

Telephone System Synchronization failing with RingGroupMemberData error

PROBLEM

When attempting to perform a Telephone System Synchronization you receive an error warning of RingGroupMemberData.

SYMPTOMS

In the DataService logfile you will see an error like the following:

Error: 2014-Sep-04 10:50:37.900 Synchronization failed - System.NullReferenceException: Object reference not set to an instance of an object.

at

prairieFyre.DataSynchronizationEngine.DeviceSyncEngine.<>c__DisplayClass3.<SynchronizeRingGroupMembers>b__a1(RingGroupMemberData memberData)

at System.Linq.Enumerable.All[TSource](IEnumerable`1 source, Func`2 predicate)

at prairieFyre.DataSynchronizationEngine.DeviceSyncEngine.SynchronizeRingGroupMembers()

at prairieFyre.DataSynchronizationEngine.DeviceSyncEngine.SynchronizeCcmWith(PbxConfig aPbxConfig)

at

prairieFyre.DataSynchronizationEngine.SynchronizationService.SynchronrizeWithCcm(DeviceSyncEngine aDeviceSyncEngine, PbxConfig aPbxConfig)

at prairieFyre.DataSynchronizationEngine.SynchronizationService.ProcessJob(MisyncMessage aMisyncMessage) (prairieFyre.DataSynchronizationEngine.SynchronizationService)

Verbose: 2014-Sep-04 10:50:37.916 Mutex = Aquire PbxConfig wait time -1 ms

CAUSE

A dialable in the MiCC system as an ACD Path has subsequently been changed to a Ring Group. When the Telephone System Synchronization attempts to pull down the associated configuration, the data is incorrect.

RESOLUTION

Ensure that any ACD Paths that are converted to RingGroups are deleted from YourSite Explorer to avoid conflicts.

APPLIES TO

7.1

Keywords: telephone system synchronization sync path queue error ring group ringgroup RingGroupMemberData

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