

Technical Tip Date: 21 July 2011

Business Communications Manager (BCM) – Reporting for Call Centre (RCC): Cannot decrypt the symmetric key

Revision History			
Date	Revision #	Summary of Changes	
21 July 2011	Original bulletin	This is the original publication	

Problem Description

This document is provides instructions on what actions should be taken if the Microsoft Reporting Services symmetric key is corrupted while using the Reporting for call Centre application (RCC)

SUMMARY

Issue Details

Reporting for Contact Center requires Microsoft Reporting Services to create an encryption key. This is created during the installation of RCC. In the event that the Microsoft Reporting Services encryption key is compromised a user may see one of a range of error messages containing the text 'cannot decrypt the symmetric key':

Microsoft.ReportingServices.Diagnostics.Utilities.ReportServerDisabledException: The report server cannot decrypt the symmetric key used to access sensitive or encrypted data in a report server database. You must either restore a backup key or delete all encrypted content. Check the documentation for more information. (rsReportServerDisabled) (rsRPCError) Get Online Help

Affected RCC Versions

RCC 2.45 Stream up to and including RCC 2.45.108

RCC 2.5 Stream up to and including RCC 2.5.462

RCC 2.6 Stream up to and including RCC 2.6.414

Note 1: This issue should not be seen on installations using RCC 2.6.415 or later. That build of RCC contains modifications to overcome this problem. These modifications will be added to a future build of the RCC 2.45 Stream.



Preventative Action

To prevent this problem from arising, perform steps 1 to 16 outlined in the Solution section.

Remedial Action

If the error has already occurred, perform all the steps outlined in the Solution section.

SOLUTION

Note 2: Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to reinstall Windows to correct them. Avaya cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use the information <u>in all steps</u> of this Bulletin at your own risk.

Log on to the Web Host PC as a Local Administrator in Windows.

- 1. Click on Start > Settings > Control Panel > Administrative Tools > Computer Management. The Computer Management window is displayed.
- 2. Expand the nodes System Tools > Local Users and Groups. Right-click Users and select New User. A New User dialog box is displayed.
- 3. For the User name, enter the name RCCUSR_RS.
- 4. For the Password enter a strong password. Re-enter the password for Confirm password.
- 5. Clear the User must change password at next logon checkbox. Select the checkboxes User cannot change password and Password never expires. See Figure 1: New User dialog box.



1	New User			? <mark>x</mark>		
	<u>U</u> ser name:	RCCI	JSR_RS			
1	<u>Full name:</u>	RCC	User			
	Description:	RCC	user to run Reporting Services se	rvice		
	Password:		•••••			
	Confirm password:					
	User must change password at next logon					
	User cannot change password					
	Pass <u>w</u> ord never expires					
	Account is disabled					
	<u>H</u> elp		Create	Cl <u>o</u> se		
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Figure 1: New User dialog box

- 6. Click Create.
- 7. Associate this user with the following groups:
 - SQLServer2005MSSQLUser\$[ComputerName]\$RCCSQLEXPR
 - SQLServer2005ReportServerUser\$[ComputerName]\$RCCSQLEXPR
- 8. Remove the RCCUSR_RS user from the "User" group.
- Click on Start > Settings > Control Panel > Administrative Tools > Services. The Services window is displayed.
- 10. Locate the **SQL Server Reporting Services (RCCSQLEXPR)** service. Right-click the service and click **Stop**.
- 11. Right-click the service again and select **Properties**. The SQL Server Reporting Services (RCCSQLEXPR) Properties (Local Computer) window is displayed.
- 12. From the Log On tab select This account.
- 13. Enter the username .\RCCUSR_RS, or click Browse to locate the user created.
- 14. For the **Password** and **Confirm password** fields, enter the password created in step 5.

See Figure 2: SQL Server Reporting Services Properties window Log On tab.



