

## Config service reporting OutOfMemory exceptions

### PROBLEM

Poor performance on the Enterprise Server. When checking the Config Service log you find references to OutOfMemory exceptions.

### CAUSE

On busy sites the DeleteTracking table in SQL can grow quite large, and the Config service keeps some of it in memory after each Maintenance runs.

### RESOLUTION

There are two steps to resolving this issue:

1. Setting the DeleteTracking cleanup interval in SQL.

- Open **SQL Management Studio**.
- Expand **CCMData**.
- Expand Tables.
- Find the **dbo.tblEnterpriseConfig\_Enterprise** table. Right-click and select **Edit top 200 rows**.
- Scroll to the right and ensure that **DeleteTrackingCleanupInDays** is set to **1**.
- Close SQL Management Studio.

2. Modify the service configuration file.

- Go to the **[INSTALL DIRECTORY]\CCM\Services\MaintenanceAlarmDispatcher\** folder.
- Open the **MaintenanceTasks.config** file in notepad.
- By default it will look like the following:
  - You will need to comment out the **<add key="DayOfMonth" value="1" />** entry by adding **<!--** to the beginning and **-->** to the end (see image below).
  - Modify the **<!--<add key="DayOfWeek" ...** entry so that it shows **<add key="DayOfWeek" value="Everyday" />** (see image below).

3. Purge the content of the tblConfig\_DeleteTracking table in SQL.

- Launch SQL Studio Management.
- Create a new query.
- In the Query Editor, type in the following query;
  - Click on Execute.

- Upon completion, the table will be clear of its content.

This will increase the frequency of the maintenance task to purge your DeleteTracking table and will now be purged on a daily basis on items older than 1 full day.

## APPLIES TO

CCM 6.0 and newer

**Keywords:** DeleteTracking config service OutOfMemory exception maintenance

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