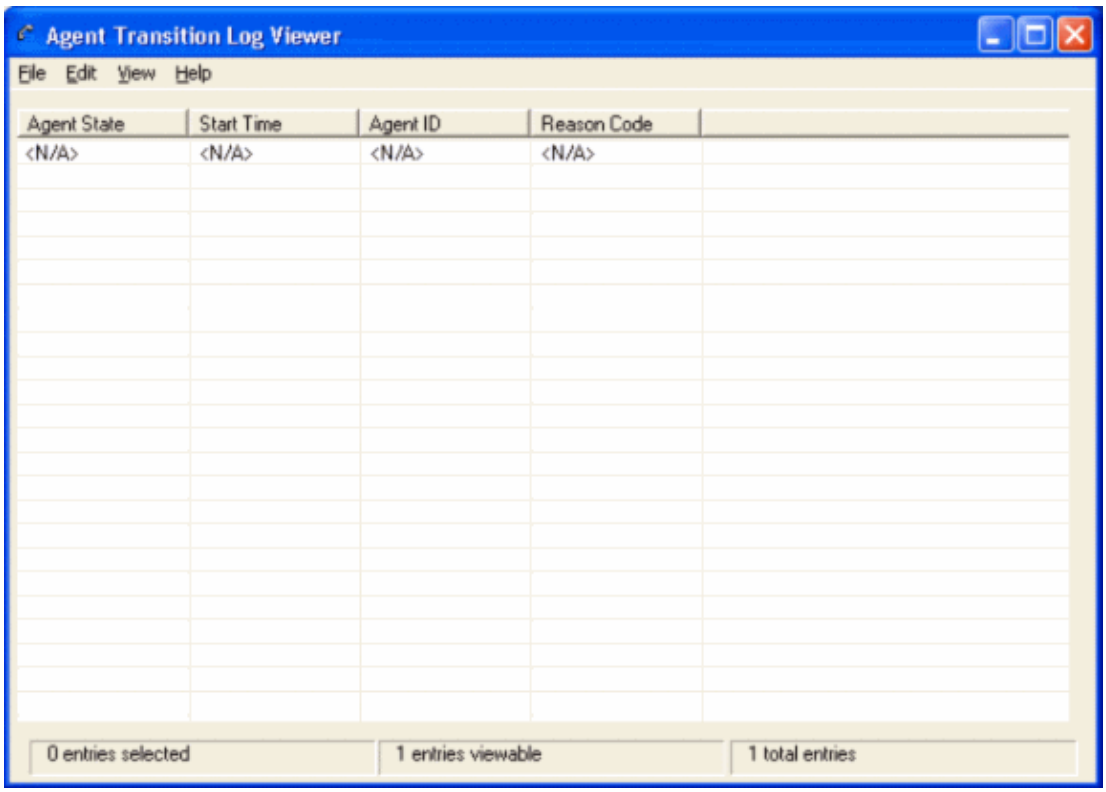
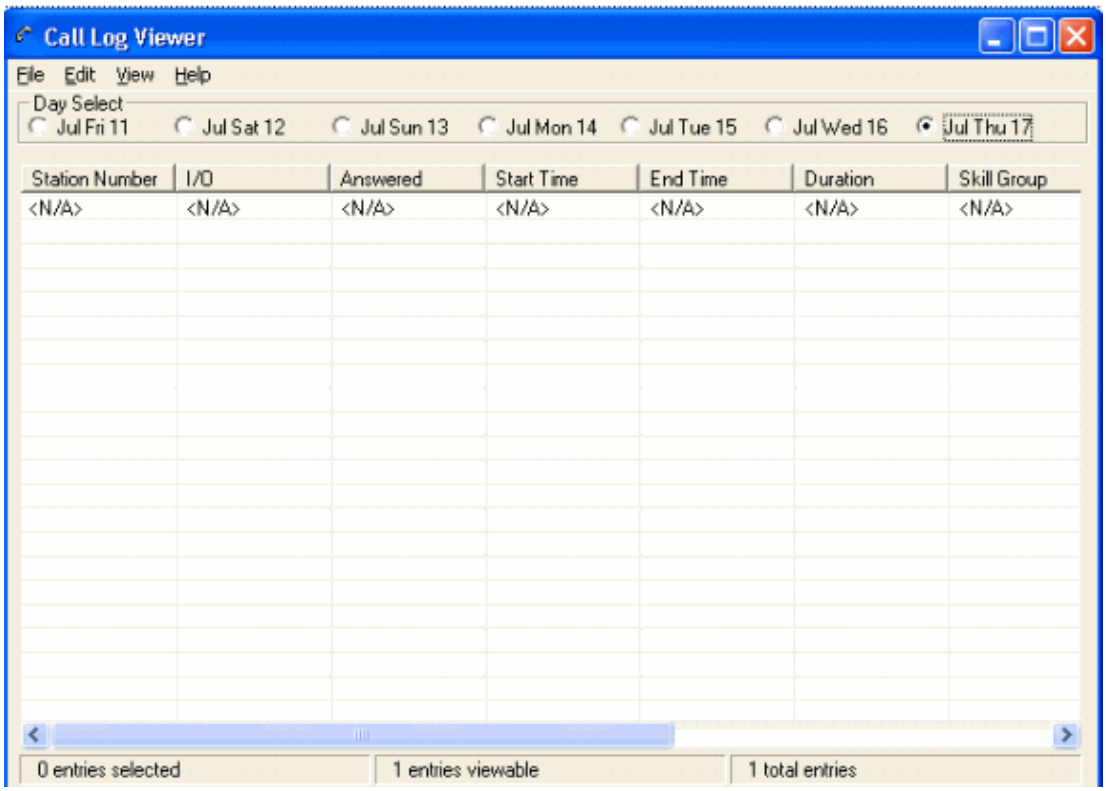


