

ENS0001 – Enterprise server long execution cycle

DESCRIPTION

The Enterprise Server Service has encountered a longer than normal execution cycle.

SEVERITY

Minor

IMPACT

The Enterprise Server provides and processes Real-Time data and Employee event controls, if the server takes longer to process data, you may encounter delays in state changes, Inbox details, Real-Time monitor statistics, etc.

TROUBLESHOOTING

There can be a few reasons why the Enterprise Server is taking too long:

1. Insufficient CPU resources available for the Enterprise Server Service to perform its necessary calculations.
 - Make sure that the system has been allocated sufficient resources as per the MiContact Center Business and MiVoice Analytics System Engineering Guide
2. Contact Center Clients (CCC) requesting a large number of monitor details.
 - Look into Enterprise Server logs for logs similar to:
 - RTClient::ProcessInboundMessages() took ...
 - RTClient::ProcessOutboundMessages() took ...
3. IVR Workflow with a logical error causing an 'infinite loop' sending large amounts of data non-stop to the Enterprise Server Service to process.
 - Check all IVR services and see if any are using an excessive amount of CPU resources.
 - Once a possible source has been found, examine the logging of the source Service. Logs should indicate rapid condition checks against a Workflow.
 - Examine the culprit Workflow and modify it to have a definitive "END".
 - Easy to spot issues are 'loops' where a call can constantly go through the same Activity over and over.

APPLIES TO

MiCC 7.1 and newer

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