

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 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 re-install Windows to correct them. Avaya cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use the information in all steps 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.

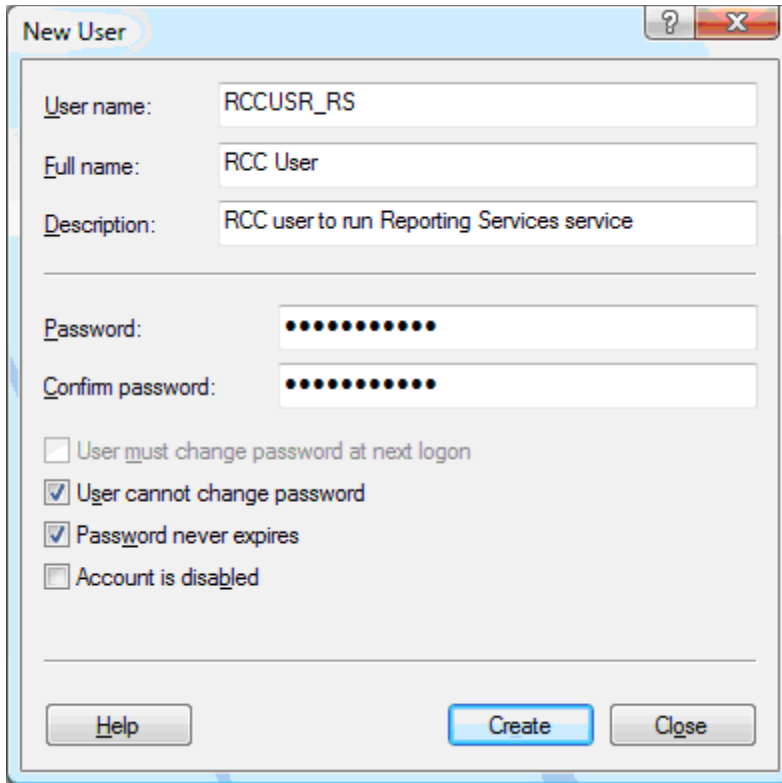


Figure 1: New User dialog box

6. Click **Create**.
7. Associate this user with the following groups:
 - SQLServer2005MSSQLUser\${ComputerName}\$RCCSQLEXP
 - SQLServer2005ReportServerUser\${ComputerName}\$RCCSQLEXP
8. Remove the RCCUSR_RS user from the “User” group.
9. Click on **Start > Settings > Control Panel > Administrative Tools > Services**. The Services window is displayed.
10. Locate the **SQL Server Reporting Services (RCCSQLEXP)** service. Right-click the service and click **Stop**.
11. Right-click the service again and select **Properties**. The SQL Server Reporting Services (RCCSQLEXP) 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.

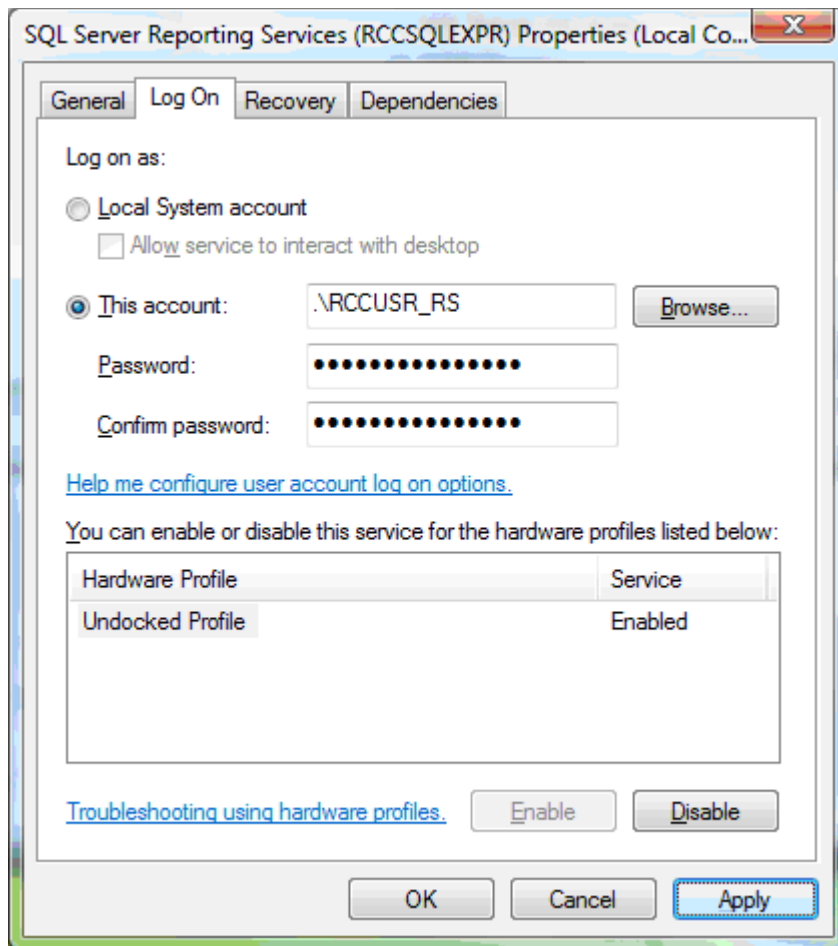


Figure 2: SQL Server Reporting Services Properties window Log On tab

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.