Figure 2: Call Log Viewer



Error Build Up

View the appropriate application log in the Event Viewer, the message "`FCVRS228 SQL Query failed with SQL error could not execute the SQL statement for query INSERT INTO FCRasStateLogToday(dnGlobalID, dnStateStartTime, dnStateStopTime, dnStateWDay, dcAgentID, dcAgentExtension, dnAgentState, dnAgentReasonCode) Values`" appears, as shown in Figure 3. In the Event Properties box, note the information listed for **Source**, **Type**, and **Event ID**. In some cases, the error message continues to build and can reach a point that may bring down the CRS server. Figure 4 is a summary view of the the error message.

Figure 3: Event Properties

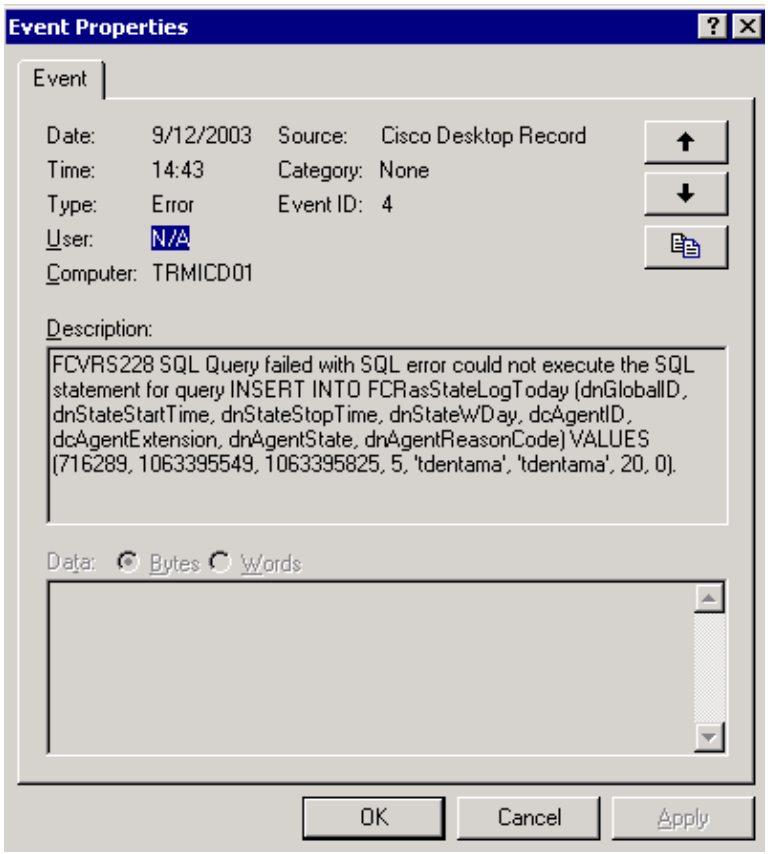
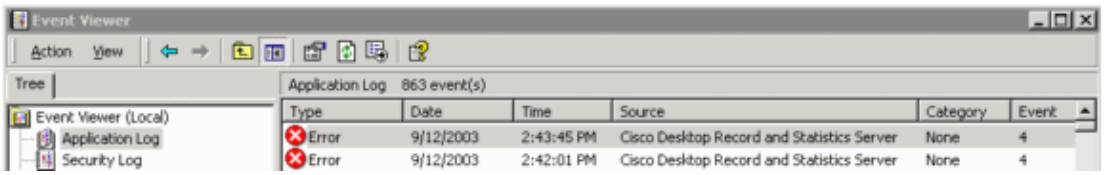


