

## CFG0046 - There was a problem with the supplied MiXML login information

### DESCRIPTION

The credentials you have supplied to connect to your media server are invalid or the MiXML service is not started. Check your username and password for typos and try again.

### SEVERITY

Major

### IMPACT

Telephone System Synchronization will fail

### TROUBLESHOOTING STEPS

This problem is often fixed by verifying the following:

- Check that there are no typos in the supplied username
- Check that there are no typos in the supplied password
- Check that the user account exists on the media server and has the 'Log on as Application' option is enabled on the media server.
- Check that the MiXML service is installed on the enterprise server.
- Check that the MiXML service is started on the enterprise server.
- Try restarting the MiXML service on the enterprise server and try again.

### APPLIES TO

MiCC Version 8.0 and newer

**Keywords:** cfg0046 mixml login information problem media server pbx mivb mivoice business mcd sync telephone system synchronization

Last Modified By: AndrewMontpetit, Monday, March 07, 2016

<http://micc.mitel.com/kb/KnowledgebaseArticle52425.aspx>

Wednesday, October 05, 2022