

## Unable to launch Ignite. Receiving warning: Unable to load enterprise configuration

### PROBLEM

When launching Ignite, it fails and returns the error: Unable to load enterprise configuration.

### SYMPTOMS

Your site has a large configuration. Login to Ignite takes a long time and eventually times out.

### RESOLUTION

1. On the MiCC server go to **[InstallDir]\Services\ConfigService\**.

2. Launch the **GlobalAppSettingsEditor.exe**.

3. Fill in the following details:

- Application: **Ignite.exe**
- SectionGroup: **pFBusinessObjectAdapter.Properties.Settings**
- Name: **DeviceLoadTimeOut**
- Value: **00:00:60** (Enter the duration you want in HH:MM:SS format here. Default is 30 seconds)
- Description: (enter a quick note for who is changing or why.)

5. Click Save.

**NOTE:** Saving this change make take up to a minute. Wait for the confirmation prompt.

### APPLIES TO

MiCC 7.1 and newer

**Keywords:** ignite unable to load enterprise configuration launch

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<http://micc.mitel.com/kb/KnowledgebaseArticle52459.aspx>

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