

KB206: Contact Center Client slow to open and close when connected to large, busy server

Symptoms:

For large scale customers (1000 employees, multiple sites), there is a noticeable degradation of performance when opening the CCC and when closing the CCC if multiple monitors are opened. This degradation can cause delays in the order of minutes when opening or closing the application.

Workaround:

No work around available for this issue.

Resolution:

Hotfix 206 fixes this issue.

How to apply this fix:

This hotfix must be installed on your Enterprise Server and you must be running version 5.1 SP3

Download the hotfix to your server from here: [KB206](#)

Double click the .exe file and follow the instructions.

Last Modified By: kmiddlemiss, Sunday, January 23, 2011
<http://micc.mitel.com/kb/KnowledgebaseArticle50100.aspx>

Tuesday, January 31, 2023