Cisco Conference Connection (CCC) Hangs With Database Errors When Conferences are Scheduled

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Introduction

This document explains the workaround when Cisco Conference Connection hangs with this database error:

```
[Microsoft][ODBC SQL Server
   Driver][SQL Server]Could not allocate space for object
   'PastConferenceTable' in database 'DCMS' because the
   'PRIMARY' filegroup is full.!
```

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Conference Connection (CCC).

Components Used

The information in this document is based on Cisco Conference Connection version 1.2.2.

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.

Problem

Users cannot use Cisco Conference Connection (CCC) in order to schedule conferences (23–24 hour duration) that repeat for over 14 days. When the user schedules conferences, the webpage hangs and times out after one (1) hour. Users must close HTTP sessions and open another browser window. At times, the system must be restarted in order to use CCC.

CCC hangs with this database error (which appears in the application event log):

```
Event Type: Error
Event Source: MSSQLServer
Event Category: (2)
Event ID: 17052
Date: 3/2/2004
Time: 11:17:45 AM
User: N/A
Computer: USCITVC10
Description:
The description for Event ID ( 17052 ) in Source ( MSSQLServer )
    cannot be found. The local computer may not have the necessary
    registry information or message DLL files to display messages
    from a remote computer. The following information is part of
    the event: Error: 1105, Severity: 17, State: 2
Could not allocate space for object 'UsedResourceTable_1' in
    database 'DCMS' because the 'PRIMARY' filegroup is full..
```

Solution

This issue is most likely triggered by a conference that crosses the Daylight Savings Time (DST) cutover. For example, if the DST cutover is at 2am on Sunday, Apr 4, 2004, any conference scheduled for that time exhibits this problem.

This issue is seen mostly with 24−hour conferences because they tend to schedule resources at night (usually the cutover time). Regular conferences and series conferences are usually scheduled in the daytime, when there is no cutover. This issue occurs when the Data Conference Meeting Server (DCMS) database is full.

In order to resolve this issue, complete these steps:

1. Open a command prompt (DOS window).
2. At the prompt, enter **cd c:\MSSQL7\Binn osql −w 2000 −E −Q "sp_helpdb DCMS" −o out.txt**.
3. Check whether the primary file group shows a certain value for **maxsize**, and then set the database size growth to **unlimited**.

   In order to set the database size growth to **unlimited**, complete these steps:

   a. Use the Structured Query Language (SQL) Enterprise Manager (installed on the Cisco CallManager server) to connect to the CCC database.

