

## HotFix KB161337 - Callback reporting: Total Offered does not equal New + Requeue

### PROBLEM

Callback reports weren't correctly adding up the Total Offered values to include New Requeues.

### RESOLUTION

This Hotfix is to be installed into version 6.0.2.3.

1. Download the attached **KB161337.EXE** file to the Enterprise Server.
2. Double-click the **KB161337.EXE** file and follow the on-screen prompts.

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

### APPLIES TO

6.0.2.3

**Keywords:** 161337 KB161337 callback callbacks report reporting total offered requeue requeues

Last Modified By: andrew\_montpetit, Friday, January 31, 2014  
<http://micc.mitel.com/kb/KnowledgebaseArticle52101.aspx>

Saturday, May 21, 2022