

Manual configuration change to a MiContact Center service does not take effect without service restart.

PROBLEM

When making a manual configuration change to a MiContact Center service configuration file (eg: 7.Services.EnterpriseServer.exe.config) you save the file, but the service does not register the change.

SYMPTOMS

1. The configuration file did save correctly.
2. The log file for the service may show: *Exception occurred attempting to refresh app.config settings. New changes may not be reflected.*

WORKAROUND

This can happen intermittently due to file access errors. If you encounter this issue there are two possible workarounds.

1. Simply save any change to the config file again.
2. Restart the associated service

APPLIES TO

MiCC 8.0 and newer

Keywords: service config configuration file manual change

Last Modified By: AndrewMontpetit, Tuesday, December 22, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52400.aspx>

Wednesday, February 01, 2023