

HotFix KB340635 - IVR workflow continues to process after a hangup activity within a subroutine

PROBLEM

After a Hangup activity inside a subroutine, the workflow will continue to process until it reaches an end condition or an error. If an error is encountered first, an alarm indicating a workflow error is triggered.

RESOLUTION

This HotFix must be installed onto MiContact Center Version 8.0.0.1.

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 8.0.0.1 and HotFixes.
6. Download the **MiCC HotFix KB340635.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB340635.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the MiCC services. In order to avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.0.0.1

Keywords: IVR workflow subroutine hangup

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<http://micc.mitel.com/kb/KnowledgebaseArticle52431.aspx>

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