

HotFix KB401979 - MiCCSDK concurrency errors preventing callback requests from being saved

PROBLEM

Intermittently callback requests were not being saved due to a concurrency error while writing to SQL.

SYMPTOMS

In the MiCCSDK logs you will see warnings like the following:

Warning: 2017-May-22 13:29:43.701 Error saving changes due to a concurrency exception. Retrying... (EntityFrameworkExtensions.SaveChangesSafe)

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.1.0** .

1. Ensure that KB399587 is installed.
2. Go to <https://www.mitel.com/>
3. Click the Log in button.
4. Click the Sign in button under Connect.
5. On the left, select the Software Download Center.
6. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.1.0 and HotFixes.
7. Download the **MiCC HotFix KB401979.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB401979.exe** and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

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

APPLIES TO

MiCC 8.1.1.0.

Keywords: callback save saved concurrency mixed sql

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<http://micc.mitel.com/kb/KnowledgebaseArticle52547.aspx>

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