

Telephone System Synchronization failure after upgrade to 5.8

PROBLEM

After the new installation or upgrade of Contact Center Management 5.8, the Telephone System Synchronization fails.

SYMPTOMS

- MiXML Server Edition 3.1.1.9 is installed but does not start.
- Service not listed under Services.msc (Start -> Administrative Tools -> Services)
- MiXML Applet appears in the Control Panel but cannot be started via the Start / Stop button.

CAUSE

- Visual C++ Redistributable are missing or corrupt
- The Component Checker may have been bypassed by launching the EnterpriseServer.msi file directly instead of the EnterpriseSetup.exe

RESOLUTION

Ensure these 3 Visual C Redistributable are present in Add/Remove Programs;

- Microsoft Visual C 2005 Redistributable (SOURCE = CCS_58GA\SRC\vcredis_x86)
- Microsoft Visual C 2005 Redistributable (SOURCE = CCS_58GA\SRC\vcredis_x86 2005 RTM)
- Microsoft Visual C 2008 Redistributable (SOURCE = CCS_58GA\SRC\vcredist2008_x86)

If any are missing, please follow these steps;

1. Remove any instance of "Microsoft Visual C Redistributable" in Add/Remove Programs
2. Reinstall all 3 located in the SRC directory where the original setup files were extracted to (See above).

If this does not resolve your Telephone System Synchronization issues, please read our MiXML Synchronization Troubleshooting Check list.

APPLIES TO

CCM 5.8

Keywords: MiXML service not starting vcredist RTM Visual C++ Telephone System Synchronization

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