

Lync - Router throwing error after restoring Virtual Machine to previous snapshot

PROBLEM

After restoring your VM Front End server to a previous snapshot, the Router service starts throwing errors. The router will not initialize, and will not process calls when this condition is encountered.

SYMPTOMS

The Router service will generate the following logs under these conditions:

```
Microsoft.Rtc.Signaling.TlsFailureException:Unknown error (0x80131500) --->
Microsoft.Rtc.Internal.Sip.RemoteDisconnectedException: Peer disconnected while outbound
capabilities negotiation was in progress ---> System.Net.Sockets.SocketException: An existing
connection was forcibly closed by the remote host
    at System.Net.Sockets.Socket.BeginReceive(Byte[] buffer, Int32 offset, Int32 size, SocketFlags
socketFlags, AsyncCallback callback, Object state)
    at Microsoft.Rtc.Internal.Sip.TcpTransport.ReceiveMore(Object prevData)
    --- End of inner exception stack trace ---
```

...

```
eError 5/23/2013 5:15:57 PM RouterLauncher => Critical error starting the router. Please fix the
error and restart the router.
```

CAUSE

This can be caused by a certificate error. When snapping back to a previous image, the stored certificates may not match up any longer.

RESOLUTION

There are two ways to resolve this issue:

Rejoining the Domain

1. Right-click on **Computer** and select **Properties**
2. Under the Computer Name section click on **Change settings**.
3. In the new System Properties window, click on the **Change** button.
4. Change the server to a **Workgroup**, and name it anything.
5. Click **OK** and provide domain administrator credentials if prompted.
6. Restart the server.
7. Right-click on **Computer** and select **Properties**
8. Under the Computer Name section click on **Change settings**.
9. In the new System Properties window, click on the **Change** button.
10. Change the server to a **Domain** and select the domain to join.
11. Click **OK** and provide domain administrator credentials when prompted.

12. Restart the server.

Requesting a new certificate

For more information on manually requesting a new certificate, please see the following Microsoft article: <http://technet.microsoft.com/en-us/library/hh467900.aspx>

APPLIES TO

5.10.2

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<http://micc.mitel.com/kb/KnowledgebaseArticle51956.aspx>

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