

MiCC for Lync: YourSite Explorer generates fatal error on opening – “Unhandled exception System.NullReferenceException: Object reference not set to an instance of an object.”

PROBLEM / SYMPTOMS

YourSite Explorer generates the following error when opening:

eError 3/27/2015 2:33:14 PM Unhandled exception System.NullReferenceException: Object reference not set to an instance of an object. at YourSiteExplorer.Pages.CategoryPageBase.unhookEvents() in e:\TeamBuild\CCS\5.10.6.0_YourSiteExplorer\src\Source\Applications\YourSiteExplorer\Pages\CategoryPageBase.cs:line 2504 at YourSiteExplorer.Pages.CategoryPageBase.BeforeDispose() in e:\TeamBuild\CCS\5.10.6.0_YourSiteExplorer\src\Source\Applications\YourSiteExplorer\Pages\CategoryPageBase.cs:line 2800...The error will show up in the YourSite Explorer log, and also in a popup, titled “A fatal error occurred” (as seen below). If the popup ends up behind the YourSite Explorer window, you will notice that in YourSite Explorer, any tab you open will be completely blank.

The error above will also show up in the YourSite Explorer log on the computer's Documents\CCMLogs folder.

The problem is specific to a user. If another user starts YourSite Explorer on the user's computer, the problem may not happen for the other user. The problem will happen on any computer the user tries.

Affected users will also be unable to open real-time monitors in Contact Center Client.

CAUSE

The affected user's language preference in CCMWeb > My Options > My Preferences is set to a language other than “English - North America”.

Contact Center Client and YourSite Explorer are only supported when the language preference is “English US”, so users using these applications must set their language preference to “English US” in CCMWeb > My Options in order to use these applications.

This limitation is scheduled to be removed in MiCC Version 8.0.

Please note that:

- English - United Kingdom is not a supported language for Contact Center Client and YourSite Explorer.
- CCMWeb and Ignite currently support all language options available in CCMWeb.

RESOLUTION - INDIVIDUAL USERS

The steps below will resolve the issue for an individual user. (See below for steps to resolve the problem for all users.)

1. Log into CCMWeb as the affected user (<http://serverIP/ccmweb>)
2. From the menu bar at the top, go to My options > My preferences
3. Set the language preference to "English (US)". Save.

(Steps to fix YSE on PCs where the user has experienced the problem with YSE already.)

4. Close all instances of YourSite Explorer (and Contact Center Client, if it's open) on the affected users' PC.
5. Open Windows Explorer / Computer, and type the following into the address bar: %appdata%
6. Delete YSEAppProfile.xml (This will not affect real-time or data collection in any way.)
7. If the customer uses YSE on the CCM server itself, please also have them log into the CCM server and delete the YSEAppProfile.xml under %appdata% there, as well. (Otherwise, they will encounter a different error the next time they attempt to load YSE on the CCM server.)

RESOLUTION - ALL USERThe steps below will allow you to set all users' language setting to English – North America. Please note that individual users who have experienced the problem already will still need to do steps 4-7, above.

1. Open SQL Management Studio (to find it, go to the Start menu and search "Management Studio").
2. Ensure that you are connected to the instance with the CCMDData database (it will be visible in the left pane when you expand the instance name).
3. At the top, click "New Query", and then paste in the following:

```
use ccmdata
```

```
select * from tblconfig_attributes_user_preferences where fklanguage != '1'
```

This script says "Reference the CCMDData database. Look in the table "tblconfig_attributes_user_preferences", and, look for items where the value of "fklanguage" (which is the language preference setting) is not 1 (which is the value for English - North America).

4. At the top, click "Execute".

If you get no results, there are no users who have set a language other than English - North America.

If you get results, create and execute this query to set everyone's language to English - North America:

use ccmdata

```
update tblconfig_attributes_user_preferences set fklanguage = '1'
```

This script says "Reference the CCMDData database. Look in the table "tblconfig_attributes_user_preferences", and, for every single item in there, set the value of "fklanguage" (which is the language preference setting) to 1 (which is the value for English - North America).

APPLIES TO MiCC for Lync 5.10.x**Keywords:**

"YourSite Explorer" "Lync" "blank" "YSE" "Unhandled exception" "Language" "CCMWeb" "fatal" "fatal error"

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