

## 6.0 Fix Pack 3

This is the list of all items for 6.0 GA Fix Pack 3, released on Tuesday, May 15 2012. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

**\*\*\*NOTE: All fixes in Fix Pack 1 are included in our current release of 6.0.1, available at the download location listed below.\*\*\***

- Contact Center Management - Advanced Supervisors with Basic starter pack licensing did not have access to Report Scheduler.

**Description :** Advanced Supervisors, with Basic Starter Pack licensing, did not have access to the Report Scheduler.

**Workaround :** None

**Resolution Notes :** Changes were made to Basic Starter Pack Licensing to give Advanced Supervisors access to the Report Scheduler in the Contact Center Management website.

- Contact Center Management - User was unable to Summarize.

**Description :** User was unable to Summarize.

**Workaround :** None

**Resolution Notes :** An infinite loop in a recursive function was fixed. The infinite loop was caused by circular SMDR record linking.

- Contact Center Management - Printing getting stuck in pending state.

**Description :** When reports were set to print to the local printer, printing was getting stuck in the pending state.

**Workaround :** None

**Resolution Notes :** Changes were made to the log messages to ensure when you choose to print locally, invalid printer selections can be easily identified.

- Contact Center Management - Queue group Now monitor delay when agent leaving virtual queue group.

**Description :** When an agent left a virtual queue group there was a delay in updating the real-time data in the Queue Group Now monitor.

**Workaround :** None

**Resolution Notes :** Modifications were made to the sequencing of queue and queue group presence handling. When agents leave virtual queue groups, there is no delay in updates to the "Agts Avail" and "Idle" columns in the real-time Queue Group Now monitor.

- Contact Center Management - Unable to modify device list with automatically selected Account Code groups.

**Description :** An error displayed when the user attempted to modify a device list which contained automatically selected Account Code groups.

**Workaround :** None.

**Resolution Notes :** Account Code groups are now properly handled in updates to the device lists.

- Contact Center Management - Reports would not print if the "redirect" printer was set as the default printer.

**Description** : Reports would not print if the "redirect" printer was set as the default printer.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure the "redirect" printer is ignored and the command to print is sent, as desired, to the default printer.

- Contact Center Management - Unable to export SMDR Inspector data into Microsoft Access

**Description** : Users were unable to export and save SMDR Inspector data using Microsoft Access.

**Workaround** : None

**Resolution Notes** : Changes were made to the Inspector tool to fix this issue.

- Contact Center Screen Pop - Users were unable to configure Screen Pop to display Caller-specific Outlook contact information and create journal entries.

**Description** : Users were unable to configure Contact Center Screen Pop to display caller-specific Microsoft Outlook contact information and create journal entries.

**Workaround** : None.

**Resolution Notes** : Contact information is now popping up on incoming calls and journal entries are created in Outlook.

- Contact Center Screen Pop - When a user selected to launch an application and pick Outlook contact information, functionality did not work as expected.

**Description** : When a user selected to launch an application, upon answering an ACD call, that allowed them to pick caller-specific Microsoft Outlook contact information and create journal entries, this functionality did not work as expected.

**Workaround** : None.

**Resolution Notes** : Additions were made to the files included with Contact Center Client to ensure this feature functions correctly.

- YourSite Explorer - Extensions assigned to hunt group that are deleted from phone system, they persist in YourSite Explorer

**Description** : When extensions were assigned to a hunt group and deleted from the telephone system, they could not be deleted from YourSite Explorer.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure when extensions are assigned to hunt groups, they can be deleted as expected in YourSite Explorer.

- Contact Center Softphone and PhoneSet Manager - Clicking Answer button twice quickly while ringing disables Hang Up and Trans/Conf buttons.

**Description** : When an agent using Contact Center Softphone clicked the Answer button quickly, twice in succession, while in a ringing state, the Hang up and Trans/Conf buttons on the toolbar were disabled.

**Workaround** : None.

**Resolution Notes** : Updates were made to the code to ensure answering the soft phone, as above, does not cause toolbar functions to become unavailable.

- Support for the Mitel 5000 and Axxess - Agent performance reports were showing inaccurate Make Busy statistics when using the Mitel 5000 telephone system.

**Description :** Agent performance reports were showing inaccurate Make Busy statistics when using the Mitel 5000 telephone system..

**Workaround :** None.

**Resolution Notes :** Changes were made to ensure agent performance reports accurately display Make Busy statistics.

- IVR Routing - Agent Performance by Callback Queue report not functioning as intended.

**Description :** The Agent Performance by Callback Queue report was not functioning as intended.

**Workaround :** None.

**Resolution Notes :** Callback information can now be accessed as expected in the Agent Performance by Callback Queue report.

- IVR Routing - Callers can enter only 7 digits for callback number, even when 9 to 10 digit range is required.

**Description :** When parameters of 9 (for minimum internal digits) and 10 (for minimum external digits) were configured in order to avoid callers entering only 7 digits for a callback, users could continue to enter 7 digits and the callback proceeded as normal.

**Workaround :** None.

**Resolution Notes :** Changes were made to ensure parameters for minimum callback digits, once set, are respected.

- 63974 - Intelligent Queue - Intelligent Queue ports were showing as "in use" but were not answering calls.

**Description :** Intelligent Queue ports were showing as "in use" but were not answering calls.

**Workaround :** None.

- 68865 - IVR Routing - IVR Routing redundancy support was enhanced.

**Description :** Enhancements were made to extend support for IVR Routing redundancy and resiliency. This hot fix will be made available directly following the release of 6.0 Fix Pack 3.

**Workaround :** None.

- 69051 - Salesforce.com Integration - Intermittently, voice mail port information, instead of caller ANI information, was displaying to the agent upon call reception..

**Description :** This hot fix will be included in a future fix pack or service pack.

**Workaround :** None.

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download
  - A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after **Download the Mitel Networks Contact Center Enterprise Edition**, click **CCEE\_FullRelease**.
  - A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click

**CCBE\_FullRelease.**

- A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA\_FullRelease**.
- 6. Click **Installing Contact Center Solutions and Call Accounting hotfixes**.
- 7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

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<http://micc.mitel.com/kb/KnowledgebaseArticle51552.aspx>

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