

## 7.0 - IVR/VWM realtime data is no longer 'replayed' after an Enterprise Server service restart by default

### PROBLEM

When the *prairieFyre .NET Enterprise Server* service is restarted during business hours, it replays the realtime data from the beginning of the day in order to ensure that all realtime monitors are displaying correctly once they reconnect. In environments with heavy IVR traffic this was causing very slow start times for the Enterprise Server service.

### RESOLUTION

In our 7.0 release we have added a manual configuration to be used with the `GlobalAppSettingsEditor` to control whether or not the IVR/VWM data is replayed. By default we disable the IVR/VWM portion of the replay. If you wish to enable the IVR/VWM replay, you can modify this setting.

1. Go to `[InstallDir]\CCM\Services\ConfigService\` and launch the `GlobalAppSettingsEditor`.
2. Fill in the following:
  - Application: (Leave this field blank)
  - SectionGroup: **prairieFyre.Configuration.EnterpriseServices.Properties.Settings**
  - Name: **DisableVWMReplayOnRestart**
  - Value: **False**
  - Description: (Add a description of who or why the change is being applied)
    - **NOTE:** You must enter a value in Description in order to save.
3. Click Save. Note that it can take 30 to 60 seconds to save these changes. Please wait until you receive the confirmation message before closing the `GlobalAppSettingsEditor`.

### APPLIES TO

7.0

**Keywords:** IVR VWM Enterprise Server restart service replay realtime

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<http://micc.mitel.com/kb/KnowledgebaseArticle52097.aspx>

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