

## IVR / VWM Ports on remote server won't go into service

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### PROBLEM

IVR / VWM ports on remote server won't go into service

### SYMPTOMS

IVR / VWM ports won't go into service

Ports are associated to the main CCM server, and not the remote server they reside on. When you try to associate the ports onto the correct remote server YourSite Explorer reports "Extension could not be saved since you are licensed for 1 server".

### CAUSE

Licensing error as ports are being moved from one server to another

### WORKAROUND

Try selecting all the ports to be set Remote at once by holding CTRL and SHIFT, and changing all at once.

If this does not work delete all IVR / VWM extensions from CCM server and recreate them with the Remote server filled in.

### APPLIES TO

IVR / VWM 6.0

**Keywords:** IVR VWM ports in service YSE error

Last Modified By: AndrewMontpetit, Friday, August 12, 2016

<http://micc.mitel.com/kb/KnowledgebaseArticle51497.aspx>

Tuesday, August 16, 2022