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

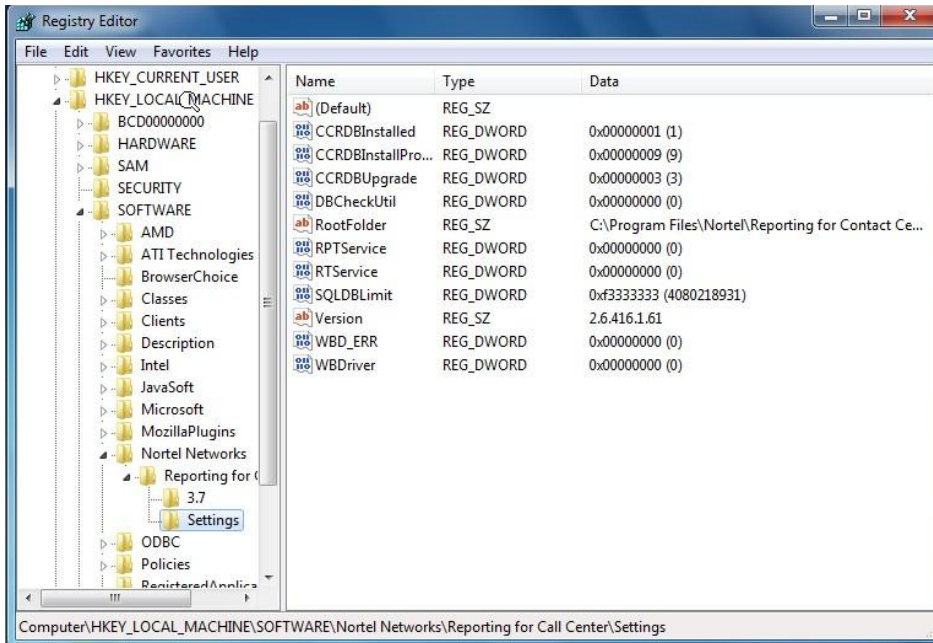


Figure 4: Regedit open at HKEY_Local_Machine\SOFTWARE\Nortel Networks\Reporting for Call Center\Settings

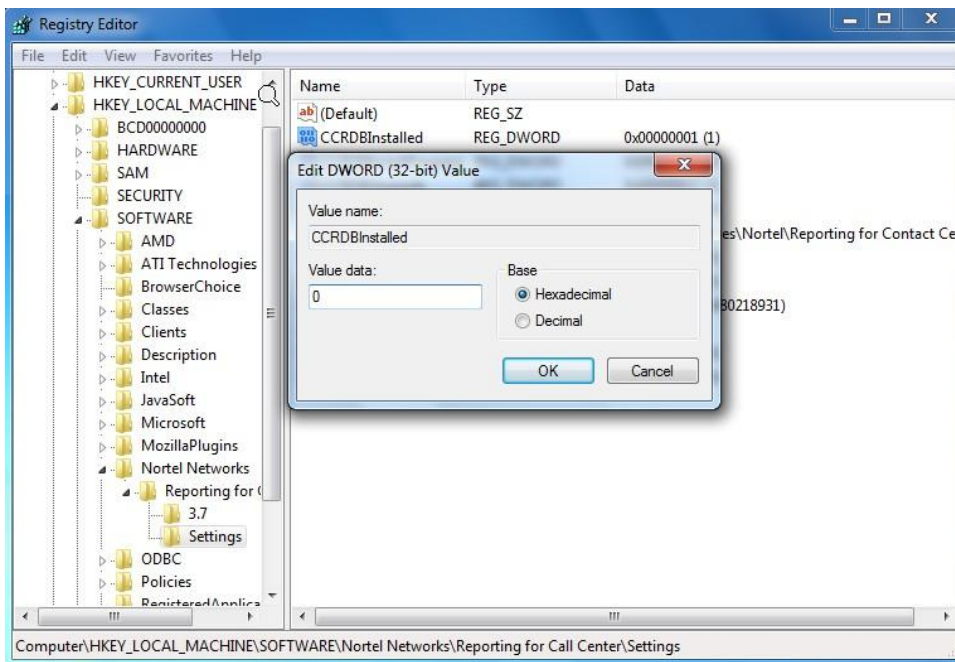


Figure 5: Setting the value of CCRDBInstalled to Zero (0).

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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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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