

Telephone System Synchronization fails with error "Code:[MimaRCGeneralFailure] Error:[General failure. Unable to complete the operation.]"

PROBLEM

Telephone System Synchronization fails with error "Code:[MimaRCGeneralFailure] Error:[General failure. Unable to complete the operation.]"

CAUSE

This issue has been seen when the PBX and Enterprise Server are not on the same subnet. The extra routing or network security can cause issues with telephone system synchronization completing.

WORKAROUND

There are two possible workarounds for this issue:

1. Put the PBX and Enterprise Server on the same subnet.
2. Set the PBX to perform a DirectToPbx synchronization.

Stop the Data Synchronization service and then open the file **prairieFyre.Services.DataSynchronizationService.exe.config** from C:\Program Files\prairieFyre Software Inc\CCM\Services\DataSynchronizationService and set the value for **DirectToPbx** to **true**.

Stop the Configuration service and open the file **ConfigService.exe.config** from C:\Program Files\prairieFyre Software Inc\CCM\Services\ConfigService and set the value for **DirectToPbx** to **true**.

```
<add key="LoggingLevel" value="4"/>
<add key="MixmlServerPort" value="18000"/>
<add key="DirectToPbx" value="true"/>
```

NOTE: For CCM versions 5.6 GA and later, the config file is a little different and will look like the following:

```
<setting name="DirectToPbx" serializeAs="String">
<value>True</value>
</setting>
<setting name="MixmlServicePort" serializeAs="String">
<value>18000</value>
</setting>
```

Once these configuration changes are made you will need to restart the Configuration service, and ensure that Data Sync restarts (if it is already stopped no action is necessary).

Keywords:direct to pbx

Last Modified By: andrew_montpetit, Wednesday, October 02, 2013
<http://micc.mitel.com/kb/KnowledgebaseArticle50326.aspx>

Friday, August 19, 2022