Figure 4: Event Viewer



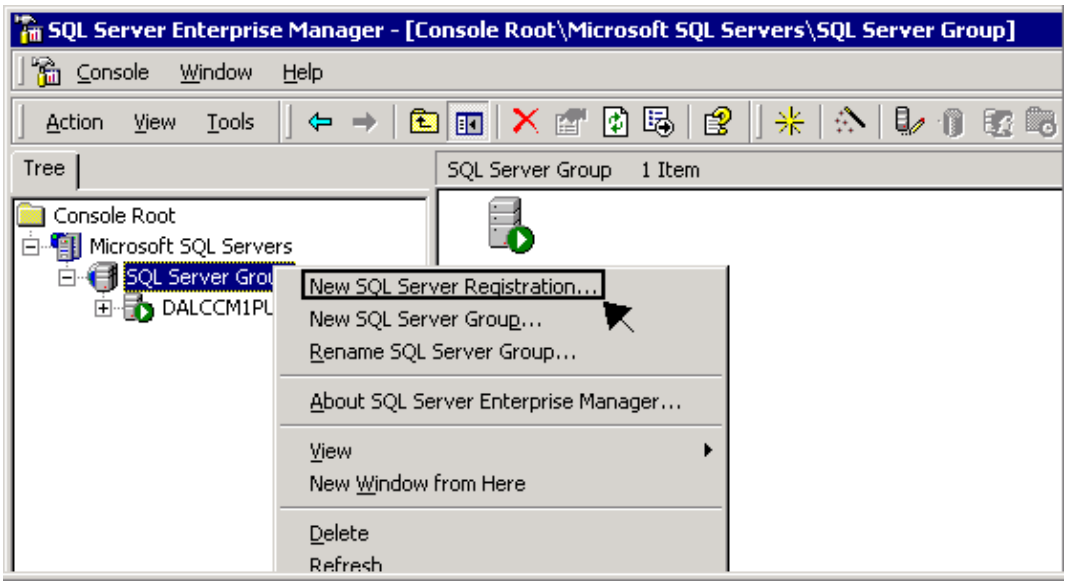
Solution

This is a configuration issue. It is related to SQL Server Registration. The procedure to correct the problem is as follows:

Note: If Cisco CallManager and the CRS server are co−located, run this procedure on Cisco CallManager. If the CRS server is a standalone server, run the procedure on the CRS server.

1. Run Microsoft Enterprise Manager, select **Start** > **Programs** > **Microsoft SQL Server** > **Enterprise Manager**.
2. Expand **Microsoft SQL Servers** and **SQL Server Group** on the left.
3. If the CRS server is already registered, skip to step 14. Otherwise, right−click **SQL Server Group**, see Figure 5.

