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Logger Asserts Constantly Because Config_Message_Log Table is Empty

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Introduction

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Introduction

This document describes one reason for the repetitive assertion of the **logger** process on the Logger, and provides a solution in an Intelligent Contact Management (ICM) or IP Contact Center (IPCC) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft SQL Server

Components Used

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

- Cisco ICM version 4.5.x and later
- Microsoft SQL Server 6.5 and 7.0
- Microsoft SQL 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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Only the central database contains the Config_Message_Log table. The Config_Message_Log table stores configuration messages. The table contains these five fields:

1. **RecoveryKey:** The ICM software uses the RecoveryKey field value internally to track virtual time.
2. **LogOperation:** The LogOperation field indicates the type of configuration change. For example, "Add" or "Update".
3. **TableName:** The TableName field indicates the name of the table that the configuration change affects.
4. **DateTime:** The DateTime field displays the date and time when the Logger logs a set of messages.
5. **ConfigMessage:** The ConfigMessage field contains all the configuration messages in a transaction.

Problem

The **lgr** or **logger** process on the Logger constantly asserts. In other words, the **logger** process starts, fails, and restarts repeatedly.

The corresponding log contains this error message:

```
la-lgr Fail: Assertion failed: syncMsg.UpdateKey == g.checksumInfo.updateKey.  
File: y:\icm\logger\logger\rtinput.cpp. Line 691
```

In order to view the **lgr** or **logger** process on the Logger, you can view the relevant process window. Alternatively, use the Dumplog Utility to view the respective process log.

Cause

An empty Config_Message_Log table is the root cause of the issue. In order to verify whether the Config_Message_Log table is empty, issue this SQL command:

```
select * from Config_Message_Log
```

The Config_Message_Log table probably contains no rows because you select the **Truncate Config Message Log** check box when you run Intelligent Contact Management Database Administration (ICMDBA) to export configuration data.

Solution

In order to solve this problem, you can issue this SQL command:

```
insert into Config_Message_Log values (0, 'LogBegin', 'Config_Message_Log',  
getdate(),0x0000)
```

This SQL command adds a row to the Config_Message_Log table.

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Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

Cisco – Logger Asserts Constantly Because Config_Message_Log Table is Empty

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
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