

HotFix KB479702 - Multiple client application, reporting, and agent greeting fixes

PROBLEM

This Hotfix addresses multiple issues:

- YourSite Explorer warning of high memory usage too early and too frequently
- YourSite Explorer not giving a validation warning when a queue name exceeds 20 characters
- Agent State real-time monitors inside the Contact Center Client not allowing membership to be set via the Agent Group, resulting in missing members
- Log in and Log out times in Event reports were swapping AM and PM values when the report was converted to PDF format
- A race condition causing the Agent Greeting engine to connect two separate calls that arrived simultaneously, resulting in the greeting for one call being played to the other

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.1.0**.

1. Ensure that KB479209 is installed.
2. Go to <https://www.mitel.com/>
3. Click the **Login** button.
4. Click the **Sign in** button under **MiAccess**.
5. On the left, select the **Software Download Center**.
6. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.1.0** and **HotFixes**.
7. Download the **KB479702** HotFix to the MiContact Center server.
8. Double-click the **KB479702** Hotfix and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

NOTE: Installing this Hotfix will restart the MiContact Center services. To avoid service interruption apply this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiContact Center Business 9.1.1.0

Keywords: Hotfix 479702 KB479702 agent greeting PDF AM PM high memory warning validation queue characters

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