   Figure 5: New SQL Server Registration

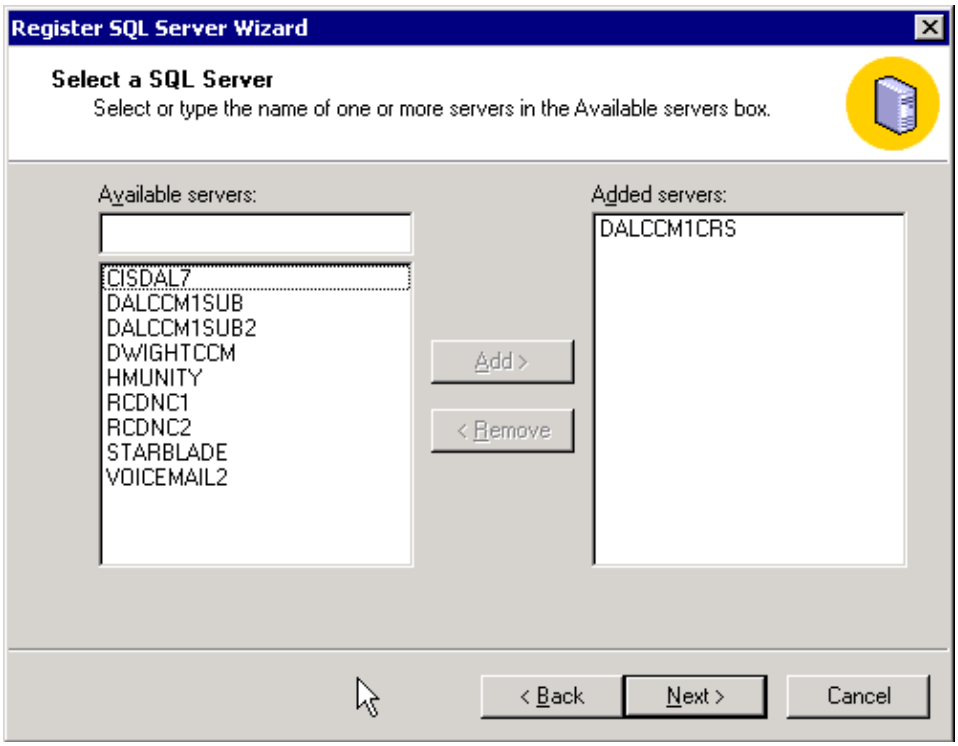


4. Select **New SQL Server Registration...**, Figure 6.
5. Click **Next**.

Figure 6: Register SQL Server Wizard

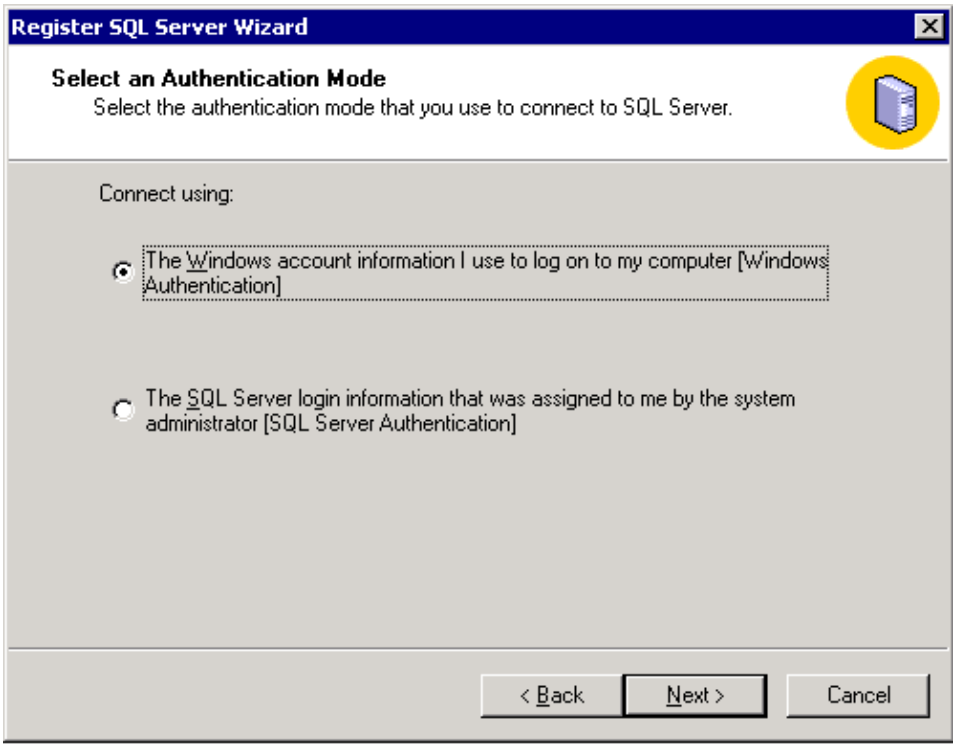
6. Select servers under the **Available Servers** section.
7. Click **Add**. In this example, the added server is DALCCM1CRS, as shown in Figure 7.

