

KB36291: Hold items disappear on force forwards / draft folder not getting cleaned

PROBLEM

This hotfix corrects two different issues:

1. The Hold item disappears on Force Forwards.
2. The Draft folder is not getting cleaned.

SYMPTOMS

Steps to reproduce:

Problem 1: "Hold item disappears on Force Forward"

- Create an Exchange/Email queue and have an agent logged into that queue.
- Send an email to that Queue.
- Email will ring in the agent's box.
- Put that email on hold while it's in the inbox.
- Click on the Force Forward button.
- Email will disappear.

Problem 2: "Draft folder is not getting cleaned"

- Create an Exchange/Email queue and have an agent logged into that queue.
- Create a lot of emails in the Draft Folder of the Queue (create emails by sending it to your self and drag and drop them).
- Send an email to the queue.
- Select Reply and save the email without clicking send, so it will be saved in the draft folder.
- Try to open that saved email and it will take very long time to open.

CAUSE

1. We are not preventing users from force forwarding a hold email item. Outlook is also caching the ringing state instead of hold state.
2. There wasn't any clean up service for draft folder but we have one in place for the inbox.

WORKAROUND

1. None.
2. Manually delete the unwanted emails from the draft folder.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

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