Summarize request queued. Waiting for summarize start.

Problem

When performing a manual Data Summarization, all you see is a message stating that the summarize request is queued, waiting for summarize start. The summarize never completes.

Symptoms

When executing a manual data summarization from the Contact Center Client, the following message appears:

You can view the pending summarizations by opening **SQL Management Studio** and expanding the **CCMData** database. The **dbo.tblServices_Queueing** table contains the list of currently queued summarizations.

Cause

When a summarization is queued, it is added to a table in SQL, so that multiple computers can queue summarizations at once and they will be performed in the order received. If a summarization fails or exits ungracefully (ie: the summarization window is closed before it is finished or crashes) the SQL table is never updated with completion and the Enterprise Server thinks that the summarization is still ongoing.

Resolution

- Stop the DataProcessor service.
- Delete the queued summarization request from the SQL database by running the attached *flushServicesQueueing.sql* script.
- Execute a new Data Summarization.

    NOTE: Click the following link below for more information about running SQL scripts: KnowledgebaseArticle50611

Applies To

CCM/MiCC all Versions

Last Modified By: AndrewMontpetit, Tuesday, May 17, 2016
http://micc.mitel.com/kb/KnowledgebaseArticle50863.aspx

Monday, January 30, 2023