Hard disk running out of space due to excessive IIS logging

PROBLEM

A sudden reduction in the amount of available disk space causes the Enterprise server to behave unexpectedly.

SYMPTOMS

The Enterprise server becomes unresponsive, Contact Center Clients can not log in, co-located IVR stops processing calls, Alarms ALM0013, ALM0051, ALM0052, or ALM0053 may be generated depending on configuration.

CAUSE

When the "Auto Update Clients" option is disabled in YSE on version 7.1.1.1 it results in clients repeatedly polling for updates and failing. This causes excessive entries and rapid growth in the IIS logs.

WORKAROUND

To determine where your IIS log files are stored, please perform the following steps on your server:

1. Go to Start -> Control Panel -> Administrative Tools
2. Click Internet Information Services (IIS).
3. Find your Web site under the tree on the left.
4. Right-click on it and choose Properties.
5. On the Website tab, you will see an option near the bottom that says "Active Log Format." Click on the Properties button.
6. At the top of General Properties, ensure "new log schedule" is set to Daily or Weekly (Daily is the default option).
7. At the bottom of the General Properties tab, you will see a box that contains the log file directory and the log file name. The full log path is comprised of the log file directory plus the first part of the log file name.
8. For example, if the dialog box displayed the following values:
9. Log file directory: C:\Windows\System32\LogFiles
10. Log file name: W3SVC1\exyymmdd.log
11. Navigate to Log directory.
12. Delete logs that follow format i.e. 'ex110310.log' (Mar 10 2011)
13. Ensure log schedule is set to daily and not "unlimited Log size" (see above).

RESOLUTION

This is a known issue affecting the client updater service in 7.1.1.1 and is resolved in 7.1.2.0. To resolve the issue you must ensure the updater service on each client machine is upgraded to a minimum of 7.1.2.0 before disabling the "Auto Update Clients" option in YourSite Explorer.

APPLIES TO

MiCC 7.1.1.1

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