

IVR Ports out of service after Ring Group deleted from PBX or set historical in YourSite Explorer

PROBLEM

IVR ports are out of service after a ring group they belonged to was deleted or marked historical.

SYMPTOMS

In real-time monitors the ports will be listed as status: unknown.

In the IVR log files, you will see the ports try to come into service and then immediately stop.

CAUSE

Ring Groups are treated as queues in the MiContact Center software, and when a Ring Group is deleted or marked historical, the system cascades to mark all the extensions (including ports) within historical as well.

RESOLUTION

There are a number of ways to return these ports to service.

1. Remove all extensions from historical Ring Group and save.
2. Delete Ring Group from YourSite Explorer. Synchronize the ports down again without the ring group.
3. Recreate Ring Group on PBX and unmark as historical in YourSite Explorer.
4. Unmark Ring Group as historical in YourSite Explorer and disable Telephone System Settings Synchronization.

NOTE: We are planning to add protection to prevent this issue in our upcoming MiCC Version 8.0.

APPLIES TO

MiCC 7.1.X.X

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