

HotFix KB163064 - Failover to remote IVR server failed due to corrupted cache file

PROBLEM

During a failover situation, while the remote IVR server has an incomplete or corrupt cache of the IVR settings, the IVR may not fail over correctly.

SYMPTOMS

In the IVRInbound log on the Failover server we see log entries like the following:

Info: 9/3/2013 8:40:05 AM Loading DSYourSite from local disk cache.

Error: 9/3/2013 8:40:07 AM LoadDataSetFromCache:: Error loading data from disk cache.

Clearing Disk Cache

RESOLUTION

This Hotfix is to be installed onto 6.0.2.2_Rev2

1. Download the attached **KB163064.EXE** file to the Enterprise Server.
2. Double-click the **KB163064.EXE** file and follow the on-screen prompts.

NOTE: Installing this update will stop and restart all the prairieFyre services. In order to avoid service interruption we recommend installing it after hours, or during a scheduled maintenance window.

APPLIES TO

6.0.2.2_R2

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<http://micc.mitel.com/kb/KnowledgebaseArticle52090.aspx>

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