

## MCC 7.0 - Increasing the maximum number of items that can be active at one time

### INFORMATION

The MCCAudit search keeps track of currently active items. These are any MCC items which exist in *Ringling*, *Hold*, or *Inbox* states. By default we can track up to 2000 items. There is a Global Application Setting that will allow you to increase this maximum to up to 3500 items. While you can reduce this setting below 2000 there is no appreciable performance benefit.

As an example: Assume a site has 500 email agents signed in at one time, and each agent has a workload allowing 5 simultaneous emails. Under maximum load this would be 2500 active items. When the MCCAudit runs, it will come back with 2001 (indicating "more than the maximum 2000") items. This means that 499 items will not be audited properly. This will cause the system to start trying to move items as it loses track of some of them. In this case you would want to increase the maximum setting to 2500 to accommodate a full load.

**NOTE:** that increasing this maximum can cause the server's performance to slow. If you find that the performance is suffering too badly, you may wish to reduce the number of simultaneous items in the workload.

### CONFIGURATION

In our 7.0 release we have added a new setting into the Global Applications Settings editor:

#### **MCCAuditNumberOfActiveItemsToQueryFromSearchStorage**

To use this feature, please do the following:

1. Open the **GlobalAppSettingsEditor** located in **[InstallDir]\CCM\Services\ConfigService\**.
2. Fill in the following details:
  - **Application:** Leave this empty
  - **Section Group:** enter **prairieFyre.BAL.DataAnalysis.Properties.Settings**
  - **Name:** enter **MCCAuditNumberOfActiveItemsToQueryFromSearchStorage**
  - **Value:** input a value between **2000** and **3500**. **NOTE:** The system is hard coded to run at a maximum value of 3500, even if you input a larger number.
  - **Description:** Add a note on why this is being changed. **NOTE:** You must enter something in this field in order to save.
3. Click **Save**. Note that saving these changes can take 30 to 60 seconds. Wait until you get a confirmation screen to close the GlobalAppSettingsEditor.

### APPLIES TO

7.0 I6 (Beta)

**Keywords:** MCC Multimedia email e-mail MCCAudit audit workload maximum

<http://micc.mitel.com/kb/KnowledgebaseArticle52045.aspx>

Tuesday, August 09, 2022