Figure 7: Select a SQL Server



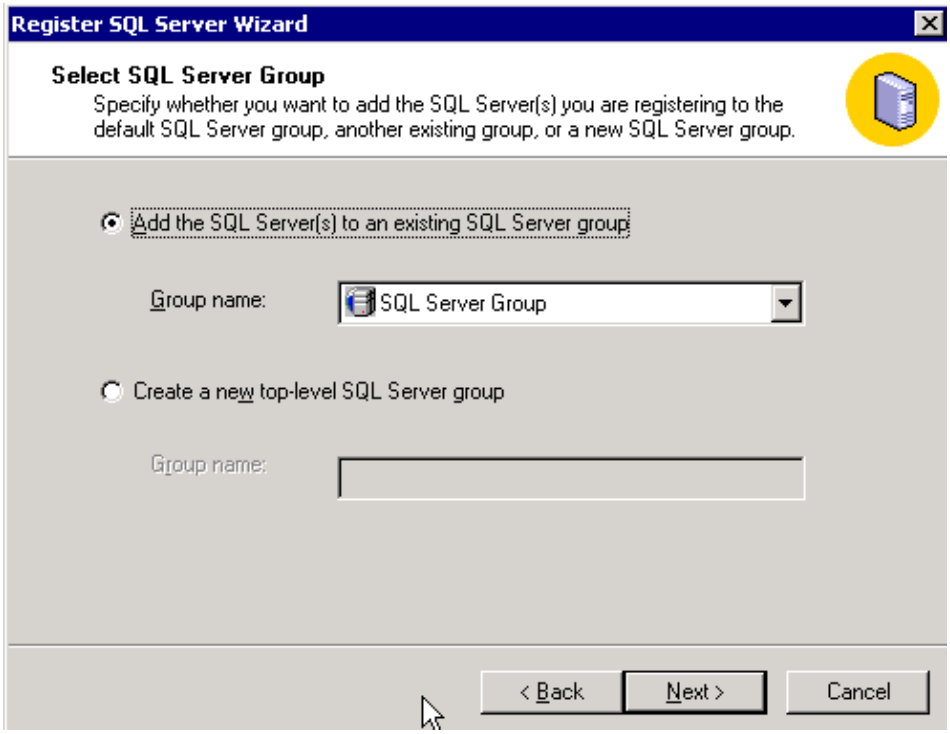
8. Click **Next**, Figure 8 appears.

