

HotFix KB321068 - Agent showing as Logging in and Out at same time, and UI not giving clear indication Account Code has been selected

PROBLEM

This HotFix addresses two issues:

- Agent Event by Period reports were showing a Login event two seconds before the Logout event.
- When selecting an Account Code in Ignite, using the History and Account Code screen there was no UI indication that the click was registered by the software.

RESOLUTION

This Hotfix must be installed onto MiContact Center Version **7.1.3.1**, and a number of hotfixes.

NOTE: These must be installed in the following order.

1. Install KB285893
2. Install KB319939
3. Install KB320611
4. Install KB319188
5. Install KB320774
6. Install KB319897
7. Install KB321873
8. Download the attached **KB321068.EXE** to the Enterprise Server.
9. Double-click **KB321068.EXE** and follow the on-screen prompts.

NOTE: Installing each of these hotfixes will restart the prairieFyre services. In order to avoid service interruption we recommend applying these updates during a scheduled maintenance window. You should plan for the installs taking 5 to 10 minutes each.

APPLIES TO

MiCC 7.1.3.1

Keywords: 321068 KB321068 agent login logout log logging logged in out ignite account code history indicator

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<http://micc.mitel.com/kb/KnowledgebaseArticle52418.aspx>

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