

CCC disconnects from Enterprise and never reconnects after loading profile

Problem

Upon loading a Contact Center Client profile, the client disconnects from the Enterprise server and never re-establishes connection.

Symptoms

After loading a Contact Center Client profile that contain an Interactive Visual Queue monitor, the client loses connection to the Enterprise server and keeps trying to reconnect. The client may eventually throw exceptions and become unresponsive. The reconnection attempts can be seen the bottom left corner of the client.

The PFSHELL log will contain errors similar to the following:

```
eError 8/11/2010 12:52:03 PM RTClient Parse() Message sequence is broken. Previous [58],  
Current [60]  
eWarning 8/11/2010 12:52:03 PM RTClient - GetValidOffset Possibility of RT buffer problems.  
Lost data or no record start marker  
eError 8/11/2010 12:52:03 PM RTClient Parse() No header deserialized. Closing the connection ...  
eWarning 8/11/2010 12:52:03 PM RTClient OnSocketDisconnected  
eWarning 8/11/2010 12:52:03 PM RTClient background processing thread exiting ...
```

Cause

A high number of abandoned calls causes the Interactive Visual Queue monitor to fail loading and therefore loses connection with the Enterprise Server. The actual amount of abandoned calls which could be considered too high is difficult to say, it could be once it reaches a few hundred or more.

Workaround

Lower the configured number of hours for which we consider "live" abandoned calls.

1. From the CCM server, edit the following file with **Notepad**:
C:\Program Files\prairieFyre Software
Inc\CCM\Services\EnterpriseServer\prairieFyre.Services.EnterpriseServer.exe.config
2. Change the **AbandonedCallsIVQTimeToLive** key value to a lower number such as **5**

This is how the config file should look after the change is made:

```
<add key="AbandonedCallsIVQTimeToLive" value="5"/>
```

NOTE: The **value** is in hours.

3. Save the file
4. Restart the **prairieFyre .NET Enterprise Server** service

NOTE: After a 24 hour period has passed, the AbandonedCallsIVQTimeToLive value may be

set back to the default of 24. If there will consistently be a large amount of abandoned calls for a queue, the value should be left at a lower number.

Applies To

CCM/MiCC all Versions

Keywords: AbandonedCallsIVQTimetoLive timetolive

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