

CFG0048 - An unknown error occurred on your media server

DESCRIPTION

This error occurs when changes in the YourSite Explorer are unable to propagate to the PBX. There are many situations that can cause this to happen, which include, but are not limited to:

- Trying to remove an agent from an agent group while the agent is logged in.
- Corrupted records within the PBX as a result of an upgrade.

SEVERITY

Warning

IMPACT

The change was not written to the PBX

TROUBLESHOOTING STEPS

To get more details on the root cause of this error, you could:

- Attempt to make this change when configured for a 'direct to PBX' connection instead of using MiXML writeback.
- Log into the PBX itself, and attempt to make the change.
- Contact prairieFyre Software Customer Support.

APPLIES TO

6.0.2.0

Keywords: CFG0048 writeback write back unknown error media server

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