

Bouncing Updateaw Process on AW – User Authority

Document ID: 53051

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Introduction

This document describes one reason why the updateaw process on a Cisco Intelligent Contact Management (ICM) Historical Data Server (HDS) or Distributor Admin Workstation (AW) repeatedly fails to start and provides a solution in a Cisco ICM environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Microsoft Windows NT and Windows 2000 Server

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM
- Microsoft Windows NT and Windows 2000 Server

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Problem

When booting the ICM HDS or Distributor AW, the updateaw process repeatedly fails to start. This is verified by analyzing the related updateaw trace files collected by running the dumplog utility. In Figure 1,

the updateaw process fails four times.

Figure 1: Updateaw Process Trace File

```
dis-uaw Trace: Release 4.6.2.1, Build 08927
dis-uaw Initialising Node Manager Library.
dis-uaw Trace: Creating worker threads.
dis-uaw Trace: Connected to SQL Server 7.0.255 on server GEOELINECO1.
dis-uaw Trace: Error source: dbopen
dis-uaw Trace: DB Library error: Unable to connect: SQL Server is unavailable or does not exist. Access denied. 1
dis-uaw Trace: SQL Server message:
dis-uaw Initialising Event Management System (EMS) Library.
dis-uaw Trace: EMS Server pipe nwnam\Distributor\uawENSPipe enabled for nwnam\Distributor\uaw

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dis-uaw Trace: SQL Server message:
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dis-uaw Trace: Error source: dbopen
dis-uaw Trace: DB Library error: Unable to connect: SQL Server is unavailable or does not exist. Access denied. 3
dis-uaw Trace: SQL Server message:
dis-uaw Initialising Event Management System (EMS) Library.
dis-uaw Trace: EMS Server pipe nwnam\Distributor\uawENSPipe enabled for nwnam\Distributor\uaw

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dis-uaw Trace: Connected to SQL Server 7.0.255 on server GEOELINECO1.
dis-uaw Trace: Error source: dbopen
dis-uaw Trace: DB Library error: Unable to connect: SQL Server is unavailable or does not exist. Access denied. 4
dis-uaw Trace: SQL Server message:
```

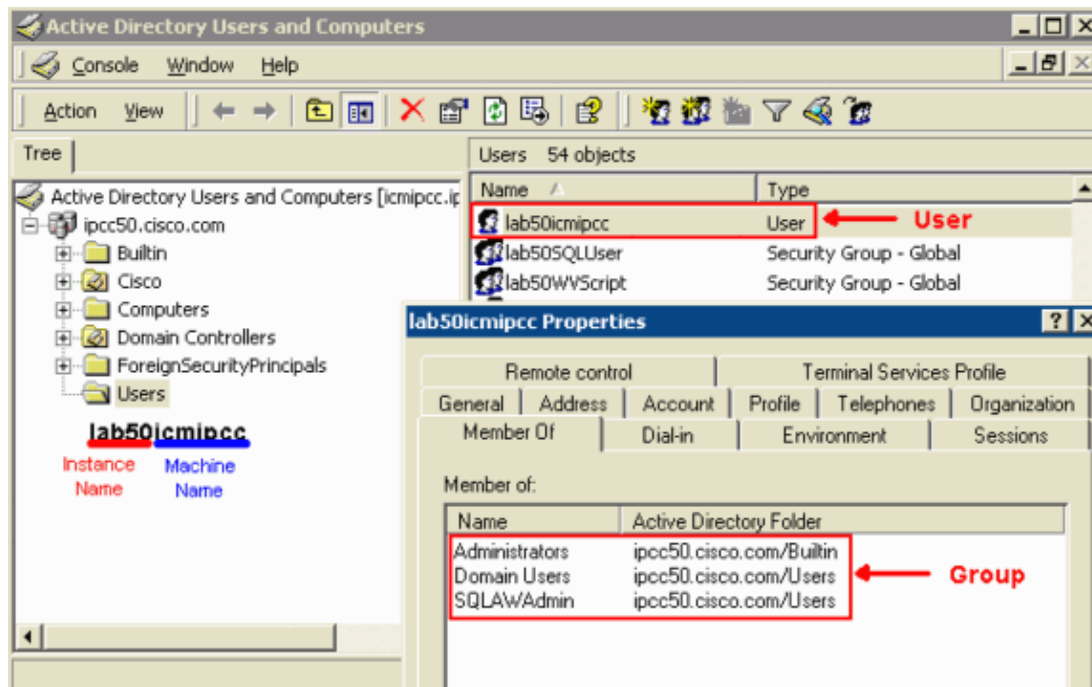
Solution

The root of the problem is an authority and access–right issue. During the process of building an ICM workstation, one specific user is created. The User ID of this user is composed of the instance name and the workstation name. It must be a member of the following three groups:

- Administrators
- Domain Users
- SQLAWAdmin

The following figure shows a working setup. The User ID is lab50icmipcc. The ICM instance name is lab50 and icmipcc is the workstation name. It is a member of the above three groups.

Figure 2: User and Group – lab50icmipcc



Add the specific user to the three groups to resolve the problem.

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Related Information

- [How to Use the Dumplog Utility](#)
- [Technical Support – Cisco Systems](#)

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