

HotFix KB428628 - Worktimer inaccuracies in Ignite inbox

PROBLEM

Users were having issues with worktimers stacking up and not clearing, not matching the actual status of the agent, and timers expiring then changing to 24 hours.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

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 8.1.4.0 and HotFixes.
6. Download the MiCC HotFix KB428628.exe HotFix to the MiContact Center server.
7. Double-click the MiCC HotFix KB428628.exe and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

8.1.4.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle52574.aspx>

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