Server Operating System Booting Too Fast Causing System Functions to Fail

SCENARIO

After upgrading to ST14.2 you notice that certain key features are not performing as expected.

Your Windows Operating System may be Server 2012 or Server 2012 R2. You may also be running a Virtual Machine or a Physical Machine with a Solid State Drive causing the Mitel Server to start up extremely quickly.

SYMPTOMS

The features impacted could include the following:

1. Call handling modes will not change.
2. New installation of phones will not register to the system
3. Diagnostics and Monitoring may show the HQ database Master State as "Unknown"

CAUSE

This is caused due to a software defect.

MORE INFORMATION

A key signature you are experiencing this problem can be seen in the Transport Logs (xprt Log File). If this log file has multiple 100MB files (if using default file size) you may see the following message scrolling within the log file.

```
16:42:23.605 ( 3024: 3176) [ipc ]
CCMIPCLibraryImpl::initializeSendRequest (00E5DCF8), "\\.\pipe\svr-
req-73374210-f994-4d15-a4c2-a4f73865998e"
16:42:23.605 ( 3024: 3176) [ipc ] (Error)
CPipeInstance::initializeSendRequest, pipename (\\.\pipe\svr-req-
73374210-f994-4d15-a4c2-a4f73865998e) failed: 0x80070002
```

ENG-341845 "Cannot change call handling mode" is resolved in 14.2 builds 19.46.1802 or higher which addresses the subject ENG title as well as the symptoms outlined in this article.

WORKAROUND

Below are potential workarounds that could restore service to the aforementioned system features if a system upgrade is not currently planned.

- Once the OS is booted navigate to `C:\Program Files (x86)\Shoreline Communications\ShoreWare Server` and run `quickinstall -stopall` to stop all services and then run `quickinstall -startall` to start all services.
- Use a delayed start on Mitel services versus the currently configured Automatic Start.
- Use a GPO to run the stop/start scripts for ShoreTel. These scripts are located in `C:\Program Files (x86)\Shoreline Communications\ShoreWare Server\Scripts`