

MiCC for Microsoft Lync - Agents become 'stuck' after applying a configuration change in YourSite Explorer

PROBLEM

We do not recommend making configuration changes on the Front End media server in YourSite Explorer during working hours. If configuration changes are made while ACD calls are being routed to agents, agents who are in the ACD state may become 'stuck' in that state and not be able to receive or handle calls again until the Enterprise Router is restarted.

In *MiCC for Microsoft Lync* Version 5.10.9.0 we have added an optional timeout duration during which queues will no longer accept calls and will display as 'offline'. Ongoing ACD calls will continue until completion. When the timeout duration ends, the Router will attempt to apply configuration changes. If there are ACD calls still in progress at this time, the Router will be unable to save the configuration changes and will need to be restarted to allow ACD agents to commence receiving calls.

MANUAL CONFIGURATION

1. On the Enterprise Server, go to **[InstallDir]\CCM\Services\RouterService**.
2. Open the **OrandaRouterService.exe.config** file in an editor such as Notepad.
3. Locate the entry for **MaxTimeToWaitForAllCallsToDrain** and set the Value to the amount of time you wish the system to wait. By default this is set to 30 minutes.
4. Save the configuration file.

APPLIES TO

5.10.X.0

Keywords: acd agent stuck yse config configuration save change

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