

Unable to perform a Telephone System Synchronization after upgrading the software on your MiVoice Business (MCD)

PROBLEM

After upgrading your MiVoice Business (MCD) you find that Telephone System Synchronization is failing in YourSite Explorer.

CAUSE

The MiXML service used to coordinate Telephone System Synchronization can not determine that the MiVB has been updated without a restart.

RESOLUTION

1. Go to the **Control Panel**.
2. Open the **MiXML** control panel.
3. **Stop** the MiXML service.
4. **Start** the MiXML service.
5. Open the **Services** control panel (services.msc).
6. If the **prairieFyre Data Synchronization Service** is running, **stop** it.
7. Re-launch **YourSite Explorer** and perform a Telephone System Synchronization.

APPLIES TO

MiCC all versions

Keywords: mcd mivb sync telephone system synchronization

Last Modified By: AndrewM, Thursday, October 22, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52361.aspx>

Saturday, May 21, 2022