

CFG0026 - YSE Profile Mismatch

DESCRIPTION

This exception occurs most commonly after an upgrade. It indicates a version mismatch between YourSite Explorer and the cached Profile data.

SEVERITY

Error

IMPACT

YourSite Explorer will not launch properly.

TROUBLESHOOTING STEPS

This issue can be resolved by clearing the cached profile and letting YourSite Explorer generate a new one.

1. Close **YourSite Explorer**.
2. Go to **%AppData%** and look for a file named **YSEAppProfile.xml**
3. Delete the **YSEAppProfile.xml** file.
4. Launch **YourSite Explorer**.

APPLIES TO

MiContact Center 7.0 and newer

Keywords: CFG0026 yse profile mismatch yoursite explorer yseappprofile

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