

## HotFix KB176785 - Softphone Hot desking agent does not remain active through a combined PBX and SRC failure.

### PROBLEM

Hot desking agents using softphone were dropping their connections during a combined PBX and SRC failure, instead remaining resilient.

### RESOLUTION

This hotfix is to be applied on top of version 6.0.3.0.

1. Download the attached **KB176785.EXE** to the Enterprise Server.
2. Double-click the attached **KB176785.EXE** and follow the on-screen prompts.

**NOTE:** Installing this hotfix will restart the prairieFyre services. In order to avoid service interruption, we recommend installing this patch after hours, or during a scheduled maintenance window.

### APPLIES TO

6.0.3.0

**Keywords:** 176785 KB176785 softphone resilient resiliency hotdesk hotdesking hot desk desking PBX SRC

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<http://micc.mitel.com/kb/KnowledgebaseArticle52130.aspx>

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