

HotFix KB399587 - Multiple multimedia and Ignite client fixes

PROBLEM

This HotFix addresses multiple issues:

- In Web-Ignite a security role which blocks access to real-time monitors will also prevent account codes from being visible
- Agents are unable to set themselves in a Make Busy state after handling a multimedia item
- Web-Ignite becomes intermittently unresponsive after extended use
- Transferring to resilient queues via a virtual queue group fails
- Calls in worktimer state become stuck in Ignite inbox. New calls continue to be delivered
- No items are listed in the Ignite history when the 'All' filter is selected
- Queue group was placed into Do Not Disturb mode, and was subsequently removed in error
- Agent state showing unknown in Web-Ignite, and agents unable to change group options
- Some IVR servers were not synchronizing configuration changes unless the RoutingInbound service was restarted
- Web-Ignite showing stale calls in the inbox
- Agent on a multimedia item sets themselves Make Busy using the Contact Center Client, but is set back to available in error
- Completed calls were intermittently showing as on hold instead of worktimer
- Resilient Hunt Groups with resilient members were becoming stuck in a Ring No Answer state

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.1.0 and HotFixes.
6. Download the **MiCC HotFix KB399587.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB399587.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the Mitel services. To avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.1.0

Keywords: 399587 KB399587 Ignite Web-Ignite RNA IVR ports resilient inbox history stuck makebusy account code codes history DND sync

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