

## HotFix KB173041 - Music on Hold, Agent presence, and Queue Now Chart fixes

### PROBLEM

This hotfix addresses three issues:

- Music On Hold volume going up and down while the customer is listening.
- Contact Center Client Queue Now Charts throwing a licensing error.
- Presence errors preventing agents from taking ACD calls.

### RESOLUTION

This hotfix is to be installed onto 5.10.3.0.

1. Download the attached **KB173041.EXE** file to the Enterprise Server.
2. Right-click the **KB173041.EXE** file and **Run As Administrator**.
3. Follow the on-screen prompts.

**NOTE:** Installing this hotfix will restart the prairieFyre services. In order to avoid service interruptions we recommend installing after hours or during a scheduled maintenance window.

### APPLIES TO

5.10.3

**Keywords:** 173041 KB173041 MOH Music on hold CCC queue now chart presence

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<http://micc.mitel.com/kb/KnowledgebaseArticle52123.aspx>

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