

HotFix KB176913 - Replies to queued emails sent in via webform not sending properly

PROBLEM

Emails being sent into queue via a webform are received by an agent, and replied to in Ignite, but the reply message is not sent out. In Ignite there is no indication that there was an error.

RESOLUTION

This hotfix is to be applied onto Version 7.0.0.2 (7.0 Patch Release 2).

1. Download the attached **KB176913.EXE** file to the Enterprise Server.
2. Double-click the **KB176913.EXE** file and follow the on-screen prompts.

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

APPLIES TO

7.0.0.2

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