

Remote IVR server will not synchronize XOML file from the CCM server

PROBLEM

When changes are made to call flow, they save correctly on the Enterprise Server, but do not synchronize to the Remote IVR server.

SYMPTOMS

When running the configuration wizard on the remote server, you may see an error saying that the CCM and Remote need to be on the same Domain, even though they are.

In the IVRInbound log you may also see an error like the following:

Error: 10/24/2012 9:59:29 AM

--- Start Exception Stack ---

System.IO.FileNotFoundException: Retrieving the COM class factory for component with CLSID {031913FE-EB2A-49F2-B2BE-B996B2448CD4} failed due to the following error: 8007007e The specified module could not be found. (Exception from HRESULT: 0x8007007E).

at Microsoft.Synchronization.Files.FileSyncProvider..ctor(Guid replicaId, String rootDirectoryPath, FileSyncScopeFilter scopeFilter, FileSyncOptions fileSyncOptions, String metadataDirectoryPath, String metadataFileName, String tempDirectoryPath, String pathToSaveConflictLoserFiles)

at

prairieFyre.BusinessObjects.SyncFiles.SyncFileFactory.DetectChangesOnFileSystemReplica(SyncId replicaId, String replicaRootPath, FileSyncScopeFilter filter, FileSyncOptions options)

at prairieFyre.BusinessObjects.SyncFiles.SyncFileFactory.Synchronize(String aReplicaSourceRootPath, String aReplicaDestinationRootPath, SyncDirectionOrder aDirection, List`1 aFileNamesExtensionIncluded)

--- End Exception Stack ---

CAUSE

Both x86 and x64 versions of the Microsoft Sync Framework 2.1 SDK are installed.

RESOLUTION

Check both the CCM server, and the remote IVR server. If both SDK versions are installed on either, you will need to uninstall both versions, then reinstall the x86 version from the following Microsoft link.

<http://www.microsoft.com/en-us/download/details.aspx?id=23217>

APPLIES TO

Remote IVR 6.0 and newer

Keywords: remote ivr xoml sync synchronize

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