

Hotfix KB107212 - File Synchronisation does not work with Geodispersed CCM and remote IVR servers

PROBLEM

In an environment where a remote IVR server is in a different time zone (specifically an earlier time) than the Enterprise Server, file synchronization will not complete correctly. This can cause ports on the remote IVR server to go into a Ring No Answer state.

Because of this issue, no changes to callflows will propagate to the remote servers at all until the Hotfix is installed.

RESOLUTION

NOTE: This hotfix must be installed on top of **6.0.2.1**.

1. Download the attached **KB107212.EXE** file to the Enterprise Server.
2. Double click the **KB107212.EXE** file and follow the on-screen prompts.
3. The update will automatically be passed to all remote servers.

NOTE: Installing this hotfix will stop and restart all prairieFyre services on the Enterprise server. In order to avoid service interruption we recommend applying the hotfix after hours or during a scheduled maintenance window.

APPLIES TO

6.0.2.1

Keywords: KB107212 107212 file sync synchronization geodispersed different time zone

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<http://micc.mitel.com/kb/KnowledgebaseArticle51895.aspx>

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