

HotFix KB341275 - Multiple Multimedia fixes

PROBLEM

This hotfix corrects a number of multimedia issues.

- YSE freezes if you attempt to remove the last media type from an agent group
- YSE is not showing Skill Level or Presence for some agents in an agent group after sync if the group contains more than 100 members
- Restarting the Enterprise Server service results InQueued emails being re-ordered in realtime displays
- One queues showing grossly inflated 'longest waiting' statistic in Ignite and QueueNow
- Enterprise Server service can become unresponsive under specific conditions, RTClients will intermittently disconnect
- Intermittently Ignite is not displaying available destinations in Transfer window
- Contact Center Client application taking excessive amount of time to launch for some users (90 seconds)
- Contact Center Client crashing intermittently
- Routing Media stopped updating list of mails due to duplicate ConversationID in SQL routing database
- When viewing emails in a queue (Ignite) in grid-view, the From Name field isn't populated
- Ignite crashing intermittently
- Ignite: Transfer window closes when a new message enters the queue in grid view
- Case and Ticket prefix configured in YSE not being used if employee on different site from media server (Not Multi-Tenant)
- Ignite taking excessive amount of time to launch for some users (90 seconds)
- Enterprise service execution cycles are much more frequent and higher in memory than anticipated

RESOLUTION

This HotFix is to be installed onto **MiCC Version 8.0.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.0.1.0 and HotFixes.
6. Download the **MiCC HotFix KB341275.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB341275.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the MiCC services. In order to avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.0.1.0

Keywords: multimedia mcc ignite ccc contact center client crash enterprise service execution cycle longest waiting queue

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