

DSS0005 - Telephone System Synchronization failed due to Active Directory

DESCRIPTION

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

SEVERITY

Error

IMPACT

The telephone system synchronization did not complete.

TROUBLESHOOTING STEPS

Checking the telephone system 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.

1. Ensure that the Enterprise Server can reach the Domain Controller.
2. Ensure that the Enterprise Server is a member of the Domain.

APPLIES TO

6.0.2.0 and newer

Keywords: DSS0005 sync synchronize telephone system synchronization active directory domain even alarm

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<http://micc.mitel.com/kb/KnowledgebaseArticle51723.aspx>

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