

## 6.0 - Microsoft Visual Studio C++ 2010 x64 Redistributable will prevent MiTAI from working

### PROBLEM

MiTAI will not properly work on the system. You will see errors in the network monitor indicating the MiTAI link is down, errors in the collector and MiTAI Proxy Server log about PF\_MiTAI\_Connector.dll could not be found, faulty module and the IVR ports won't come into service, error saying PF\_MITAI\_BAD\_PARAMATER.

### CAUSE

We require the Microsoft Visual Studio C 2005 and the Microsoft Visual Studio C 2010 x86 Redistributable to be installed. If the Microsoft Visual Studio C 2010 x64 Redistributable is installed instead of the x86, the MiTAI will not work.

### REASON

This could be installed if Visual Studio or full SQL x64 bit is installed on the server. We are testing if our installer will install the x86 version of the x64 is already there, but my guess is no.

### RESOLUTION

Uninstall the Microsoft Visual Studio C 2010 x64 Redistributable version and install the x86 version from our SRC folder, located at C:\CIS\_60GA\src\vcredist\_x86 2010 or download it from the web if the SRC folder is gone.

### APPLIES TO

CCM 6.0

**Keywords:** PF MITAI BAD PARAMETER

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<http://micc.mitel.com/kb/KnowledgebaseArticle51450.aspx>

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