

ICMDBA Error: "Unable to NetServerEnum"

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Introduction

This document describes the "Unable to NetServerEnum" error message that appears when you expand the SQL database with the ICMDBA utility. The document also provides a solution in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM software
- Microsoft SQL Server

Components Used

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

- Cisco ICM version 4.6.x and later
- Microsoft SQL Server version 7.0 and later

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

The primary function of the Computer Browser service is to provide a list of computers that share resources in same domain. The Computer Browser service also provides a list of other domains and workgroup names across the wide-area network (WAN). Clients can use Network Neighborhood or the **new view** command to

view the list of network resources.

The Computer Browser service maintains a list of names of the domains and workgroups to which the computer belongs. The Computer Browser service also maintains a list of the protocols that each computer uses on the network segment, which the computer that runs the Computer Browser service serves. On each network segment, a group of computers run the Computer Browser service. This group of computers elects a master browser on the network segment.

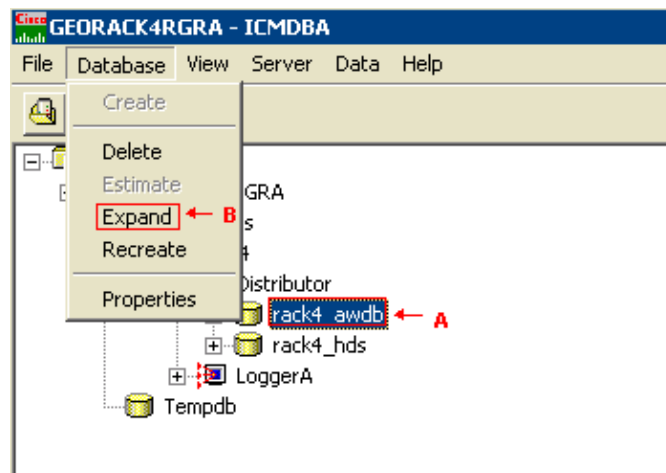
The master browser collects host or server announcements. Every 12 minutes, each server on the network segment of the master browser sends these announcements as datagrams. The master browser instructs the potential browsers for each network segment to become backup browsers. The backup browser on a network segment provides a browse list to the client computers that reside in the same segment.

Problem

Here is the sequence of steps to perform in order to reproduce the problem:

1. Click **Start > Run**. The Run dialog box appears.
2. Type **icmdba** in the Open field.
3. Press ENTER. The ICMDBA screen appears (see Figure 1).

Figure 1 ICMDBA



4. Select the appropriate database (see arrow A in Figure 1).
5. Click **Database > Expand** (see arrow B in Figure 1).
6. This error message appears:

```
Unable to NetServerEnum.  
The list of servers for the workgroup is not currently available.
```

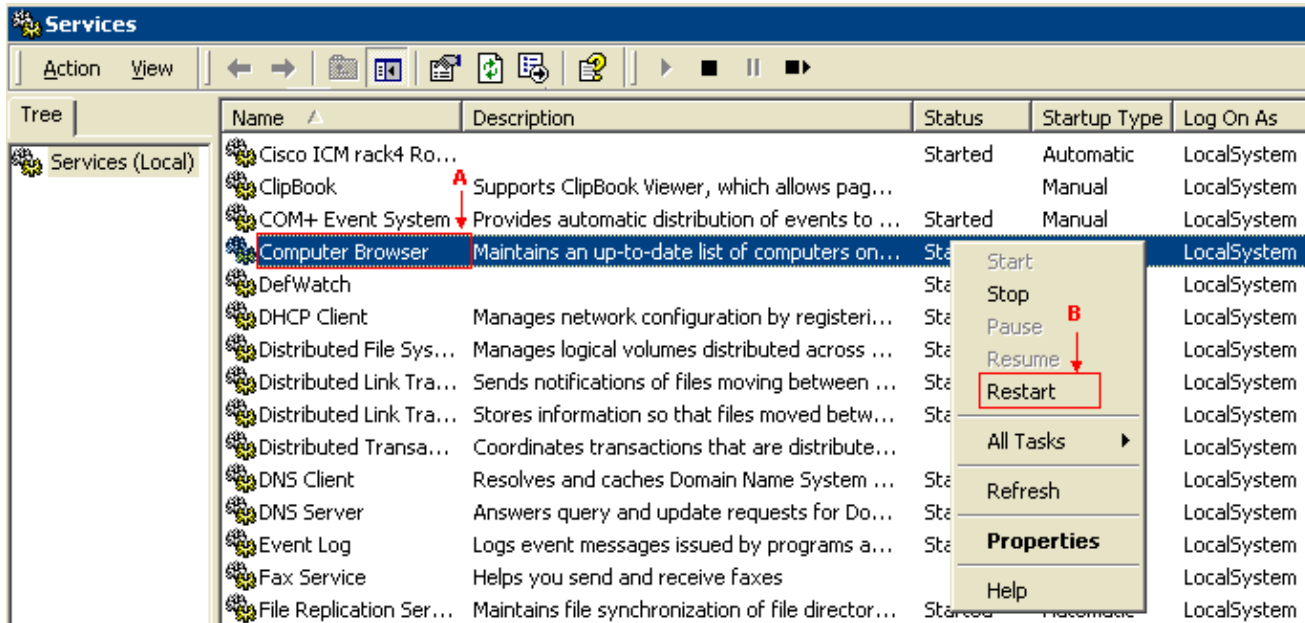
Solution

This issue relates to the Computer Browser service. Restart the service in order to solve the problem.

Complete these steps:

1. Select **Start > Programs > Administrative Tools > Services**. The Services screen appears.
2. Right-click the Computer Browser service (see arrow A in Figure 1).
3. Select **Restart** from the shortcut menu (see arrow B in Figure 1).

Figure 2 Services



The error message does not appear after you restart the Computer Browser service.

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