

SQL Collation requirements for MachPanel Control Server

Summary

This article provides a summary for SQL Collation requirements for MachPanel Control Server.

Applies To

This article applies to all versions of MachPanel.

SQL Collation requirements for MachPanel Control Server.

MachPanel requires the SQL Server database to be installed using [SQL_Latin1_General_CP1_CI_AS].

Following error will be encountered if there is difference of collation:

Error:Operation failed. : Must declare the scalar variable "@CompanyId". Must declare the scalar variable "@CompanyId".

The screenshot shows the 'Exchange Accounts' page in the MachPanel interface. The breadcrumb trail is 'Home » Service Director » Exchange Hosting » Exchange Accounts'. The page has a table with columns: Company Name [Owner], Subsc.ID, Mail Domain, Account Status, Customer ID, Customer Name, and Company Name. A 'Filter' dropdown is set to 'easyholding [Host Admin (Provider)]'. Below the table is an 'Operations' section with three buttons: 'Fix Security Permissions for all Organizations', 'Sync data from backend for all Organizations', and 'Enable Litigation Hold'. A red error message is displayed: 'Operation failed. : Must declare the scalar variable "@CompanyId". Must declare the scalar variable "@CompanyId".'. Below the error message, it says 'No record found.'

More Information

After installation of MachPanel Control Server if SQL Server is switched to a Pre-Existing SQL Server Deployment and there is difference of Collation between the two, due to the Collation Difference between Your SQL server and MachPanel database you will get above error on different interfaces (Exchange Accounts, Exchange Service Plans etc.).

Reason:

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Your SQL server Collation is Case Sensitive (CS) and MachPanel database Collation is Case Insensitive (CI).

1. Collation of Your SQL server: SQL_Latin1_General_CP1_CS_AS
2. Collation of MachPanel database: SQL_Latin1_General_CP1_CI_AS

Solution:

There can be two solutions of this issue:

1. You will have to change the Collation of your SQL Server to case Insensitive:
SQL_Latin1_General_CP1_CI_AS
2. You will have to use the SQL server Installed by MachPanel Installer on the local server (MachPanel Server), as it works fine with it.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/54510/SQL-Collation-requirements-for-M...>