SQL Server Reporting Services (RCCSQLEXPR) Properties (Local Co						
General Log On Recov	ery Dependencies					
Log on as:						
<u>L</u> ocal System account						
Allow service to int	eract with desktop					
This account:	.\RCCUSR_RS					
Password:	•••••					
<u>C</u> onfirm password:	•••••					
Help me configure user account log on options.						
You can enable or disable	this service for the hardware profiles listed below:					
Hardware Profile	Service					
Undocked Profile	Enabled					
	OK Cancel Apply					

Figure 2: SQL Server Reporting Services Properties window Log On tab

- 15. Click **Apply** and click **OK** to close the window.
- 16. Restart Reporting Services. A dialog box should appear confirming that the user has been granted the appropriate login service rights.
- 17. Click Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > Reporting Services Configuration.
- 18. In the dialog box click **Connect**.
- 19. Click the Encryption keys link on the left.



🖟 Connect 🔄 Refresh	
Server Status.	Encryption Key
Report Server Wrtual Directory	The encryption key for report server safeguards sensitive information stored in the report server database. It is important to protect this key against disclosure or theft.
Windows Service Identity	Badup
🕑 Web Service Edentity 🕑 Database Setup	Bestore Change
SharePoint Integration	You must backup the key to allow report server recovery in case of emergency Delete encrypted content.
Encryption Keys	Delete
L Email Settings	γ
Execution Account	

Figure 3: SQL Configure Report Server Dialog – Delete Button highlighted

- 20. Click the **Delete** button, as shown above, then click **OK** on the next dialog box.
- 21. Click the **Restore** button and navigate to **C:\Program Files\Nortel\Reporting For Contact Center\SQLInstall\RSDBKey.snk** and use the password YR46L43!
- 22. Open Regedit and navigate to HKEY_Local_Machine\SOFTWARE\Nortel Networks\Reporting for Call Center\Settings and change the following RCC Registry entries:
 - CCRDBInstalled : change data to 0
 - CCRDBInstallProgress : change data to 6
 - CCRDBUpgrade : change data to 0



e Edit View Favorites Help			
 Edit View Favorites Help HKEY_CURRENT_USER HKEY_LOCAL(MACHINE BCD00000000 HARDWARE SAM SECURTY SOFTWARE ATI Technologies BrowserChoice Clients Description Intel JavaSoft Microsoft Microsoft Nortel Networks Reporting for (3.7 Settings DOBC DOBC 	Name (Default) CCRDBInstalled CCRDBInstallPro CCRDBUpgrade DECheckUtil RTService CLDBLimit CQLDBLimit Version WBD_ERR WBDriver	Type REG_SZ REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_SZ REG_DWORD REG_DWORD REG_DWORD	Data 0x00000001 (1) 0x00000009 (9) 0x00000000 (0) C:\Program Files\Nortel\Reporting for Contact Ce 0x0000000 (0) 0x00000000 (0) 0x00000000 (0) 0x3333333 (4080218931) 2.6.416.1.61 0x0000000 (0) 0x0000000 (0) 0x0000000 (0)

Figure 4: Regedit open at HKEY_Local_Machine\SOFTWARE\Nortel Networks\Reporting for Call Center\Settings

📸 Registry Editor				_ 🗆 🗙
File Edit View Favorites Help				
HKEY_CURRENT_USER	Name (Default) (CCRDBInstalled	Type REG_SZ REG_DWORD	Data 0x00000001 (1)	
SAM	Edit DWORD (32-bit)	/alue		
Security Secur	Value name: CCRDBInstalled Value data: 0	Base Hexadecima Decimal OK	es\Nortel 30218931) Cancel	\Reporting for Contact Ce
Renistered Annliss *	* [
Computer\HKEY_LOCAL_MACHINE\SOF	TWARE\Nortel Network	s\Reporting for Call Cent	er\Settings	

Figure 5: Setting the value of CCRDBInstalled to Zero (0).



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- 23. Navigate to C:\Program Files\Nortel\Reporting for Contact Center\Utils and run the DBI (RCC Database Installer Utility.exe). This redeploys the reports and re-creates the DS_Nortel data source.
- 24. Open **localhost\rcc** in Internet Explorer and check that reports are now able to be generated.

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