imagicle

CUCM User Sync hangs despite the AXL is working

Applies to

Imagicle Application Suite, any version, users are synced from a CUCM

Description

The user sync seems to hang without any progress until the timeout is reached

Under the log file (%IAS_ROOT%\Var\Log\FW.Sync.Service\FW.log) you see:

INFO {2417} [FW] [SvSyncScheduler] >>>>>>>>>>>>>>>>>> Start Synch ##########################
DEBUG {2417} [FW] [SvSyncScheduler] ####### **ETA = 00:00:00**, % = 0
DEBUG {2413} [FW] [SvSyncScheduler] ####### **ETA = 00:00:00**, % = 0

And so on, the progress **never goes above 0%**, **ETA is always 00.00.00** until the timeout is reached:

0422 05:00:46.268 FATAL {2419} [FW] [SvCcmAdapter] Interrupt -> Internal rule's Exception (pbx): [GetData] Operation too long (05:00:00.0907002), aborting. --> No Parent exception: {
Exception Type {System.TimeoutException}
Message {[GetData] Operation too long (05:00:00.0907002), aborting.}
StackTrace {
  at FW.Sync.CcmAdapter.SvCcmDataManager.WaitForExternalsDataSync()
  at FW.Sync.CcmAdapter.SvCcmAdapter.RequestDataWorker(Object state)}
}

Cause

The AXL Client process is unable to write to the file %IAS_ROOT%\Apps\ApplicationSuite\Settings\AxlSentinel.ini
The file can be corrupted, locked by another process or the Antivirus, and so on

Solution

Try to delete the file %IAS_ROOT%\Apps\ApplicationSuite\Settings\AxlSentinel.ini:

1. Stop the Imagicle AXL Client service
2. Delete the file
3. Restart the service