CCC fails to connect/update - Changing the Enterprise Server IP address on a client computer when the CCC is an older version

PROBLEM
You have a client computer running 6.0.0.0 through 6.0.0.4, and you want to connect to an Enterprise Server running 6.0.1.0 or newer. When you update the IP address in the CCC login screen, it still fails to connect, and does not update the IP address that it is trying to connect to.

CAUSE
The new Enterprise Server IP address is not written to the registry until the CCC logs in successfully.

In version 6.0.1.0 we began encrypting the password as it was being sent, as a result older clients will throw a username/password error even when it is input correctly. You will need to update the IP address in the registry before attempting to launch the CCC. Once the software updates, the login process will be successful.

RESOLUTION
NOTE: When editing the registry there is no confirmation of saving changes. Once you have made a change, it is applied. Always double-check your changes before closing the registry editor.

1. Go to **Start** > **Search** and type **regedit** . Press **Enter** to launch the editor.
2. You will need to edit the **EnterpriseIPAddress** value. Depending on your client's operating system, this can be in one of two places.
- 32-bit Windows: **HKEY_LOCAL_MACHINE\SOFTWARE\prairieFyre Software Inc\CCM\Common**
- 64-bit Windows: **HKEY_LOCAL_MACHINE\Wow6432Node\SOFTWARE\prairieFyre Software Inc\CCM\Common**
3. Right-click the **EnterpriseIPAddress** object and click **Modify**.
4. Change the value to the correct IP address, then click **OK**.
5. Launch **Contact Center Client**, and allow it to update.

APPLIES TO
6.0.1.0 and higher
Keywords: CCC contact center client login error fail update IP address

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