

Data Summarization fails in extremely high volume environment

PROBLEM

During performance testing we encountered a data summarization error for a site under extremely heavy load. Summarization of Multimedia media servers (chat and email) would fail.

SYMPTOMS

The prairieFyre Data Processor Service logs would clearly indicate an error at the end of the corresponding log file. The one we observed is a *KeyNotFoundException* raised by the the *MCCAgent.LogIn()* function.

This error was observed in a test environment with over 500,000 voice calls, 24,000 emails, 8,400 chats per day and 1,050 client computers simultaneously connected.

WORKAROUND

If you encounter this issue, we recommend un-selecting the multimedia media servers and summarize only the voice. Your multimedia reporting will rely on real-time filing of data throughout the day.

APPLIES TO

MCC 7.1

Keywords: extremely high heavy load volume summarize fail error

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