

CCMP DBCheck Tool Does Not Launch

TAC

Document ID: 116439

Aug 21, 2013

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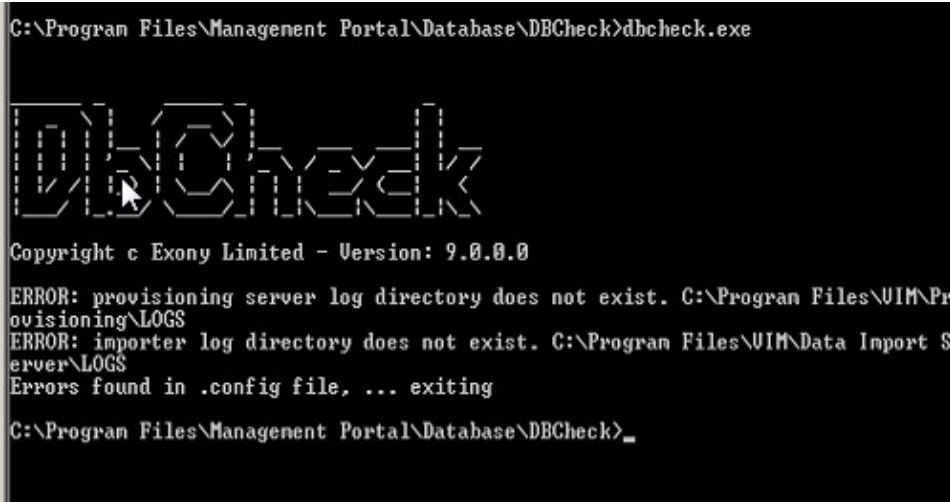
Introduction

This document describes the problem encountered where the Contact Center Management Portal (CCMP) Database Check (DBCheck) application does not launch successfully and offers a solution to the problem.

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Problem

When you attempt to launch the DBCheck Tool in CCMP Version 9.0, this error message displays:



```
C:\Program Files\Management Portal\Database\DBCheck>dbcheck.exe

DBCheck

Copyright c Exony Limited - Version: 9.0.0.0
ERROR: provisioning server log directory does not exist. C:\Program Files\UIM\Provisioning\LOGS
ERROR: importer log directory does not exist. C:\Program Files\UIM\Data Import Server\LOGS
Errors found in .config file, ... exiting

C:\Program Files\Management Portal\Database\DBCheck>_
```

Solution

Browse to this location on the DB server, *C:\Program Files\Management Portal\Database\DBCheck*, and open the *DbCheck.exe.config* file.

This code displays:

```
?xml version="1.0"?>
<configuration>
  <appSettings>
    <add key="ProvLogLocation" value="C:\Program Files\UIM\Provisioning\LOGS"/>
    <add key="ImportLogLocation" value="C:\Program Files\UIM\Data Import Server\LOGS"/>
  </appSettings>
</configuration>
```

```
<add key="RuleLocation" value=".\Rules\"/>
<add key="OutputLocation" value=".\Output\"/>
<add key="PrimaryConnectionString" value="Integrated Security=SSPI;Persist
Security
```

The fix is to replace **VIM** in these two locations with **Management Portal** and save the configuration file.

After the update is made, this section of XML code in **DbCheck.exe.config** file looks like this:

```
<?xml version="1.0"?>
<configuration>
  <appSettings>
    <add key="ProvLogLocation" value="C:\Program Files\Management Portal\
Provisioning\LOGS"/>
    <add key="ImportLogLocation" value="C:\Program Files\Management Portal\
Data Import Server\LOGS"/>
    <add key="RuleLocation" value=".\Rules\"/>
    <add key="OutputLocation" value=".\Output\"/>
    <add key="PrimaryConnectionString" value="Integrated Security=SSPI;Persist
Security
Info=False;Initial Catalog=Portal;Data Source=(local)"/>
```

With this modification, the DBCheck tool now launches successfully.