

## **KB237: Real Time Delay in CCC**

### **Symptoms**

Running the CCC real time may appear to lag and only update every 15 seconds.

### **Cause**

The server only sends real-time messages to connected CCC clients when an event actually occurs on the server or every 15 seconds whichever comes first. A local client timer is used to manage local client side timer updates giving the illusion of "counting upwards" on the client when nothing is really happening. There was an error in this client side timer causing it not to update properly unless an actual event occurs on the server or every 15 seconds.

### **Resolution**

### **Hotfix Information**

A supported hotfix is now available from prairieFyre but it is only intended to correct the problem that is described in this article. Only apply it to systems that are experiencing this specific problem. If you are not severely affected by this problem, we recommend that you wait for the next service pack that contains this hotfix.

### **Prerequisites**

5.1 SP4

### **Download Information**

Please download hotfix here: [KB237](#)

**Applies To** Version 5.1 and greater

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