

HotFix KB94462 - CCC Greying out / IVR Transfer activity timing out

INFORMATION

This Hotfix addresses two sperate issues:

- Contact Center Client frequently greys out for short periods, and drops some realtime connections.
- IVR Transfer activity timing out before it can receive the CallDeliveredEvent from MiTAI stream.

RESOLUTION

This Hotfix is to be applied on top of 6.0.2.0.

1. Download the attached **KB94462.EXE** file to the Enterprise Server.
2. Double click the **KB94462.EXE** file and follow the on-screen prompts.

NOTE: Applying this hotfix will stop and restart all prairiefyre services. To avoid service interruption we recommend applying this hotfix after hours or during a scheduled maintenance window.

APPLIES TO

6.0.1.1 and 6.0.2.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle51784.aspx>

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