

IVR / VWM - 6.0 SP1 - Updater Service restarting every 5 minutes

PROBLEM

There is a known issue where the Updater Service stops and starts roughly every 5 minutes on remote servers.

SYMPTOMS

1. Updater runs
2. Updater tries to update itself. This gets handled in a new process
3. Updater tries to update IVR Inbound (stops it, tries to update, FAILS on a file delete, starts it again)
4. The new process stops the updater.
5. The new process updates the updater files
6. The new process FAILS upon trying to delete a file
7. The new process starts the updater again
8. Start over with step 1.

CAUSE

This issue occurs when the remote server is installed to a **non-default** location. There is an error in the file delete action that is associated with both these updates.

WORKAROUND

1. On the Enterprise Server, go to the **[InstallDir]\CCM\Websites\CCMWeb\Applications** folder.
2. Open the **UpdaterServiceManifest.xml** file.
3. Change the **<location>** node in the manifest file to **[InstallDir]\Services\UpdaterService** and save the file.

It will look like: `<location>C:\Program Files (x86)\prairieFyre Software Inc\CCM\Services\UpdaterService\</location>`

4. Open the **IvrInboundManifest.xml** file located in the same folder.
5. Change the **<location>** node in the manifest file to **[InstallDir]**.

It will look like: `<location>C:\Program Files (x86)\prairieFyre Software Inc\CCM\</location>`

6. Update the **FileDeleteProcessor1** setting from

```
<task type="Microsoft.ApplicationBlocks.Updater.ActivationProcessors.FileDeleteProcessor, Microsoft.ApplicationBlocks.Updater.ActivationProcessors, Version=2.0.0.0, Culture=neutral, PublicKeyToken=null" name="FileDeleteProcessor1" path="..\Ivr\Media\filesync.id" />
```

Or

```
<task type="Microsoft.ApplicationBlocks.Updater.ActivationProcessors.FileDeleteProcessor, Microsoft.ApplicationBlocks.Updater.ActivationProcessors, Version=2.0.0.0, Culture=neutral, PublicKeyToken=null" name="FileDeleteProcessor1" path="Ivr\Media\filesync.id" />
```

To

```
<task type="Microsoft.ApplicationBlocks.Updater.ActivationProcessors.FileDeleteProcessor,
Microsoft.ApplicationBlocks.Updater.ActivationProcessors, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=null" name="FileDeleteProcessor1" path="[InstallDir]VvrMedia\filesync.id" />
```

7. Update the **FileDeleteProcessor2** setting from

```
<task type="Microsoft.ApplicationBlocks.Updater.ActivationProcessors.FileDeleteProcessor,
Microsoft.ApplicationBlocks.Updater.ActivationProcessors, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=null" name="FileDeleteProcessor2" path="..\Vvr\Workflow\filesync.id" />
```

Or

```
<task type="Microsoft.ApplicationBlocks.Updater.ActivationProcessors.FileDeleteProcessor,
Microsoft.ApplicationBlocks.Updater.ActivationProcessors, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=null" name="FileDeleteProcessor1" path="Vvr\Workflow\filesync.id" />
```

To

```
<task type="Microsoft.ApplicationBlocks.Updater.ActivationProcessors.FileDeleteProcessor,
Microsoft.ApplicationBlocks.Updater.ActivationProcessors, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=null" name="FileDeleteProcessor1" path="[InstallDir]Vvr\Workflow\filesync.id"
/>
```

8. Save the file.

9. Wait for 5 minutes for the updater cycle to begin again.

RESOLUTION

This issue is expected to be resolved in 6.0.2.2

APPLIES TO

6.0.2.1

Keywords: updater service restarting stop start

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