

HotFix KB522969 - Calls still routing to Primary Queue in Virtual Queue Group when PBX is unavailable

PROBLEM

Calls still routing to Primary Queue in Virtual Queue Group when PBX is unavailable

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.4.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.3.4.0** and **HotFixes**.
6. Download the **KB522969** HotFix to the MiContact Center server.
7. Double-click the **KB522969** 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, please install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.3.4.0

Keywords: hotfix 522969 KB522969 virtual queue group

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