

Unable to connect to any client applications on one client computer

PROBLEM

You have installed the Client Component Pack onto a client computer, but none of the MiContact Center applications can connect to the server.

SYMPTOMS

The client applications report that there is an error in the server's address.

If you try to load the CCMWeb application, once the error shows, the address bar will show a in the address somewhere.

CAUSE

When entering the Enterprise Server IP address into the Client Component Pack installer, you had a space at the beginning or end of the IP address.

RESOLUTION

1. Launch the Contact Center Client and let it fail to connect.
2. When it asks you to try again, correct the IP address and connect.
3. The Contact Center Client will ask if you would like to update the IP address saved. Choose **Yes**.

NOTE: You can avoid this error by clicking the **Test** button on the Client Component Pack installation, right next to the IP when you input it. This simply loads a website from the server to validate that it is connecting correctly.

APPLIES TO

CCM all versions

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