

DSS0008 - Queue conversion failure

DESCRIPTION

A telephone system synchronization was unable to complete because a dialable on the media server has changed from a queue to a ring group. YourSite Explorer still shows the queue, and is unable to commit a duplicate.

SEVERITY

High

IMPACT

The telephone system synchronization can not complete.

TROUBLESHOOTING STEPS

1. In YourSite Explorer, go to Queues
2. Delete the queue with a duplicate dialable number.
3. Perform a telephone system synchronization. You should now be able to save the ring group correctly.

NOTE: Because you have removed the old queue from YourSite Explorer, you will no longer be able to run historical reports on it.

APPLIES TO

MiCC Version 7.1 and newer.

Keywords: dss0008 queue conversion failure

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