

AAS - Bulk processing

Problem Summary	Bulk processing is taking too long.
Error Message	None
Possible Cause	During resync processing, AAS ceases bulk processing and drops into single record processing. Additionally, the logs show that there are errors that begin with, "Enterprise name already exists..."
Recommended Action	Make sure there are no skill groups, agents, or persons marked as deleted in the database. AAS cannot properly determine the state of skill groups, agents, or persons if any of them are marked as deleted. If you need to delete any of these from the ICM system, you must be sure to permanently delete them from the database. Records marked as deleted are the easiest way to break AAS.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.