

MiCC for Lync: Contact Center Client generates error upon opening, or when you click anything

PROBLEM / SYMPTOMS

Contact Center Client generates an error when you go to open a new real-time monitor, or when you click a menu option.

The error will show up in a pop-up in the middle of the screen, and also in the PrairieFyreClientShell.log file (in Documents\CCMLogs on the client PC).

This is the beginning of the error you will get if you click to add a Position monitor bar:

```
eError 3/30/2015 7:41:40 AM Critical Error--- Start Exception Stack ---  
System.IO.FileNotFoundException: Could not find file 'SynCFusion.Grid.Windows.resources'. at  
System.Reflection.RuntimeAssembly.InternalGetSatelliteAssembly(String name, CultureInfo  
culture, Version version, Boolean throwOnFileNotFound, StackCrawlMark& stackMark)...This is  
the beginning of the error you will get if you click to add any other Real-Time monitor, or on a  
menu:
```

```
eError 3/30/2015 7:48:30 AM Can not activate the view DeviceSelectionPage.The original  
exception is: Could not find file 'SynCFusion.Grid.Windows.resources'. at  
System.Reflection.RuntimeAssembly.InternalGetSatelliteAssembly(String name, CultureInfo  
culture, Version version, Boolean throwOnFileNotFound, StackCrawlMark& stackMark)  
prairieFyre.ApplicationBlocks.UIProcess | at  
Microsoft.ApplicationBlocks.UIProcess.GraphNavigator.StartMDITask(TaskArgumentsHolder  
holder, TaskArgumentsHolder args)...If you open Contact Center Client using a desktop shortcut  
to a saved profile, that profile's monitors will load, but you won't be able to add new monitors or  
use the menu options.
```

The problem is specific to a user. If another user starts and signs into Contact Center Client on the user's computer, the problem will not happen for the other user. The problem will usually happen for the user on the CCM server as well, though this may not be the case if the user's computer's OS is in a different language than the OS of the CCM server (please see the cause section for more details on this).

Affected users will also be unable to successfully open YourSite Explorer (see KB 52271).

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. Close all instances of Contact Center Client on the affected users' PC.
2. Log into CCMWeb as the affected user (<http://serverIP/ccmweb>)
3. From the menu bar at the top, go to My options > My preferences
4. Set the language preference to "English (US)". Save.

RESOLUTION - ALL USERS

The steps below will allow you to set all users' language setting to English – North America.

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).

ADDITIONAL CONSIDERATIONS

If an affected user also uses YourSite Explorer, you should also follow the steps here: Steps 4-7 only

APPLIES TO

MiCC for Lync 5.10.x

Keywords:

"Contact Center Client" "CCC" "Lync" "DeviceSelectionPage" "SynCFusion"
"System.IO.FileNotFoundException" "Error" "Critical error" "fatal" "fatal error" "Language"
"CCMWeb" "real time" "real-time" "monitor" "menu" "file"

Last Modified By: AndrewM, Thursday, September 17, 2015

<http://micc.mitel.com/kb/KnowledgebaseArticle52270.aspx>

Friday, May 20, 2022