Figure 8: Select a SQL Server



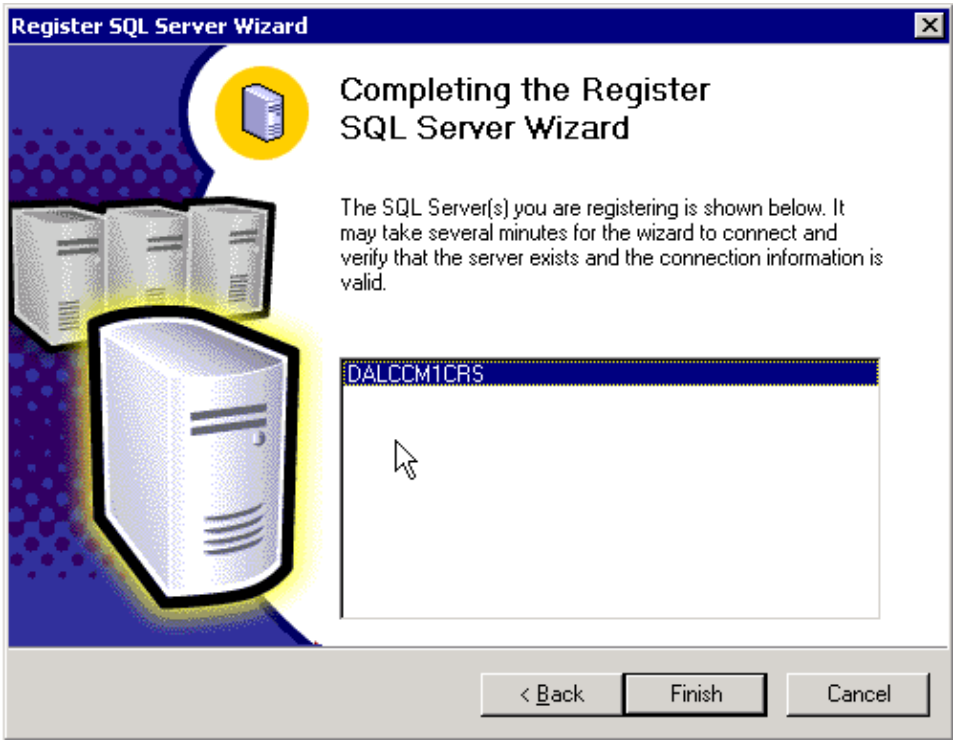
9. Select the authentication mode.
10. Click **Next**, Figure 9 appears.

Figure 9: Select SQL Server Group



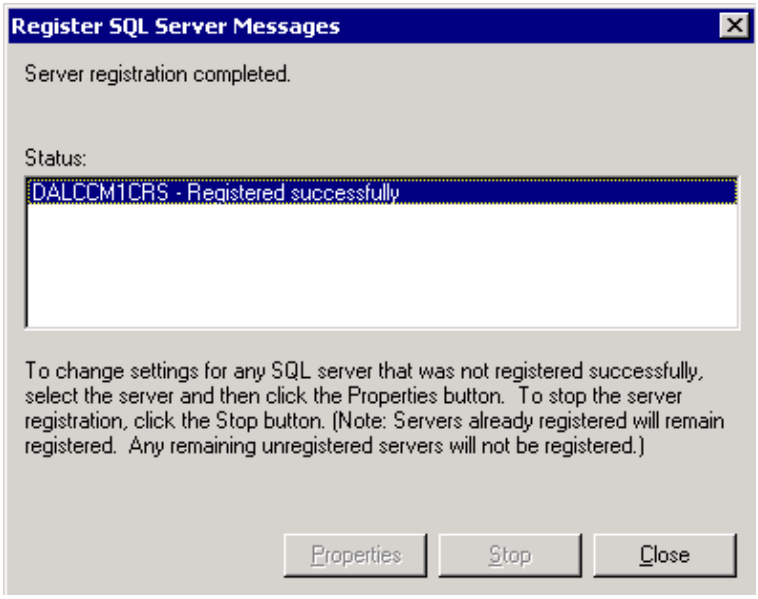
11. Select the appropriate **Group name**.
12. Click **Next**. Figure 10 appears.