   In order to start the Enterprise Manager, click **Start**, and then choose **Programs > Microsoft SQL Server > Enterprise Manager**.
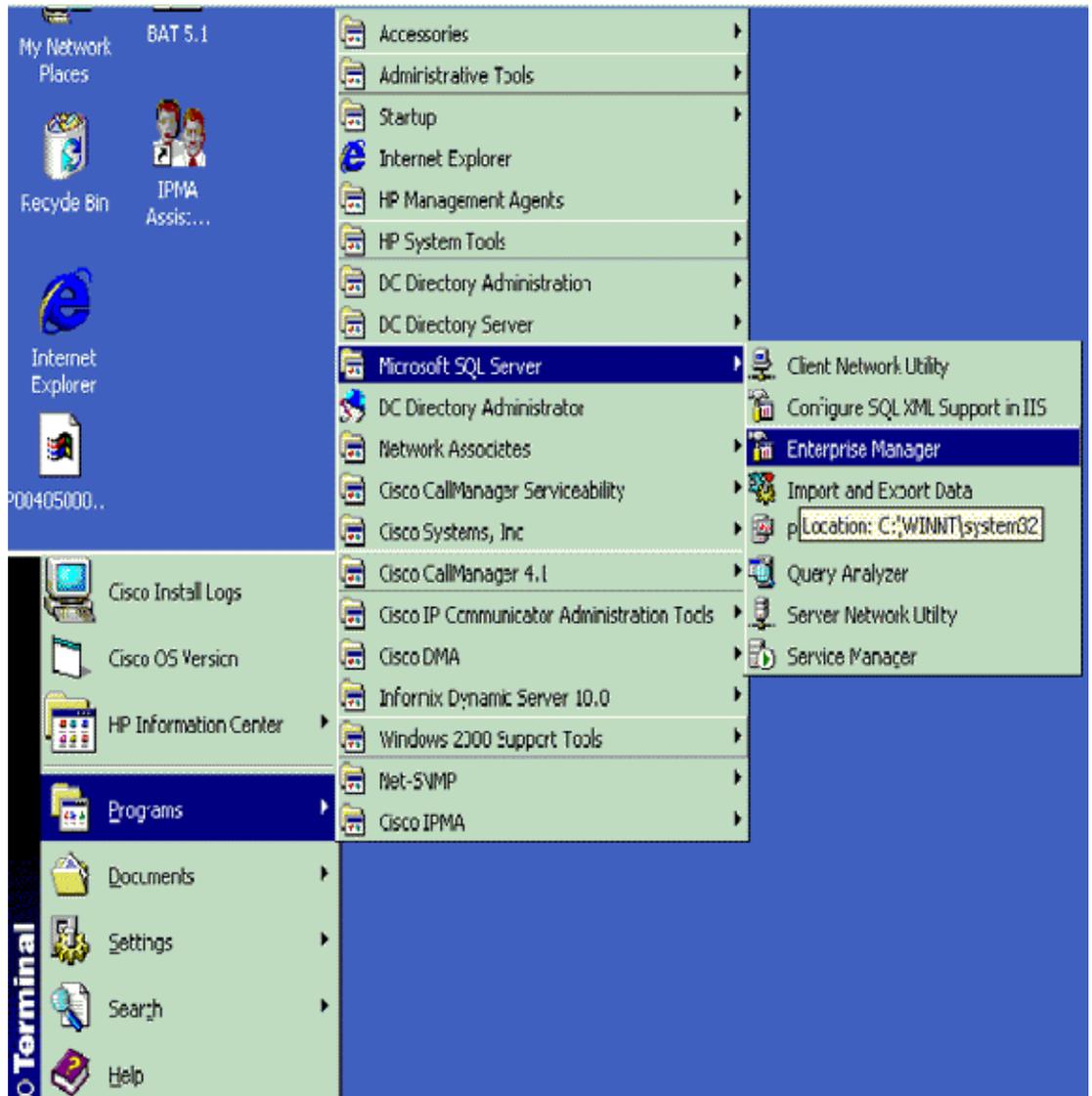
b. Right–click the **SQL Server group**, and choose **New SQL Server Registration**.
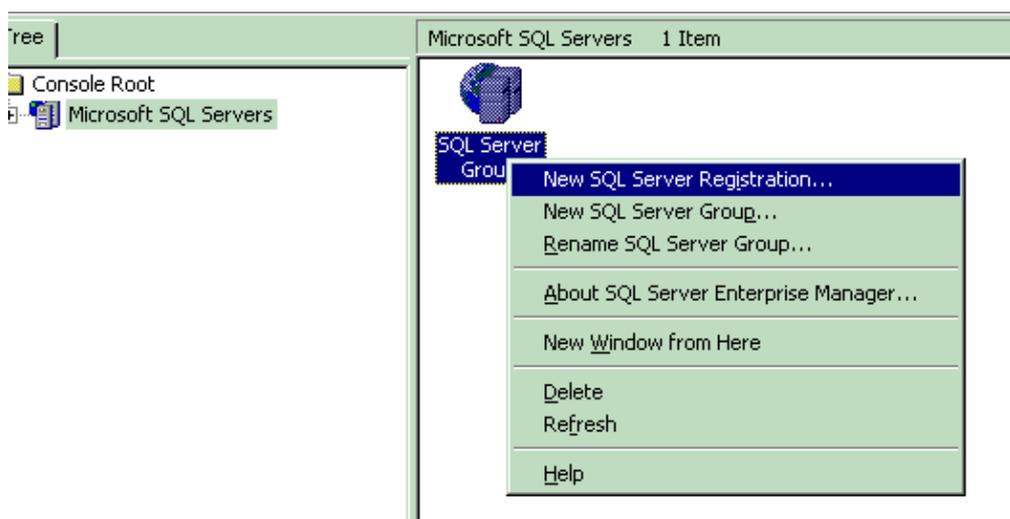
c. Enter the name of the CCC server, click **Add**, and then click **Next**.
d. Choose the authentication.
e. Click **Add to existing group**, click **Next**, and then click **Finish**.
f. After the connection is made, expand the database entry in the list. A database named **DCMS** appears.

g. Right–click **DCMS**, and choose **Properties**.

These two options appear under this property: *unrestricted file growth* and *restrict file growth (with a numerical MB limit)*.

h. In the Properties window, click the **Data Files** tab. At the bottom right, a property named **Maximum File Size** appears.

i. Choose **unrestricted file growth**, and click **OK**.

Note: You are not required to restart the CCC or SQL services after this procedure.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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