

## DSS0007 - Telephone System Synchronization failed due to Unknown error

### DESCRIPTION

The telephone system synchronization failed and the area of its failure was Unknown.

### SEVERITY

Error

### IMPACT

The telephone system synchronization did not complete.

### TROUBLESHOOTING STEPS

Checking the synchronization logs may indicate what caused the error. Telephone System Synchronization logs can be found in **[Install Path]\CCM\Logs\** look for the **prairieFyre.Services.DataSynchronizationService.TXT** file.

If the telephone system synchronization logs do not indicate what caused the error, please contact Customer Support.

If the **prairieFyre.Services.DataSynchronizationService.TXT** file shows an error like the following, then you may be able to resolve the issue by resetting the client machines (see below).

```
Error 11/21/2012 3:53:53 PM prairieFyre.DataSynchronizationEngine.SynchronizationService
System.InvalidOperationException: Sequence contains no elements
  at System.Linq.Enumerable.First[TSource](IEnumerable`1 source)
  at
prairieFyre.DataSynchronizationEngine.SynchronizationService.LoadSynchronizationOptions(DSY
ourSite aConfiguration, MisyncMessage aMisyncMessage)
Verbose 11/21/2012 3:53:53 PM Job initialization took : 00:00:00.0083720
Error 11/21/2012 3:53:53 PM prairieFyre.DataSynchronizationEngine.SynchronizationService
Synchronization failed - System.InvalidOperationException: Sequence contains no elements
  at System.Linq.Enumerable.First[TSource](IEnumerable`1 source)
  at
prairieFyre.DataSynchronizationEngine.SynchronizationService.LoadSynchronizationOptions(DSY
ourSite aConfiguration, MisyncMessage aMisyncMessage)
  at prairieFyre.DataSynchronizationEngine.SynchronizationService.InitializeJob(MisyncMessage
aMisyncMessage, PbxConfig aPbxConfig, DSYourSite aCcmDataset, LicenseInformation&
aLicenseInformation)
  at prairieFyre.DataSynchronizationEngine.SynchronizationService.ProcessJob(MisyncMessage
aMisyncMessage)
```

To reset client machines:

**NOTE:** The following procedure will re-send configuration information to all client machines. In a large enterprise, this can require a large amount of network bandwidth. As such, you may wish to perform this procedure after business hours or during a maintenance window.

1. Open **YourSite Explorer**.

2. Select the **Tools** tab.
3. Click **Reset clients**.

APPLIES TO

6.0.2.0

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