Figure 10: Completing the Register SQL Server Wizard



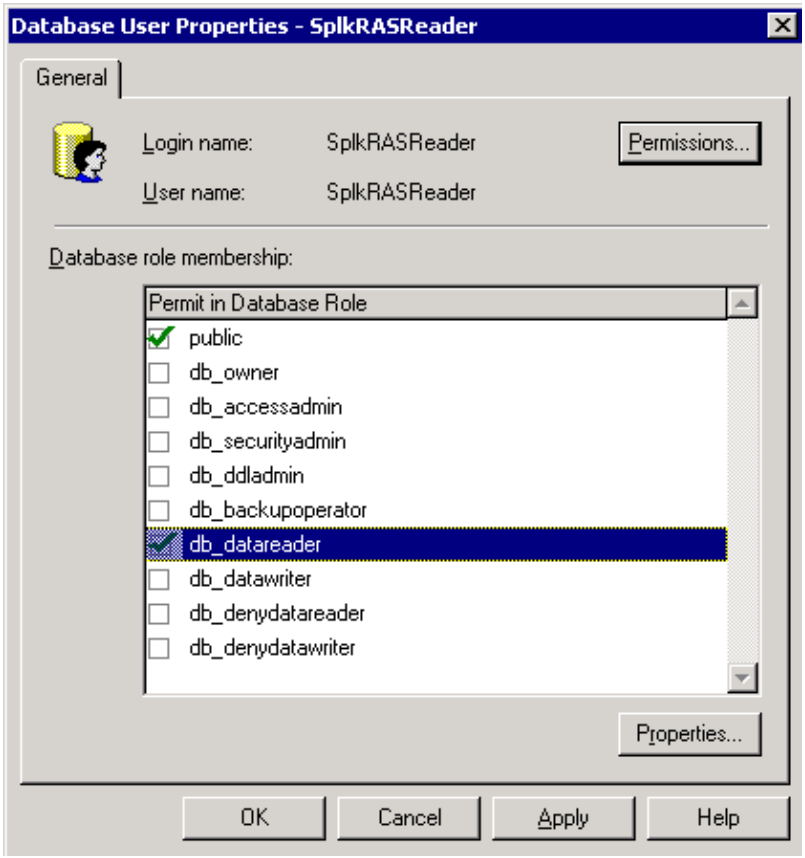
13. Click **Finish**. Figure 11 appears.

Figure 11: Server Registration Completed



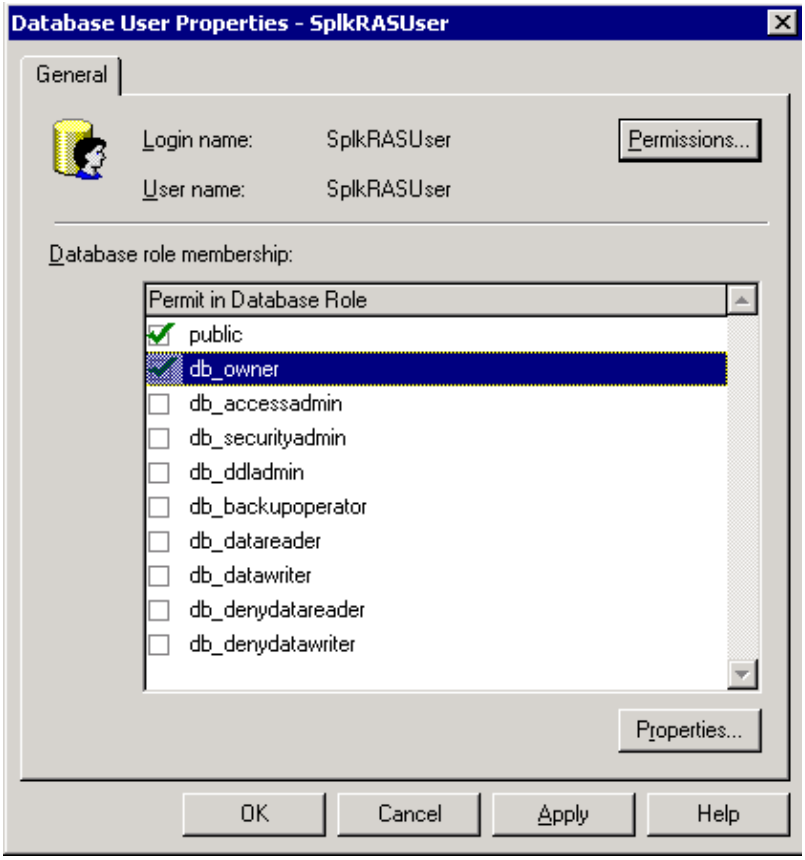
14. Open SQL Enterprise Manager.
15. Expand the **FCRasSvr** database under the CRS server.
16. Verify **Permit in Database Role** of the **SplkRASReader** user. It should only check the **public** and **db_datareader** boxes, as shown in Figure 12.

Figure 12: SplkRASReader Properties



17. Open SQL Enterprise Manager.
18. Expand the **FCRasSvr** database under the CRS server.
19. Verify **Permit in Database Role** of the **SplkRASUser** user. It should only check the **public** and **db_owner** boxes, as shown in Figure 13

Figure 13: SplkRASUser Properties



Related Information

- **Technical Support − Cisco Systems**

Updated: Nov 17, 2005 Document ID: 46205