

After restoring a backup which contains SMS configuration, the SMS service does not receive the updated configuration

PROBLEM

After restoring a backup which contains SMS configuration, the SMS service does not receive the updated configuration information.

RESOLUTION

To correct this, you can either:

1. Make a cosmetic change to the SMS Media Server in YourSite Explorer and save.
2. Restart the **MiContact Center Sms** service.

APPLIES TO

MiCC Version 8.0 and newer

Keywords: SMS configuration backup restore service restart

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<http://micc.mitel.com/kb/KnowledgebaseArticle52402.aspx>

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