

## HotFix KB161237 - Contact Center Client and Yoursite Explorer performance improvements

### PROBLEM

This Hotfix addresses four issues:

- In rare cases, when there are many ports in hunt groups assigned to workflows, YourSite Explorer was showing abnormally high memory usage, and throwing fatal errors.
- Execution of workflow containing large number of rules taking over 8 seconds to execute.
- Transfer Destination dialogue not loading for some customers.
- QueueNow monitor in Contact Center Client taking too long to load.

### RESOLUTION

This Hotfix is to be applied on top of 6.0.2.3.

1. Download the attached **KB161237.EXE** file to the Enterprise Server.
2. Double-click the **KB161237.EXE** file and follow the on-screen prompts.

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

**NOTE: We are currently experiencing a technical difficulty with the direct download due to the size of this Hotfix installer. If you require this hotfix, please contact Customer Support for temporary FTP access.**

**NOTE: Once this Hotfix is installed, you must also install [KB162606](#) to correct an interface issue in YourSite Explorer.**

### APPLIES TO

6.0.2.3

**Keywords:** 161237 KB161237 CCC YSE performance memory fatal error delay queue now

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<http://micc.mitel.com/kb/KnowledgebaseArticle52077.aspx>

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