Clients unable to log into CCC or YSE

PROBLEM
Some or all employees are unable to log into Contact Center Client or YourSite Explorer.

SYMPTOMS
The login screen will give the error: *An error occurred while trying to communicate with the Enterprise Server. Verify that the IP address is correct and that the server is running.*
In the Contact Center Client logfile you will see errors regarding Login failures.

You have verified that the login in question is correct.

CAUSE
When a user launches an application like Contact Center Client or YourSite Explorer it connects to the Enterprise Server and requests to have all the configuration changes that were made since last time they connected. Depending on the time since it last connected, we can easily understand that the delta calculations could be considerable. This causes undesired memory consumption and wire traffic bloat where it's a lot simpler to send the entire dataset in a compressed binary format.

In order to determine when to send the entire configuration we take the oldest record in the DeleteTracking table based on the "DeletedOn" date and compare it to the current day 1. If the difference is greater than the value of the "DeleteTrackingCleanupInDays" where the default is 30 days, then we ask for the full dataset instead of the delta changes. This will cause everyone to get the full dataset for every change event once we cross this threshold.
In standard configurations, this works out perfectly. The problem lies with larger configurations, especially when a lot of changes are being made to the configuration. This is compounded by the fact that depending on when and how often DELETE events are made, this window between when the DeleteTracking table maintenance occurs and how old the oldest deleted item is, we can run into this the day or two after the table is cleaned up.

RESOLUTION
The best resolution in an environment with frequent configuration changes is to run the DeleteTracking purge maintenance more frequently. To do this, please follow these steps:

1.   Restart the ConfigService – This will allow the users to log back in to the applications.
2.   Make a backup of your configuration by logging into the **Contact Center Client**, then going to **Tools** => **Management** => **Configuration**. Then select Backup Configuration and follow the on-screen prompts.
3.   Purge the **tblConfig_DeleteTracking** table in SQL - **NOTE:** SQL Management Studio must be installed.
-   Download the attached **PurgeDeleteTracking.SQL** file.
-   Double click the **PurgeDeleteTracking.SQL** file.

- This will launch the script in SQL Management Studio. Click the **Execute (❗)** button.
4. Change the DeleteTrackingCleanupInDays value in SQL to 7.
- In SQL Management Studio, expand the **CCMData** database and go to **Tables**.
- Right-Click on **dbo.tblEnterpriseConfig_Enterprise** and select **Edit top 200 rows**.
- Find the **DeleteTrackingCleanupInDays** column (most of the way to the right)
- Change the value from it's default of 30 to **7**.
5. Increased the frequency of the DeleteTracking table purge maintenance task.
- Go to **[InstallDir]\CCM\Services\MaintenanceAlarmDispatcher** and open the **MaintenanceTasks.CONFIG** file
- Find the section that starts: *<name>Delete Tracking Cleanup</name>*
- Comment out the line that begins with... *<add key="DayOfMonth" value="1" />* by adding **<!--** to the beginning and **-->** to the end. It will now look like: **<!--<add key="DayOfMonth" value="1" />-->**
- *Remove the comment beside <add key="DayOfWeek" value="Everyday" /> by removing the <!-- and -->.*
- Change the *"Everyday"* to the day of the week you want this maintenance to run.
- The entry should now look like the following: **<add key="DayOfWeek value="Sunday" />**
- Save the file.

APPLIES TO
CCM/MiCC Versions 6.X, 7.X, and 8.X
Keywords: employee user login CCC YSE contact center client yoursite explorer

Thursday, June 30, 2022