Mitai Issues with MCD 7.1 PR1

MCD 7.1 PR1 has a known issue where PBXs with this load will sometimes stop sending MiTAI. Many MiCC functionalities rely on the Mitai stream, as such if the controller stops sending Mitai data, your system will not work.

Because of this problem, MCD 7.1 PR1 is **not supported** with any MiCC release. Please ensure that you are running either MCD 7.1, or MCD 7.1 PR2 (13.1.0.38), or newer.

Preventing the Problem:

If you have MCD 7.1 PR1, please upgrade your controller to MCD 7.1 PR2 as soon as possible. (Please refer to http://micc.mitel.com/kb/KnowledgebaseArticle51183.aspx for a chart of supported MCD releases by MiCC version.)

When upgrading MCD, please be aware that you will also need to restart the MiCC server, or restart several MiCC services (see http://micc.mitel.com/kb/KnowledgebaseArticle52262.aspx#post-update for more information on which services to restart, in what order). These restarts must be done after the controller fully boots up with the new MCD version loaded.

What will happen if your MCD 7.1 PR1 controller stops sending Mitai information:

- IVR ports will stop responding, which most often manifests as Ring No Answer
- Softphone Calls may stop working
- Softphone and Phone Set Management controls will stop working
- Contact Center Client will stop showing:
    - Accurate Make Busy Information (and changes to MKB state done through CCC may not work)
    - Accurate Agent Group Presence Information (and changes to AGP done through CCC may not work)
    - Caller ANIs in the Agent State pane.
- Reporting: Some reports (including Lifecycle reports) also rely on Mitai, and will not function correctly.

Confirming your PBX has stopped sending Mitai:

If you suspect this problem is happening, there is a workaround below. If you would like to absolutely confirm it before doing the workaround, here is how:

1. Open YourSite Explorer, and look at Media Servers. Identify the Media Server you suspect may have stopped sending Mitai, and note it's Node ID from the Media Server Properties.

2. On your MiCC server, go to the CCM directory (default location: C:\program files (x86)\prairieFyre software inc\ccm) and browse to DataDirectory\Node_xx (where xx is the Node ID of the Media Server you suspect has stopped sending Mitai).

3. Find the file aDDMMYYYY.txt (where DDMMYYYY is today's date). Open it.

4. Go to the bottom, and search upwards for the string --y. The last instance of that string is the last Mitai information packet we received from the PBX.

Each packet will start with *--y* and then six numbers, which corresponds to the 24-hr time of day in hhmmss format.

For example, a Mitai packet received at 2:25:03 PM would start with *--y1452503*

Fixing this Problem:

The best solution for this issue is to upgrade to MCD 7.1 PR2.

If you don't have time to do an upgrade when this problem happens, rebooting the MiVB controller will usually provide a temporary fix. Please be aware that you will also need to restart the MiCC server, or restart several MiCC services (see http://micc.mitel.com/kb/KnowledgebaseArticle52262.aspx#post-update for more information on which services to restart, in what order). These restarts must be done after the controller fully boots up again.

APPLIES TO

MiCC for 3300 (all versions) when running with MCD 7.1 PR1

Keywords:

MCD 7.1 PR1 MCD 7 SP1 PR1 Mitai stops Mitai IVR port RNA Ring No Answer Softphone PSM
 PhoneSet Manager --y AGP Agent Group Presence MKB Make Busy Makebusy Contact Center
Client CCC ANI

Thursday, August 18, 2022